

scan club

A NEWSLETTER FOR SCAN HEALTH PLAN® MEMBERS

ISSUE 2, 2020



Our Promise to You: We'll Treat You Like Family

Treating members like family is more than a philosophy for many of us at SCAN.



"I've always told my staff that I expect them to treat every caller as if it was my mom on the line," says Troy Shaffer, vice president of Member Services. And he's not joking. Troy's mom, Lois, was a loyal SCAN member the last several years of her life.

"We promise to treat members of SCAN with the same level of attention, respect and caring as we do our own families and friends," Troy says. "That means we take our time on the phones to make sure we're answering questions completely. Our goal is to *always* deliver excellent service."

That's not to say that we're perfect—family rarely is—or that you'll always get the answer you want. But we care about our members, and we're committed to going the extra mile for you. The fact that we recommend SCAN for the most important people in our lives—at the most important time of their lives—is a true vote of confidence. You're in good company!

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Focus on Extra Benefits

SCAN Senior Advocates tell us that some of the members they talk with—even those who have been with SCAN for a while—don’t know about all the extra benefits that are part of their plan. Likewise, we were surprised when many members responding to a recent SCANlistens survey on hearing loss said they had no idea that SCAN offers a hearing aid benefit.



The best way to be sure you’re taking advantage of all your plan offers is to read your benefit materials. Get to know the routine benefits you can take advantage of without a referral from your primary care doctor, like vision and hearing exams. These are two valuable extras that aren’t covered by Medicare but are a part of most SCAN plans. Read on to learn how to use these important benefits.

“

The hearing aids are state-of-the-art and can be adjusted using your iPhone. I like having some control over how I hear the world around me.”

—SCAN member and TruHearing user

Annual eye exams and coverage for eyewear

Changes in vision are a natural part of growing older. That’s why all SCAN plans offer a routine vision care benefit through EyeMed® Vision Care.

While specific coverage and copayments vary between plans, in general, this benefit includes:

- **One eye exam every 12 months**
Many optometrists work with EyeMed, and you don’t need a referral!
- **Coverage for eyewear every 24 months**
This includes your choice of eyeglasses or contact lenses.

Contact EyeMed directly to schedule an appointment for an exam with a vision specialist near you.

EyeMed Vision Care
1-844-226-2850 (TTY: 711)
Monday through Saturday, 4:30 a.m. to 8 p.m.
Sunday, 8 a.m. to 5 p.m.



If you’re experiencing a medical problem with your eyes—such as pain, discharge or blindness—see your primary care doctor right away.

Don’t pay thousands for hearing aids. Get them through TruHearing™ for less!

How much less? If your SCAN plan has a hearing benefit (and most do), you can get up to two hearing aids per year, for less than the retail cost.

Choose from either:

- The Premium hearing aid for \$750 each, **OR**
- The Advanced hearing aid for \$450 each

That’s significantly less than you’d pay out of pocket. In fact, last year 2,718 SCAN members saved on average \$3,838 by using their SCAN hearing aid benefit.

Plus, your benefit may also include:

- \$0 copay for your initial exam with a TruHearing provider
- Three follow-up visits for fitting and adjustments
- A 45-day risk-free trial
- Three-year manufacturer warranty for repairs and one-time loss and damage replacement
- 48 batteries per non-rechargeable hearing aid

Again, you don’t need a referral to schedule a hearing exam. Contact TruHearing directly to make an appointment with a hearing care provider in your area.

TruHearing
1-844-255-7148 (TTY: 711)
Monday through Friday, 5 a.m. to 6 p.m.
truhearing.com/scan

Check out all the exciting extras you can get as a SCAN member at scanhealthplan.com/extras.

CEO MESSAGE

WE'RE HERE FOR YOU!



We make a commitment to every SCAN member to deliver quality healthcare and exceptional service. That’s what this issue is all about: helping you get the care you need when you need it. But that’s become a little more complicated recently.

As we were finishing this newsletter, the COVID-19 outbreak had everyone sheltering in place. Routine care visits and elective procedures were being postponed. (So, those vision and hearing exams we’ve featured on page 2 will likely need to wait!) SCAN has been monitoring the situation closely and will continue to do so. We’re doing everything we can to help our members stay healthy and get the care they need during this time. I encourage you to check the reliable sources listed on the back page to make sure you have the most current information available.

If you have questions about your care, nothing’s changed: Call your doctor first. But SCAN is here to help, too. We’ve rounded up a list of community organizations that are stepping up their efforts to help with some of the challenges you may be facing, such as food, medication refills and more. Call Member Services if you need that information or support.

Our goal is to always deliver excellent service—not usually, not sometimes, but *always*. And now, that’s more important than ever.

Be well,

Chris Wing
Chief Executive Officer
SCAN Health Plan

If you have a doctor’s appointment coming up, it’s best to call before you go. Many doctors are doing appointments by phone so you can remain safe at home and still get the care you need.

Ask Member Services



I heard that Member Services hours changed on April 1. Why is that?

The busiest time for Member Services begins each October and continues into the new year. That’s when we’re getting many calls from prospective and new members during open enrollment, and also from members wanting to know more about the new year’s benefit changes. Come April, though, things settle down a bit, so Member Services’ hours scale down from seven days to five days a week. Of course, you can still reach Member Services at any time by leaving a voicemail or sending an email with your question. Someone will get back to you within one business day.

► **Members Services’ new hours (starting April 1):** Monday through Friday, 8 a.m. to 8 p.m.



What’s this survey that came in the mail? Should I bother filling it out?

This is survey season in the Medicare world, so it could be that you’re one of the people randomly chosen to receive a questionnaire.

There are two types of surveys you might receive from the Centers for Medicaid and Medicare Services (CMS), which runs Medicare:

- The **Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey** asks questions about your experiences with different aspects of your care and how happy you are with SCAN and your doctors.
- The **Health Outcomes Survey (HOS)** asks about your health and how it affects your overall quality of life and the things you do from day to day.

So yes, if you receive one of these surveys, please respond to it—even if everything is going well! Medicare uses the surveys to find out whether you’re getting the care you need to stay healthy. And the surveys are part of what Medicare considers for the 5-Star quality rating system.

Learn more about surveys and why they’re important at scanhealthplan.com/surveys.

Why Some Drugs Aren't Covered, And What You Can Do About It



When Molly took two new prescriptions to the pharmacy to be filled, the pharmacist told her only one was covered by her insurance. She had the one prescription filled, but decided to call SCAN to find out why the other prescription wasn't covered—and what she could do about it.

Your SCAN prescription benefits include coverage for more than 1,500 drugs that are approved by Medicare for treating specific conditions. These are the drugs you'll find listed in the SCAN Formulary. There are some drugs, though, that Medicare doesn't cover at all, and others that aren't approved for certain uses.

Medicare Doesn't Cover These Drugs—But Your SCAN Plan May

Treatment for	Common medications
Erectile/sexual dysfunction	Viagra (25mg, 50mg, 100mg), Levitra
Cosmetic purposes and hair growth	Tretinoin cream, Propecia
Various conditions, such as constipation and allergy relief	Over-the-counter medications
Weight loss/weight gain	Phentermine, Saxenda
Cough and cold	Promethazine DM, Benzonatate
Dietary supplement	Vitamin D, B12 injections, iron tablets, daily multivitamins

If You're Prescribed a Drug That's Not Covered

Talk first with your doctor about your options. He or she may be able to recommend a drug in the Formulary that will work just as well for you.

Double-check your benefits. Even if a medication isn't covered by Medicare, it might still be covered by your SCAN plan. One example is Viagra: Some SCAN plans cover a limited quantity of generic Viagra (sildenafil) as a supplemental benefit. And if your SCAN plan includes the over-the-counter (OTC) benefit, you can use your quarterly OTC allowance on non-prescription items like vitamins, cold remedies, and pain and allergy relief.

If You're Prescribed a Drug That's Too Expensive

Maybe the medication your doctor has prescribed is in the SCAN Formulary but it's on a higher tier than you can afford. Again, it's best to talk with your doctor first. Chances are there's a medication that would work with both your treatment plan and your budget.

If there isn't, it may be possible to get the higher-cost medication for less.



There are a few conditions that have to be met, though:

- 1. The medication can't be in Tier 5 of the SCAN Formulary.
- 2. It can't be a brand-name drug in Tier 3.
- 3. It can't be a non-Formulary drug that SCAN has already approved for you.
- 4. There must be other drugs that treat your condition in lower tiers in the Formulary that your doctor can show don't work or are dangerous for you.


If your medication meets these conditions, you can ask for a lower copayment. Call Member Services to get this process started.

From Here to There to Get Your Care

Doug’s car is in the shop. The mechanic just called to say it would be three more days before it would be ready. But Doug has a doctor’s appointment in two days. He knows that his daughter works that day, so he takes out his SCAN transportation card and makes a call.

SCAN’s transportation benefit provides a free, convenient service to get to and from medical appointments and the pharmacy. Some members, like Doug, rarely need to use it (but are glad to know it’s there!). Others depend on their SCAN rides to keep up with their medical care.

Transportation Card



Schedule a Ride:

1-844-714-2218

Monday–Friday, 7 A.M. – 6 P.M.

Where’s My Ride?

1-844-864-3359

Check the status or cancel your ride.
Open 24 hours a day, 7 days a week
For hearing impaired TTY users: 711

If your plan includes the benefit, you received a transportation card like this one with your SCAN ID card.

Here’s how to use SCAN transportation:

- 1. As soon as possible, call SCAN’s ride provider, MedTrans, to schedule your ride.** Reservations must be made at least 24 hours before a ride is needed. If you use a wheelchair, you’ll need to call 48 hours ahead to arrange for the right kind of vehicle.
- 2. Have all the details ready when you call,** including the date, time and exact addresses of where you want to be picked up and dropped off. If you don’t know what time you’ll need a ride back home, let the representative know you’ll call for a ride after your appointment—but know that you may have to wait longer for that ride.
- 3. Wait for your driver** at the scheduled time and location. If you need help getting from your door to the car and into the doctor’s office, be sure to let the representative know this when booking your ride. They can schedule you for “door-to-door service.”

If you have to cancel a ride you’ve scheduled, call MedTrans right away! If a driver is already on his/her way when you cancel, you will be “charged” for that ride (there’s no cost, but you will lose one of your rides). The same applies if you are a no-show.



Coping in Uncertain Times

We know our members have lived through challenging and uncertain times in their lives. You are a resilient bunch! Even so, in these days of COVID-19, it’s not surprising that many of us are feeling restless, lonely or powerless. Here are some tips for coping during this time.

Be well-informed, but don’t overdo it. Avoid leaving the TV on 24/7: A constant stream of news could add to any anxiety you’re feeling. Better to pick a few trusted sources and specific times to check them and leave it at that.

Keep to your daily routines as much as possible. Get up and go to bed at your regular times and walk the dog like usual. Taking care of yourself is more important than ever so eat healthy meals and be physically active. Take time out of every day to do something you enjoy.

Stay connected. Keep your weekly lunch date with a friend but “meet up” by phone or email. And while no technology is yet as good as being with our family or friends, using technology that lets you see and talk with them real-time can be the next best thing. Many are free and easy to use: Try Facetime and Google Hangouts.

Remember, we’re all in this together. Sometimes just sharing feelings with a friend or family member is enough of a reminder. If you need more, call your doctor’s office, or check if your plan allows you to talk with a mental health specialist without a referral. There are also many online support communities and emotional support hotlines. Here are two:

- The National Alliance on Mental Illness: [nami.org](https://www.nami.org)
- Institute on Aging’s Friendship Line: [1-800-971-0016](tel:1-800-971-0016)



Ready to ride?

Call **1-844-714-2218 (TTY: 711)**

Need more rides? Get discounts on rides through the SCAN Discount Marketplace. Find out more at scanhealthplan.com/discounts.

Where You Go When You Need to Know

Questions about your health or medical care? *Call your doctor.*

Do you have concerns about your physical or emotional health, tests and screenings, medications or other treatments? Talk with your doctor or a member of your primary care team.

Ask the staff at your doctor's office:

- *"Does the office have an online patient portal where I can get information like test results or send a message to the doctor?"* Some offices have patient portals, but they can vary by medical group. Some are more basic than others. Ask what you can expect to find in yours.
- *"Can I ask my doctor questions by email?"* If so, find out the email address, and how long it typically takes to get a response.
- *"Is there a direct phone number where I can reach you?"* Some offices have direct numbers that let you bypass automated messages.

Questions about your benefits or how to use them? *Visit SCAN online, or give us a call.*

An online member account is your one-stop, self-service shop for information on all your benefits and other things to know for your good health. You'll find your plan details here, and you can take care of many tasks without having to call Member Services. Want to print a copy of your member ID card at home? You can do it in seconds from your online account. You can also:

- Review your benefit details, from copayments to the care and services covered under your plan
- Change to a new doctor (at the same medical group)
- Invite a caregiver to view your plan information
- Keep track of your care in an online Health Check Record

If you don't have an online member account with SCAN yet, it's easy to sign up. Just follow a few simple steps and you'll have instant access to all of your plan materials, as well as benefit updates and important health reminders. Go to scanhealthplan.com/register to get started.

Go to the SCAN website for general information on SCAN benefits and programs, like:

- Whether a medication is in the SCAN Formulary, and what tier it's on
- Your nearby SCAN Preferred pharmacies
- All the extra benefits SCAN offers, like health club membership, chiropractic care, transportation and more

Tip: Bookmark scanhealthplan.com/extras for information on these "more-than-Medicare" benefits.



Find out more and watch a video at scanhealthplan.com/quickstart



When only a person will do, Member Services is ready to help.

SCAN's Member Service Advocates are specially trained to help you understand and use your SCAN benefits to the fullest.

Call 1-800-559-3500 (TTY: 711) to talk with Member Service Advocates during regular hours of operation (see the back of this newsletter). Some days and times are busier than others so if you don't want to wait on the line, call later in the week or in the evenings. Or, consider sending an email to MemberServices@scanhealthplan.com.



National Healthcare Decisions Day Is April 16

It's never too soon to start advance care planning. This is a way to stay actively involved in your own care should you become unable to speak or make decisions for yourself. Use National Healthcare Decisions Day as the reminder to take care of this important task. *For more information and forms you can use, search "Planning Ahead" on our website: scanhealthplan.com.*

SCAN in the Community

SCAN began in 1977 as a local collaboration among senior service organizations. While today we serve more than 200,000 health plan members, we also support seniors in the community, regardless of plan membership. There are many ways we do this—here are just a few.



Giving Where It Matters Most

In 2019, SCAN gave \$555,000 in grants to nonprofit organizations. These local groups often make it possible for seniors to stay in their homes by providing vital services at-risk individuals wouldn't be able to get otherwise, such as nutritious meals, home modifications or mental health services. Here are some of the organizations supported by SCAN and a few of the ways our giving is making a difference:

Conejo Valley Senior Concerns—Helped fund an additional 2,000 freshly prepared meals to low-income, homebound seniors along with daily wellness checks

Affordable Living for the Aging—Supported the Shared Housing Program, matching 30 low-income housing seekers with 30 seniors in need of financial or daily living support

Alzheimer's Los Angeles—Provided support services and education for family caregivers of those with Alzheimer's in Riverside and San Bernardino Counties

Institute on Aging—Supported the Friendship Line, the only accredited 24-hour crisis line in the nation specific to older adults: 1-800-971-0016

In addition to grants, SCAN provides sponsorships, emergency assistance funds, education programs, volunteer opportunities and other community services throughout California.



Could you benefit from the type of help these organizations provide?
The Community Connections resource can help. Find it by going to scanhealthplan.com/members. Click on *Community Connections* to search for organizations near you.

Better Understanding Makes for Better Service

SCAN works with a wide variety of local medical groups and doctors' offices. This gives our members a number of options when choosing a doctor and care team. But choice isn't the only thing that's important. We want to be sure our members are treated with respect, that their appointments go smoothly and that the office staff is doing what they can to help identify any challenges their patients might be having.

That's why SCAN developed the Office Staff Training (OST) program. Since OST was launched in 2016, thousands of office staff and hundreds of doctors have participated in the free workshops. There are a variety of courses available, including those designed to improve customer service and patient satisfaction, and to address mental health and medication adherence issues. Participants say the courses give them valuable information that they can use to improve their interactions with all their patients, not just those over the age of 65.

“ Great training. More than half of the patients I work with are seniors. It helps to know how to help them.”

—OST participant

Need Assistance? **SCAN Health Plan** is here to help.



Sales Information
1-800-547-1317; TTY: 711
8 a.m. – 8 p.m. Pacific Time (PT)
Seven days a week from Oct. 1 – Mar. 31
Monday – Friday from Apr. 1 – Sept. 30



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www.facebook.com/scanhealthplan



Visit our website
www.scanhealthplan.com



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SCAN Health Plan® is an HMO plan with a Medicare contract. Enrollment in SCAN Health Plan depends on contract renewal. Other providers and pharmacies are available in our network.



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Health and wellness or prevention information

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COVID-19: STAY INFORMED!

As the coronavirus (COVID-19) outbreak evolves, we want to be sure you're kept up-to-date on the situation. There's news everywhere you turn, but here are three sources for credible information:

- ▶ **SCAN**—We're monitoring the situation closely, and as new information becomes available, we're sharing it with Member Services and on the SCAN website, scanhealthplan.com.
- ▶ **Your doctor**—Your healthcare teams are on the front lines of the situation and can answer questions you have about the virus and your health.
- ▶ **Trusted government and health organizations**—Find the Centers for Disease Control and Prevention (CDC) online at cdc.gov. Also, visit coronavirus.gov for updates.

See page 3 for a message from SCAN's CEO, Chris Wing.