

scan club

A NEWSLETTER FOR SCAN HEALTH PLAN® MEMBERS

ISSUE 3, 2021



Welcome Back!

It's exciting—the pandemic and most restrictions are almost in the rearview mirror! Finally, you can start to get back to the people, places and activities you've been missing these many, many months. Like hugging family and laughing out loud with friends. Like traveling beyond your backyard, and going to concerts, sporting events and potlucks. And seeing your doctor in person for the preventive care important to your health and independence.

So, Let's Do This Together

You worked hard to stay safe during the pandemic, and SCAN was there with you. We have called more than 160,000 members just to check in (were you one of them?). We held Straight TeleTalks about the virus—and then again about the vaccine. We provided household essentials and meals to some members who had no other support. And now, we're ready to help as life is opening up again, too. Read inside about just some of the benefits, care and support from SCAN that can keep you healthy and safe. So you can start living life to the fullest again.

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Welcome Back to Your Doctor's Office



Good health is valuable, so it's worth doing whatever we can to protect it. For the past year and a half, that's meant staying safe from COVID-19. Now, we've reached a point where we can turn our attention to other ways to protect and improve our health—such as getting care that may have taken a back seat during the pandemic.

As healthcare facilities open up, are you ready to get back to in-person care?

Most of us got somewhat used to staying home more and going out less during the pandemic. For instance, SCAN Senior Advocate Dottie Sabo had met with her doctor several times during the pandemic, but they were virtual visits from the safety of her home. When her primary care doctor asked her to come in for a check-up, “I was pretty worried,” she remembers. “But the office staff greeted me in the hall with COVID questions, a thermometer, hand sanitizer and another mask for me to wear.”

Since then, Dottie has been back to see her doctor in person several times. She says each time she “felt very safe, as they were taking precautions for them and me.” And now that she’s fully vaccinated, Dottie says she’ll be getting back to other in-person care. First up? Making that now-overdue dentist appointment!

Are you thinking, “I’ve waited this long; what’s the harm in putting it off a little longer?”

Better not to put care off any longer. Screenings and other preventive care can catch potential health issues before there are symptoms. And when they’re caught early, they can be more easily treated so they don’t get worse. Now that it’s safer to go into the world again, getting back on track with your care should be a priority.

Important preventive care includes:

- Regular check-ups with your doctor
- Lab work, such as blood, urine and kidney tests
- Screenings, such as mammograms and colon cancer tests
- Immunizations, including the flu and pneumonia shots—and the COVID-19 vaccine!

Better safe than sorry: Have you noticed a change in your health?

When SCAN Senior Advocate Maxine Marcus first noticed a small growth beside her nose, the pandemic was raging. She was concerned: That little bump looked like the basal cell carcinoma she had already had removed, and it was in about the same place. “If it hadn’t been COVID time, I would have run to my primary care doctor and asked to see a dermatologist,” Maxine says. Instead, she waited and “checked every day and worried about it.”

Eventually, Maxine went in to have the bump checked by a physician’s assistant in her doctor’s office. It was good news: no cancer. Cancer or not, however, getting it checked as soon as she noticed a change would have been the best course of care. If only to save her several months of unnecessary worrying!

You might want to continue to use virtual visits for some care.

They work really well for some kinds of care, including urgent care and certain follow-up appointments. (See page 6 for more on your Telehealth benefit.) But many preventive services need to be done in person. Plus, your doctor can get important information by seeing you that he or she can’t get over the phone or in a video chat.



CEO MESSAGE



My First “SCANniversary”

I just celebrated one year with SCAN, and what a year it’s been! We’ve come from the height of the pandemic to the roll-out of the COVID-19 vaccine, and now the majority of SCAN members are safely vaccinated. I hope you feel as relieved—and hopeful—as I do.

Now it’s time to get back to the people we missed, the activities we paused and the things we put off. And I can’t wait! I’m even eager to go for my overdue annual check-up, crazy as it may sound. I encourage you to do the same. In this issue you’ll find information on going back to the doctor’s office—and learn why (some) virtual visits are here to stay.

What a difference a year makes. I’m so glad to be here. Here with the amazing team at SCAN. And here to serve and support you. We have a lot to look forward to—I can’t wait to share more with you.

Until next issue,

Sachin H. Jain, MD, MBA, FACP
President and CEO
SCAN Health Plan



93% of SCAN employees say they’re proud to tell others they work here! We’re thrilled to be certified a Great Place to Work.

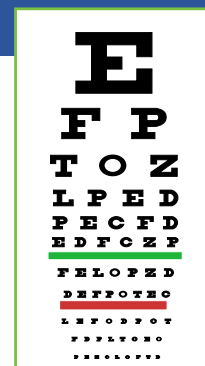
Ask Member Services

Q: I think I might need new glasses. Do I need a referral from my regular doctor before I can make an appointment with an eye doctor?

A: With SCAN, you don’t need a referral for your yearly eye exam. You just need to see a vision provider who is part of the EyeMed network. Call EyeMed at 1-844-226-2850 (TTY: 711). Their network includes independent eye doctors and larger chains, such as Target Optical, Lenscrafters, Pearle Vision and select Costco Optical locations.

Speaking of Costco, if you want to use your vision benefit at your local Costco, call SCAN or EyeMed first. Confirm that the Costco location is part of the EyeMed network—and that it offers the services you need.

Some Costco locations accept your coverage for eye exams and materials (eyeglasses and contact lenses); others only for materials. This works fine if you found a pair of glasses you love at Costco—you’ll just have to get your eye exam from a different EyeMed vision provider and bring your prescription to Costco.



Q: I’m trying to cut down on the amount of paper I receive. Is there a way I can get some of my materials from SCAN electronically?

A: We look for every opportunity to make the materials we send available online. But the government has rules that limit what we can send by email. Anything that contains personal information, for example, has to be protected. You can receive some of the personalized documents from SCAN, such as your Annual Notice of Changes (ANOC) and Monthly Summaries, electronically by taking these two steps:



1. Sign up for a secure SCAN online member account. (It’s easy—go to scanhealthplan.com/register.)
2. While there, set your communication preferences. This tells us how you want to receive certain materials from SCAN, including your ANOC and Monthly Summaries.

▶ Take care of this by August 20 if you want your 2022 ANOC online, instead of in your mailbox. Then be on the lookout for an email when it’s ready to view in your SCAN online member account.

Following a Fall

A fall can be over in just seconds. Getting back on your feet can take time and teamwork.

One SCAN member knows this all too well. Bob was at home, making his way to the restroom, when suddenly he felt dizzy, passed out and fell. The fall left him bumped, bruised and in the hospital.

Fortunately, there were no breaks and no serious injuries to his head, neck or brain. But he was unable to move around on his own or care for himself once he came home from the nursing facility. That's when his doctors, his family and SCAN came together to give Bob the support he needed to get back on his feet.

Strength in Teamwork

On the day Bob came home, a SCAN Peer Advocate called to check on him and explain benefits in his SCAN plan that could help with his recovery.

- **Personal Emergency Response System (PERS):** Both Bob and his wife, also a SCAN member, now have a PERS. This will make it easy to call for help in an emergency.
- **Over-the-Counter (OTC):** Bob ordered a softer cushion from the SCAN OTC catalog that helps him sit more comfortably.
- **Respite Care:** His SCAN plan includes a Respite Care benefit that provides services to support the caregiver to a SCAN member. The 40 hours of in-home care Bob received took the burden off his wife.

His doctors and medical group provided support, too—from follow-up care to durable medical equipment (DME). Bob is grateful for the walker that gives him some independence at home.

▶ For information on the benefits mentioned here, visit scanhealthplan.com/extras. To find out if your SCAN plan includes these benefits, check your Evidence of Coverage or call Member Services.

You Might Not See a Fall Coming

Not all falls are caused by a throw rug, an electrical cord or a slippery floor. So, when you're thinking about ways to reduce your fall risk, pay attention to less obvious hazards, like the ones below.

Vision issues: Many older adults have changes in their vision that can make it hard to see obstacles on the ground or a slight step up or down.

Prevention tips:

- Wear glasses or contacts in an up-to-date prescription (if you need them).
- Haven't had your exam with a vision provider this year yet? Schedule one now.
- If you have blurriness or any other vision problems, see a doctor right away.

Foot problems: Avoid fall-producing missteps by taking care of your feet.

Prevention tips:

- Wear shoes that fit well and don't rub, pinch or otherwise hurt.
- Keep your feet clean and toenails trimmed.
- Don't ignore cuts, sores or bruises. This is especially important if you have diabetes.

Medications: Many medications have side effects that can cause a fall—drowsiness, dizziness and low blood pressure among them.

Prevention tips:

- At least once a year review with your doctor all the medicines and supplements you take. Do it also any time you start a new medication or experience side effects from a drug.

Reduced physical fitness: Most people tend to become less active with age. This can make moving more difficult.

Prevention tips:

- Try to be active every day. Even a small bit of regular activity can help make your muscles stronger, joints more limber and a fall less likely.
- Make use of your SilverSneakers benefit, which offers gym memberships and online workouts. And sign up for Rally, our online fitness program, for support, motivation and challenges.

Other health issues: Underlying conditions can create other problems that could lead to a fall.

Prevention tip:

- Listen to your body and don't ignore warning signs that something might be amiss.

If you postponed a regular check-up with your doctor due to COVID-19, call your doctor's office to schedule it now.

That Ringing in Your Ears? It Could Be a Wake-Up Call



Do you often hear ringing, buzzing or humming for no reason? If so, you're likely one of the many older adults experiencing tinnitus.

Tinnitus itself is not a disease, but it can be a symptom of an underlying condition. Sometimes it's an early warning sign of hearing loss, but tinnitus can also be caused by high blood pressure, allergies, poor circulation or other health issues. Side effects from some medications might also cause it.

Seeing your doctor is an important first step if you're experiencing any ringing, noises or other changes in your hearing. Your doctor can arrange

for the tests needed to see if there is an underlying health issue that should be treated. Depending on your condition, your doctor might refer you to a hearing care specialist.

An important thing to know about tinnitus is that people can experience it in different ways. It can come and go for you but be constant for someone else. It can be loud or soft, in one ear or both. While there is no cure, many people have found ways to manage tinnitus and improve their quality of life.

Tinnitus After Dark

Health experts say being well-rested helps in dealing with tinnitus. But sleep can be hard to come by in the quiet of the night when there are no sounds to mask the annoying ringing, buzzing or whooshing sounds in a person's ears. There are, however, some tried-and-true tips that may help improve your sleep.

Cue the chirping birds. Many people with tinnitus find that having music, nature sounds or white noise playing in the background masks the ringing and makes it easier to fall and stay asleep. The hum of a fan or air conditioner may also help.

Stick to a good sleep routine. Create the best environment possible for you to get your soundest sleep. That could include:

- Wearing an eye mask or using blackout curtains to block out light
- Avoiding electronic devices one hour before bedtime
- Doing relaxation exercises, such as meditation or yoga, before climbing into bed



I go in there [to my TruHearing appointment], and they pop in a demo hearing aid for me. And I just burst into tears because that's the first time in months that I didn't hear the ringing."

– Chris, new hearing aid user

See a hearing specialist. You might benefit from personalized advice and treatment. Most SCAN members have access to hearing care through TruHearing and also receive discount prices on hearing aids. Check your benefit materials or call Member Services for more details about what's covered in your SCAN plan.

To schedule an appointment with a hearing specialist...

- ▶ Call TruHearing: **1-844-255-7148**
Or visit their website: **truhearing.com/scan**
- ▶ Not sure if you have hearing loss? Take the free hearing screening by clicking the "Check My Hearing" button on truhearing.com/scan. You will need earphones to complete the online screening.

Go Out or Stay Online? The Choice Is Yours



It's exciting to be able to get back to the gym again, see our doctors and pick up where we left off in many of our healthcare routines. Even so, there are still good reasons to go online for your good health. If you've not already made use of the online tools below, give them a try!

Track your activity. The Fitbit fitness tracker can keep track of all your daily physical activity and useful information such as your heart rate and sleep patterns. Use the Fitbit app or website to see a full picture of your fitness activity over time. The Fitbit benefit is available in many SCAN plans. Order your tracker at scanhealthplan.com/fitbit.

Boost your workouts. Make Rally part of your post-pandemic exercise routine. The online fitness program recommends workouts to fit your schedule, fitness goals and health concerns. Sync Rally to your Fitbit, if you have one, to ensure all your activity is counted. Sign up for Rally through your SCAN online member account.

Exercise your brain. The online BrainHQ program takes you through a series of customized mental activities designed to improve memory, attention and more. BrainHQ is available through your SCAN online member account. Go to scan.brainhq.com to sign up.

Track your care. Your personalized Health Check Record lists screenings and other preventive care you need. Sign into your SCAN online member account to view your record and update it as you receive care.

Get urgent care. For urgent issues, SCAN's Telehealth benefit offers 24/7 access to a doctor from MDLive. This is a convenient alternative to an urgent care visit, and there's no copay. Call MDLive at 1-888-993-4087 (TTY: 1-800-770-5531). Or schedule a visit online at members.mdlive.com/scanhealthplan.

Most of these online resources are waiting for you all in one place and with one log-in: your SCAN online member account. Get started at scanhealthplan.com/register.



Need help with any of the programs listed here? The experts at SCAN HEALTHtech are just a phone call away for help with any health-related technology: 1-833-437-0555 (TTY: 711), 24/7. There is no cost for this service.

When You're Ready to Travel Again...Take SCAN Along!

If the open road is calling you again, prepare for the trip by understanding how to use your SCAN benefits wherever you're headed. SCAN has two travel-ready packets that explain how your coverage works when you're away from home.



SCAN on the go: If you will be staying in the United States but headed to another area or state within the country. This packet has details on how to get urgent care, find a SilverSneakers gym, see a dentist or get a replacement pair of eyeglasses while on your trip.

Travel Assurance: If your travels are taking you outside the country. You'll find all kinds of useful information for using your SCAN benefits while abroad, including what to do if you have a medical emergency and how to get reimbursed for care you receive while out of the country.

▶ To get a **SCAN on the go** or **Travel Assurance** packet, contact SCAN Member Services before your trip. Then, remember to pack it with you when you travel.

Is It Time for a Change?



With SCAN, You Can Switch Doctors or Medical Groups at Any Time

SCAN wants you to have a positive and satisfying relationship with the people providing your healthcare. And we're always ready to help make that happen for you.

After all, your primary care doctor and your medical group are closest to your care. They make decisions about the services and support you receive. For example, if your doctor recommends you see a specialist, the medical group will review the request. If approved, the medical group will also give you the name of the specialist you'll see.

So if you're not completely satisfied with how things are working, consider:

- ▶ Do you like your doctor and their staff but just find the processes lacking?
 - If yes: Some doctors work with more than one medical group. If yours does, you could keep your doctor and change your medical group. (Keep in mind this may change any specialists you see.)
- ▶ Do you like your medical group but aren't crazy about your doctor?
 - If yes: You can easily change to another doctor at that same medical group. And if you like the office staff, ask if they also support any of the other doctors at the group.

READY FOR A CHANGE?

Whether you're looking to change your doctor, your medical group or both, we're here to help you make it happen. Follow the steps below to decide on what's best for you and to make a switch when you're ready.

1 Do Some Research

If you don't already have a new doctor in mind, get recommendations from family and friends. Most medical groups list details about their doctors on their websites. Verify they're in the SCAN network by going online to scanhealthplan.com/findadoctor. Or call Member Services for help finding a doctor or medical group.

2 Check It Out

Consider calling the doctor's office to get information about things that matter to you. For example: whether there is a patient portal, how quickly you can get in for an appointment, how much time it takes to get a specialist referral and whether someone in the office speaks your preferred language.

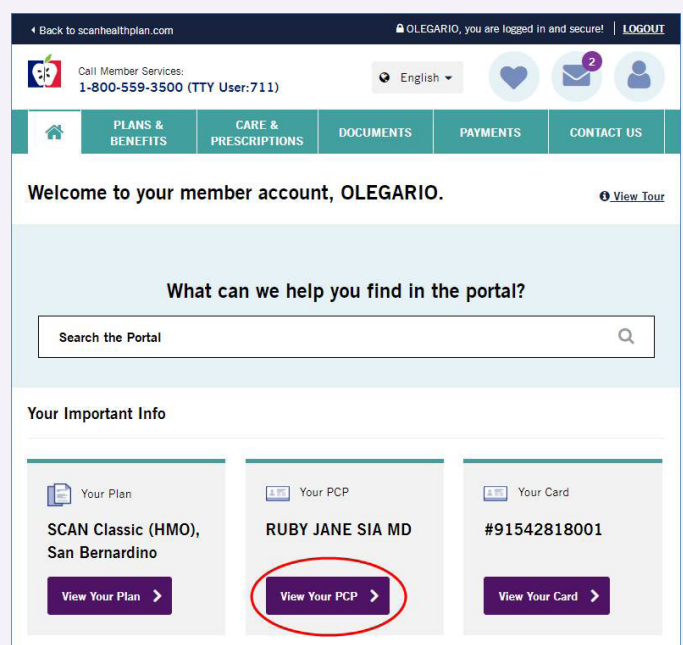
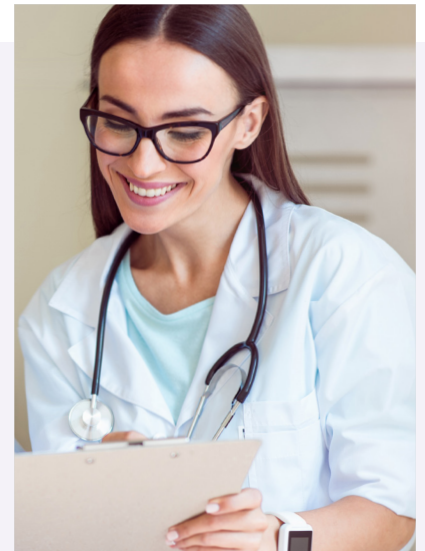
3 Make It Official

Once you're ready, call Member Services and they will make the change in your account.

If you are staying with the same medical group and just changing your primary care doctor, you can make this update yourself. Just sign into your SCAN online member account and then:

- Click on the "View Your PCP" button
- Next, click on "Request PCP Change" (under your doctor's information)
- Finally, follow the on-screen instructions to select your new doctor and the date you want the change to go into effect

Then, be on the lookout for your updated SCAN ID card. It will arrive in the mail in seven to 10 business days.



Diabetes and Your Body

Your body needs glucose in your blood to fuel your muscles, tissues and brain. But when you have diabetes, your body can't use the glucose (that's blood sugar) as it should. With nowhere to go, the unused sugar builds up in your bloodstream. Your blood sugar levels spike.

When this happens too often and for too long, serious health problems develop. But there's good news: You can put off these problems—or possibly avoid them altogether. Find tips on the other side.

Eyes

Spikes in blood sugar endanger the tiny blood vessels in your eyes. This can cause changes in your vision, such as blurriness, dark spots and blindness.

Heart

Diabetes can be hard on your heart. By controlling blood sugar, cholesterol and blood pressure levels, you reduce your risk for heart attack or stroke.

Kidneys

Too much sugar in your blood over time can end up hurting your kidneys. This can prevent them from doing the important job of clearing out waste from your blood.

Feet

Blood sugar that's too high can damage your body's nerve fibers. This is called diabetic neuropathy and often affects the legs and feet. It can lead to falls, infections and even amputation.

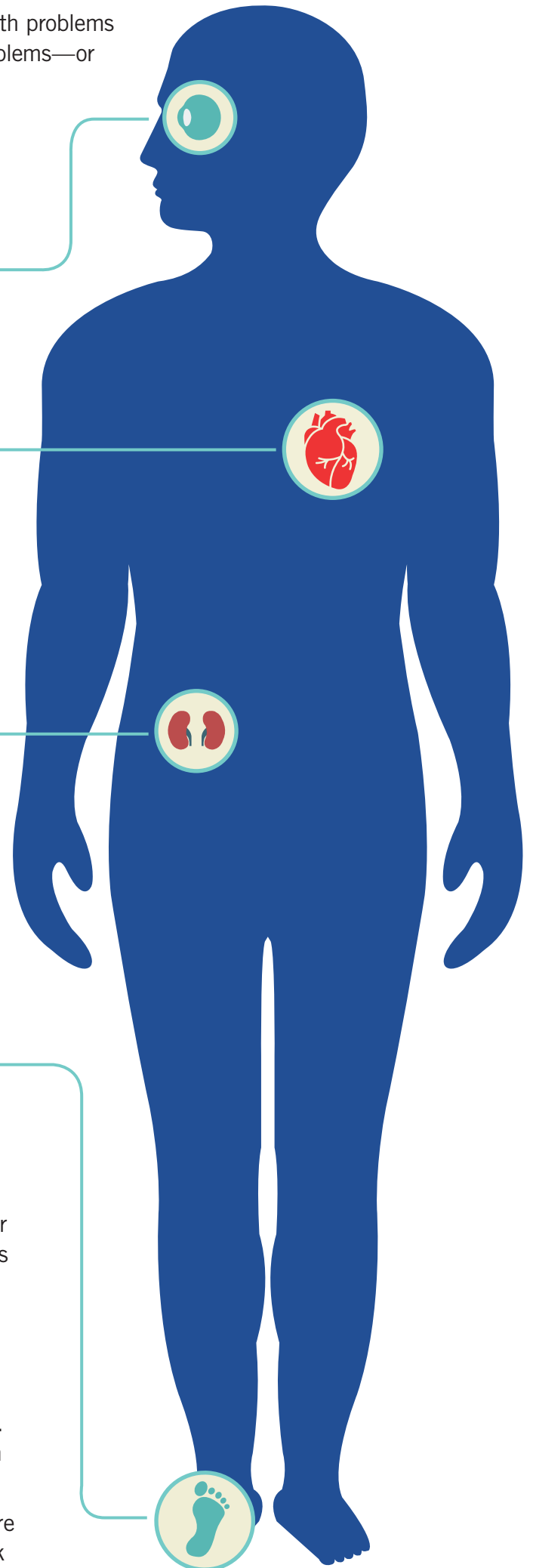
More to Help You Manage

Visit the SCAN website for more to help you manage your diabetes, including information about the special benefits available to SCAN members with diabetes.

And while you're there, print copies of these documents to use as you and your doctor work on your diabetes management plan:

- *Questions to Ask Your Doctor and Diabetes Care Team.* With space for writing the answers. Take it along when you see your doctor.
- *Your Diabetes Action Plan.* Includes information on care that can help manage your diabetes, symptoms to look for and what to do if you experience any of them.

▶ Go to scanhealthplan.com



TIPS



Keep a Lid on Your Sugars

To be able to manage your diabetes, you have to know how much sugar is in your blood. Testing your blood regularly and often are the only surefire ways to find out. Together, these are the tests that will give you much of the information you need to keep your diabetes in check:

- Self-test several times a day. You can self-test with finger pricks. Or talk to your doctor to see if a continuous glucose monitor would work better for you.
- Regular A1c tests. Done in your doctor's office at least every three months.

Ask your doctor about the **ABCs of your diabetes**: A1c, Blood pressure and Cholesterol. Know what your numbers are now for each—and what they should be. Then, work with your doctor on a plan for getting there with diet, exercise and medication (if needed).



Take 10 for Your 10 Daily

Uncontrolled diabetes can lead to poor circulation, nerve damage (called neuropathy) and sores that don't heal and you don't feel. Take 10 minutes at least once a day to check your feet for issues—from tops to soles and heels to each of your 10 toes.

- 1 Look at the skin. Are there any patches of dry skin, cracks, blisters, red spots or sores?
- 2 How do your feet feel? Is there tingling? Do they hurt or feel numb? Are they very hot or very cold?

Don't ignore symptoms! Schedule an appointment for a foot exam with your doctor right away.



Two Things to Know About Your Diabetes and Exercise

- 1 When you exercise, your body becomes more sensitive to insulin. This helps your muscles better use the glucose in your blood during and after activity. So, in addition to all its usual benefits, regular physical activity can help people with diabetes keep blood sugar at target levels, delay or prevent serious complications and may even make the need for medication less likely.
- 2 SCAN members with the SilverSneakers benefit have many opportunities to be active—from gyms to online fitness classes to at-home workouts. Learn more at silversneakers.com.

Don't forget to **check out Rally, too!** It's the easy-to-use fitness program available only through your SCAN online member account.



What's the Shape of Your Kidneys?

High blood sugar can damage the blood vessels in your kidneys. Many people with diabetes also develop high blood pressure, which can also harm the kidneys. It's not surprising then that diabetes is the main cause of kidney disease.

Most people with diabetic kidney disease won't know it because there are often no symptoms at first. That's why we recommend you have a blood test and a urine test to check on kidney function. See your doctor at least once a year to take care of these important tests.



See Your Way Clear of Eye Disease

If your vision is blurry or has dark or empty spots, let your doctor know right away. Or if you're having trouble seeing at night or telling colors apart. These could be signs of diabetic eye disease.

You can also have eye disease without any symptoms. Only having a special eye exam can catch problems early enough to be treated before they get worse. It's called a diabetic retinopathy exam, and it should be done at least once a year.

If you haven't had your vision exam through EyeMed this year yet, your vision provider can do this test. Already had your regular exam for the year? Your doctor can refer you to an eye care specialist for the diabetic retinopathy test.



What Medications Can Do

Often, medication can help get blood sugar under control when diet and exercise aren't enough on their own.

Your doctor may prescribe one drug, a combination of diabetes pills or injectables, or these drugs plus insulin.

Depending on your health, you might need to take a medication to treat other conditions associated with diabetes. Is your cholesterol higher than it should be? Your doctor may prescribe a statin medication. Statins lower harmful cholesterol and can reduce the risk of heart disease or stroke for people with diabetes.



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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Visit our website

www.scanhealthplan.com



Member Services

1-800-559-3500; TTY: 711
8 a.m. – 8 p.m. Pacific Time (PT)
Seven days a week from Oct. 1 – Mar. 31
Monday – Friday from April 1 – Sept. 30
MemberServices@scanhealthplan.com



REGISTER ONLINE

For all your plan info

scanhealthplan.com/register

Have you moved? Changed your phone number? Please call or email Member Services, or make the change in your SCAN online account, to let us know.

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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