

scan club

A NEWSLETTER FOR SCAN HEALTH PLAN® MEMBERS

ISSUE 1, 2021



How We've Changed to Better Serve You

Gladys called SCAN Member Services in tears. Her arthritis was making it too hard and too painful to use the kind of monitor her doctor had prescribed to track her blood sugar levels. A nurse in her doctor's office ordered another monitor that didn't require finger pricks, but it was never approved—and the nurse wasn't helping to find out why. Worried her diabetes would get out of control, 76-year-old Gladys didn't know what else to do except call SCAN. The timing couldn't have been better.

Relationships Are Key

Over the past year, we've made some big changes to the way our Member Service Advocates (MSAs) work. Our more than 200 MSAs are now better prepared and able to help members get the most from their benefits and healthcare.

Perhaps the biggest change is that we paired a Member Services team with each of our medical groups. These teams receive in-depth training that includes working alongside the medical group staff and learning about the group's procedures and protocols. So when Gladys called, she was automatically connected with Jessica, one of the MSAs assigned to Gladys' medical group. Jessica quickly realized what the problem was and, instead of telling Gladys what to do and who to call next, Jessica handled it all.

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I've been a SCAN member for years and I'm very satisfied. They are wonderful to work with.

– Stephen D.

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After speaking with Gladys, Jessica called her medical group contact. Next, she called the medical supplier to confirm the doctor's order. She even set up a time for the package to be delivered to Gladys at her home. Then, on the delivery date, Jessica called Gladys to confirm the monitor had arrived and that she knew how to use it.

A Gold Standard for Service

SCAN was already known for providing great customer service, but our MSAs wanted to do even more for our members. Taking the lead in working with the medical groups—making those additional phone calls and tracking down information—was one important step. But we also looked to see what companies outside of healthcare were doing and what we could bring to SCAN. As a result, our MSAs were thrilled to work with The Ritz-Carlton Leadership Center, a legendary brand known for its service-oriented culture.



*Jackie Jackson
SCAN Member Service Advocate*

Here's what you can expect when you call Member Services:

- **To be connected to the right person.** If we have your current phone number, you will automatically be connected with a Member Service Advocate who is aligned with your medical group. (If your phone number has changed, be sure to let Member Services know, or update it in your SCAN online account.)
- **To be heard.** The MSA will listen to your question or concern and, most of the time, be able to answer it right then. Every MSA now has more knowledge, resources and authority to be able to resolve your issue.
- **To get an answer.** We expect you to have to call us only once to get a concern resolved. More complicated issues may mean the MSA needs to do some research and call you back, but you can be confident that we will be working until there's a solution—or, if the problem can't be resolved, to help you understand the reason.

What does it all mean to you and other SCAN members? It doesn't mean that you will always get the answer you want to hear—or that we won't ever make a mistake! It does mean that we are willing and able to go the extra mile to save you a few steps. And, it means that we will continue to look for ways to improve how we serve you.

Does Your Health Plan Have STAR QUALITY?

You can play a starring role when it comes to improving the quality of healthcare and service you and other SCAN members receive. Let us explain:



- Each year, the Centers for Medicare and Medicaid Services (CMS) sends surveys to members of Medicare Advantage plans, like SCAN. The survey from CMS asks plan members to share information about experiences with their healthcare and health plans.
- Medicare then uses the feedback along with other factors to assign an overall rating from one to five stars. Plans that do a better job of providing the benefits, services and support its members need to be their healthiest receive more stars. For the past four years, SCAN has received one of the highest ratings, 4.5 out of 5 Stars.

Medicare only sends these surveys to a select group of members each year. If you're selected, we hope that you will take the time to fill it out and send it in. You will be speaking on behalf of many SCAN members when you do.

*Star rating applies to all plans offered by SCAN Health Plan from 2018 to 2021 except SCAN Healthy at Home (HMO SNP) and VillageHealth (HMO-POS SNP) plans. Every year, Medicare evaluates plans based on a 5-star rating system.



Extraordinary Care in Extraordinary Times

Welcome, 2021! I have to admit that, like most of you, I was glad to say goodbye to 2020. And right now, the new year is promising to be a better one.

The COVID-19 vaccines are being distributed, which is incredibly exciting. A vaccine eventually will allow us to gather with friends and family, to hold celebrations and go about daily life without planning ahead. Of course, we're still some months away from being able to truly relax. Until that time, please know that SCAN is here for you. (And see the Member Services article below for more information.)

SCAN is a health plan for seniors, so we understand the added challenges the COVID-19 pandemic has had on our members. We've made some changes that will help us serve you better. One thing I'm excited about is the change in how we deliver Member Services. (Read more about it on the facing page.) **Our goal is for you to be able to rate us a "10 out of 10" in service**, so we are always looking to improve.

Another thing we've done is *extend* the **\$0 copayments for primary care and behavioral health** visits—see more on page 6. Many members already pay nothing for these important services, but we wanted all of you to have the same easy access.

I know many of you are new to SCAN. Let me add my welcome to those you've already received! And to our longtime members, your loyalty means everything. Regardless of how long you've been with SCAN, please let us know if you have questions or need help getting care. These are extraordinary times, to be sure. But I also know SCAN to be an extraordinary company, dedicated to caring for *you*.

Thank you for choosing SCAN.

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



*SCAN never lets you down.
Thank you SCAN for taking such
wonderful care of seniors.
Forever grateful."*

– Judy O., SCAN member

Ask Member Services

Q: Will SCAN cover the cost of the COVID-19 vaccine, and when will SCAN members be able to get it?

A: Yes, it will be covered, and you will pay \$0 for a COVID-19 vaccine. As far as when you will be able to get it, we don't know the exact timing right now. The vaccine is being given in phases, starting with frontline healthcare workers and people who live in long-term care facilities. As more vaccines become available, they will be offered to frontline essential workers and people over age 75, and then to people over age 65, adults with chronic conditions and other frontline workers. We are in close contact with the pharmacies and medical groups we work with to help ensure that our members who need it most are able to get it.

SCAM ALERT! Knowing the facts below can help protect you from COVID-19 vaccine scams:

- ▶ Medicare covers the vaccine so there will be no cost to you.
- ▶ You can't pay to put your name on a list to get the vaccine.
- ▶ You can't pay to get early access to a vaccine.



If anyone asks you for money or personal information (like your Medicare ID card) in exchange for getting the vaccine, it could be a scam. Report it online at **ReportFraud.ftc.gov**.

▶ Visit scanhealthplan.com/coronavirus for regularly updated information on COVID-19 and the vaccine, including links to other, credible sources.

Let Tech Kickstart Your Health and Fitness

Even with the COVID-19 vaccine, we are likely months away from being able to return to our pre-pandemic lifestyles. Take advantage of the following low-to-no-cost programs and tools available to SCAN members to get started working toward your fitness goals for the new year.

SilverSneakers

Gyms may be closed and fitness classes cancelled, but your no-cost SilverSneakers benefit still offers many ways to stay active.

- SilverSneakers Live: Enjoy virtual classes and workshops from home, directly through the SilverSneakers website.
- SilverSneakers On-Demand: Choose from a library of workouts to watch when you want.
- Live classes on Facebook: SilverSneakers instructors host classes on Facebook that you can watch live or later on.

If you're not online, call and ask for one of four SilverSneakers Steps at-home kits: either general fitness, strength, walking or yoga.

Rally

Rally is an online fitness program that offers personalized recommendations based on your health and lifestyle goals. You can even connect with other Rally users through online communities. Get started with Rally in your SCAN online member account.

Fitbit

Many SCAN plans include a fitness tracker benefit—meaning you can order a free Fitbit once every two years. Sync it with Rally to track progress toward your 2021 health and wellness goals. Order yours at scanhealthplan.com/fitbit. (This benefit is not available on all SCAN plans.)

BrainHQ

For fitness of another kind, BrainHQ provides online mental exercises tailored to help you improve your attention, memory and more—and there's no additional cost to all SCAN members. Sign up at scan.brainhq.com.



Virtual Care Visits

An important part of fitness is staying well and keeping up-to-date on your preventive care. If you're not able to see your doctor in person, opt for a virtual visit from your computer, tablet or smartphone.

Got an urgent issue or need care after hours? SCAN members have a Telehealth benefit that offers 24/7 access to a doctor from MDLive. This is a great alternative to an urgent care visit, and there's no copay. Call MDLive at 1-888-993-4087 (TTY: 800-770-5531), or schedule a visit online at members.mdlive.com/scanhealthplan.

Home Delivery From Express Scripts Pharmacy®

What could be better than getting the medications you take all the time delivered to your home? Saving money, too! Express Scripts Pharmacy is the only delivery pharmacy that offers a 3-month supply of Tier 1 and Tier 2 medications for \$0 for many SCAN plans*—and Preferred pharmacy pricing on many other medications. Sign up at StartHomeDelivery.com or by phone at 1-866-553-4125.

SCAN Online Account

Did you notice that many of these tools can be found in a SCAN online member account? If you haven't already set up one, it takes just a few minutes to get yours. Get your account going at scanhealthplan.com/register.



A Tech Support
Hotline—Just for
SCAN Members

Call SCAN HEALTHtech when you need help using technology for health-related reasons. For example, if you:

- Aren't sure how to do a virtual visit with your doctor
- Want to register for a SCAN online member account
- Need help connecting your Fitbit to Rally

The experts at SCAN HEALTHtech are just a phone call away: **1-833-437-0555**, 24/7. There is no cost for this service.

*Other pharmacies are available in our network. 3-month \$0 Tier 1 and Tier 2 home delivery medications from Express Scripts Pharmacy are not available for all SCAN plans. Check your Evidence of Coverage or call Member Services to find out.

Now It's Time to Reset

*If you've been exercising less and not eating as well as you know you should, you're not the only one. The coronavirus and resulting lockdowns have broken many people's healthy habits. Grocery shopping's a challenge, eating out is severely limited, gyms are closed and many social outlets are banned—it's no wonder many of us have been eating more junk food, exercising less, stressing more and losing sleep.**

For many of us, the proof is in our tightening waistbands. In an online poll of more than 1,000 *WebMD* readers in the U.S., nearly half of the women and almost one-quarter of the men said they'd gained weight due to COVID-19 restrictions.**

There's been much we haven't been able to control lately, but we can take control of habits that are affecting our physical and mental health. Ask yourself the following questions:

What are you eating?

If you're used to eating out most of the time, you may now be stocking up on pre-made, processed meals and snacks that are significantly higher in sodium and fat than fresh foods. Take the extra time at home to try out some recipes with simple, wholesome ingredients. If cooking is just not your thing, opt for prepared meals with fewer ingredients and more natural, whole foods.

But if you're the person who's fully embraced the extra time at home by cooking more, you may want to take a look at how many calories you're eating throughout the day. With more time in the kitchen, you may be eating more, too. If that's the case, consider limiting portion sizes, eating at set times and making a healthy menu and snack plan for the week, and sticking to it.

Also think about this: Are you feeding your body with fresh fruits and vegetables and whole foods, or are you feeding anxiety and boredom by reaching for sweets, junk foods, high-calorie comfort foods and alcohol?

IT DOESN'T TAKE MUCH TO MOVE MORE

Three Easy Ways to Get Off the Couch

- 1 While cooking, gardening or doing housework, put on music that makes you feel like dancing.
- 2 Don't just walk from one room to the next, high step it! Consciously lift your knees as high as you can and still keep your balance.
- 3 When doing something sedentary for an extended time, set a timer for 30 minutes to remind you to get up and walk around and/or stretch.

spending time with family and friends, taking trips and seeing live performances. Look for ways to adapt: Read a book about a place you'd like to travel someday, stream a concert video or arrange a virtual lunch date with friends. Now might also be a good time to try out something completely new, like an online yoga class.

While there's no shame in having let some things slip, it's time to make note of the unhealthy behaviors that have crept in and replace them with healthier habits. Taking care of this now may make it easier to cope with today's challenges. Plus, it will keep those unhealthy behaviors from becoming habits that will be harder to break when it's time to return to your pre-pandemic activities.



Are you moving enough?

Even if you weren't a workout fiend before, you were likely benefiting from low-level activity, like walking to and from the car at the grocery store, climbing the stairs at the mall and standing in line at the post office. These little movements add up. Without them, you may be burning fewer calories. Being active—even if it's many little movements—can help you control your weight, improve your mood and boost your immune system. If you have diabetes, high blood pressure or another chronic condition, regular activity is also important to managing these and other health issues.

What are you doing for your mental health?

The past months have been pretty tough. Lockdowns, concerns over our health and the health of others, financial insecurity, travel restrictions...it's no surprise that many people are feeling stressed. The irony is that we can't turn to many of the activities that we rely on to deal with stress, such as exercise,

* *The Impact of COVID-19 Stay-at-home Orders on Health Behaviors in Adults*, <https://pubmed.ncbi.nlm.nih.gov/33043562/>
** "Quarantine Weight Gain Not a Joking Matter," *WebMD Health News*



A New Member's Guide to Getting Care

New to SCAN? Welcome! Here are a few basics to help you use your benefits to get care.

SEEING A DOCTOR: Start with your primary care doctor. This is the doctor who will direct all your healthcare services.

If your doctor is new to you, schedule a get-acquainted appointment to meet the doctor and staff, even if it's in a virtual visit. This will also give you the chance to talk about your key health concerns or to get refills for ongoing prescriptions before they run out. Be sure to also ask what you should do if you need urgent care. Many doctors work with specific urgent care centers.



FILLING PRESCRIPTIONS: There are some ways to get more for your money.

- For the lowest copays, fill your prescriptions at a pharmacy in SCAN's Preferred network, including home delivery from Express Scripts Pharmacy.
- Ask your doctor for a three-month prescription of medications you take regularly. Starting this year, a three-month supply is now good for up to 100 days of medication.
- Order your prescriptions online through Express Scripts Pharmacy and your medications will be delivered to your home—with no charge for standard shipping.



SEEING A SPECIALIST: There may come a time when you need to see a specialist for care in addition to what you receive from your regular doctor.

- Start with your primary care doctor. He or she will help decide what type of specialist you need to see—and how soon. Your doctor will ask the medical group for approval.
- You can expect to hear from the medical group within 7 to 10 days. Most groups will send you a letter with the name, address and phone number of the specialist.
- Once you receive the approval letter, go ahead and call for your appointment.



NEED INFORMATION? Who to call depends on what you're looking for.

- For information about your specific health or treatment, call your doctor's office.
- For questions about your healthcare benefits and what's covered by your SCAN plan, SCAN's Member Services staff is your go-to team. Turn to Member Services, too, if you're ever not getting the help you need from your doctor's office or medical group. (See more about our Member Services team on page 2.)

About Your Copays

There are enough things getting in the way of getting care these days. We don't want cost to be one of them. That's why we are extending \$0 copays for the following types of care:

- **\$0 copays for visits with your primary care doctor**—virtual or in person
- **\$0 copays for outpatient visits with behavioral health professionals** (psychologists, therapists and the like)

Many of you have \$0 copays for these types of visits with your SCAN plan already. We've now extended \$0 copays for these two benefits to all members through March 31, 2021.

Coping Through a Pandemic? It's Not New to This SCAN Member

When you've lived through three major disease outbreaks like 92-year-old Pamela B. has, you know something about how to stay healthy and cope during trying times.

When Pamela was very young, in the late 1920s, smallpox was spreading in her hometown in Southern England. Smallpox was a highly infectious disease that caused severe illness and death worldwide before it was wiped out in 1980. Pamela says she was too young to have any memories of it, but her mother shared stories of anxious parents wondering whether or not to give their children the vaccine when one became available.

New Places Brought New Challenges

Flash forward: Pamela is in another stage of her life and in another place when she experiences another dangerous outbreak of disease. She was living in Libya with her husband, who was a member of Britain's Royal Air Force, when tuberculosis and yellow fever broke out. "The diseases were widespread in Libya and other parts of Africa at the time," she recalls. Tuberculosis, or Tb, is an infectious disease that affects the lungs; yellow fever is a viral disease caused by mosquito bites. There are vaccines for both, and Pamela says that while there were no lockdowns like today, she and her husband did get vaccinated against the diseases. Eventually, Pamela and her husband returned to England and began raising a family. England's damp weather was affecting their children's health, though, so when her husband saw an ad for work in sunny California, he applied. The family left their native England and relocated to San Diego County.

Still Many Reasons to Celebrate

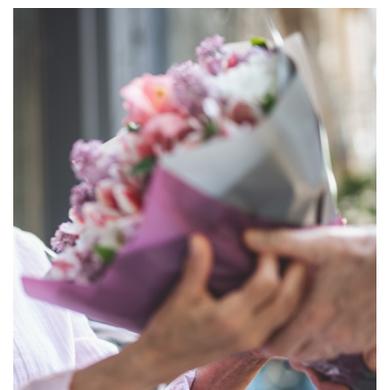
Pamela is still in California, living with her daughter and witnessing first-hand yet another health crisis—this one on a global level. Adding to the challenges from the COVID-19 pandemic, Pamela fell and broke her hip last August. She spent five weeks in a rehabilitation facility before returning home.

Pamela's experiences have taught her to cope by drawing strength from her relationships. "I'm very blessed to have family and friends that pray for me and would call every day while I was in the rehab center—even my relatives in England," she says. "And, the people who worked at the center were so wonderful; they became like a second family."

Even so, Pamela was glad to be home in time for her 92nd birthday. It was a quiet, socially distanced celebration, but a celebration, nonetheless!



Historical newspaper clipping from the *St. Paul Daily News* on November 6, 1924. © St. Paul Pioneer Press.



DID YOU KNOW?

Many SCAN plans offer the option to buy additional coverage for dental care. Find out what's available to you. Call Member Services to learn about your dental options and how to enroll.

There is a deadline for 2021 dental enrollment:

- ▶ **If you're new to SCAN**, you can enroll in a Delta Dental plan within two calendar months of your effective date.
- ▶ **If you're already a SCAN member** and you're not currently enrolled in a dental plan, you must enroll by March 1.

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.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

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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