

scan club

A NEWSLETTER FOR SCAN MEMBERS

SEPTEMBER/OCTOBER 2017



‘It’s a Circle of Giving’ Giving Back Returns Healthy Rewards

Seniors who volunteer are doing a lot of good for others, but it turns out that they are also helping themselves.

Research suggests volunteering gives seniors a better overall sense of well-being, helps them stay physically active—and may even help them live longer.*

We decided to find out more from three SCAN Health Plan® members who regularly donate their time, each in different ways. We talked to 73-year-old Phyllis G. of Orange, to Lynda J., 75, of Santa Monica and to 90-year-old Art P. of Indio.

How did you get started volunteering?

Art: My wife introduced me to the senior center, and I got hooked on working out in the classes there. One day, the instructor invited me to help lead the class, and I have been doing it for 20 years since!

Phyllis: Most of my volunteering has been through my church—knitting shawls for people in need, serving Sunday meals to the community, being an usher and helping out in the church office.

Lynda: I have always believed in giving to people in need, but my latest volunteer work began 18 months ago. After a second hip surgery, my doctor had told me I had to start walking so I bought a dog as encouragement to walk. Not long after, I met a man who told me about volunteering in the hospital. So I took my dog, Foxy Lady, to be certified as a therapy dog. Now we visit patients as members of the People-Animal Connection at UCLA’s hospitals.

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Why do you volunteer?

Phyllis: I believe that everyone should do what they can to help people who are less fortunate or who need support. But volunteering also helps me. I've got rheumatoid arthritis and a heart condition, and volunteering keeps me busy and focused on something other than my aches and pains. And, donating my time doing administrative work in the church office keeps my accounting skills up and my brain sharp. I also enjoy the social time that comes from volunteering.



Art P. was recognized by the City of Indio for 50-plus years of volunteer service.

Art: Teaching the class keeps me active and healthy. It also gives me a chance to share with other people the benefits of staying active and how they can have a healthier life as they get older.

Lynda: The man who first introduced me to volunteering at the hospital said that you cannot really know how rewarding the work is until you do it; he was so right. Each time Foxy Lady and I go into a ward we enter as strangers, but we walk out as friends, leaving smiles and gratitude behind us. It doesn't matter whether the person is six or 96, you become connected.

**Sources: The Gerontologist, October 2010, and www.nationalservice.gov*

VOLUNTEER ACTION FOR AGING: SENIORS SERVING WITH A PURPOSE

Volunteer Action for Aging (VAA) is a community service of SCAN. VAA offers a variety of fun and meaningful activities, most designed to connect isolated seniors with the community. There are opportunities in Southern California to volunteer on an ongoing basis or for a one-time event.

People of all ages can volunteer with VAA, but many of the volunteers are older adults who share a desire to serve with a purpose. Take the members of VAA's GiveBackers group in Orange County. The group's members are all volunteers 55 or older who help as needed in their community—they have harvested food for food banks, wrapped holiday gifts for seniors, served food to homeless children and their families and more.

Find out more about VAA by calling 562-637-7169 or online at www.scan.samaritan.com. Fill out the simple online form to become a VAA volunteer—it takes only about 10 minutes—and then sign up for events and programs happening from Ventura to San Diego.



"You become important when you volunteer," says Lynda J.

What advice would you give to someone who wants to give back, but doesn't know how to begin?

Phyllis: There are so many places that need help. Ask at your church, a mission that feeds the homeless, a shelter like Mary's Shelter in Orange. In Tustin, near where I live, the community center posts listings of volunteer opportunities. Think of what you like to do and find a need in the community. I have been a knitter all my life, so it was a good fit for me to be part of a group that makes shawls for people in need.

Lynda: Just explore and you will find a worthwhile, rewarding cause. Give your time to those who need a smile in a hospital or a rehab center, or volunteer to walk or read to dogs at a shelter—there are so many choices. You are needed. You will reap immeasurable rewards. It's a circle of giving.



Phyllis G. (center) and other volunteers serve Sunday dinners to the hungry in their community.

CEO MESSAGE

You're Hearing From Us; Let Us Hear From You



It's Annual Enrollment Period again, which you probably already know from looking at your mailbox! As a SCAN member, you don't have to do a thing during Annual Enrollment to remain with SCAN. We hope you will do three things, though:

1. Read the Annual Notice of Changes, mailed in September, which highlights any benefit changes for 2018 (see below for more about the ANOC).
2. Take advantage of the other information we provide. We may mail you or call you with additional updates if we think they would be of particular interest to you. For example, we are holding several Straight TeleTalks throughout the month of October to review benefits. If you receive an invitation, we hope you'll listen in.

If SCAN has delighted you, will you let us know? As we approach the end of our 40th anniversary year, I'd like to share your stories and comments with the SCAN team.

3. Continue to give us feedback. If you wonder if anyone reads or listens to your comments—yes, we do! In fact, we've added a few new ways for you to give feedback. If you call Member Services, you may have the option to "stay on the line" and take a quick survey. Another is an online program called "SCANListens." Sign up and we'll send you a few questions occasionally, asking for your opinion. To learn more, go to www.scanhealthplan.com/members.

I have one more thing to ask. If SCAN has delighted you, will you let us know? We know we're not perfect, but we do know many of you are thrilled with SCAN. And as we approach the end of our 40th anniversary year, I'd like to share your stories and comments with the SCAN team. Please write or email—the addresses are on the back of this newsletter.

Thank you for your loyalty and for placing your trust in us.

Chris Wing
Chief Executive Officer
SCAN Health Plan

ASK MEMBER SERVICES

SCAN sent me a big envelope with an "Annual Notice of Changes." Do I need to do anything with it?

Yes, please read it! The Annual Notice of Changes (ANOC) contains important information about your benefits for next year. There are a few things in particular to look for when reviewing the ANOC:

- » Will your copays and/or premiums be different next year from what you are now paying?
- » Are there changes to benefits you already have or new benefits that will be available next year?

Your ANOC should arrive by September 30. If you haven't received the package by then, it might be because you signed up for online delivery. Check your emails or log on to the SCAN website (www.scanhealthplan.com/members) to view your materials. Or, did you move or change your address recently? Give Member Services a call so they can get your new mailing address.

This year, the ANOC will not include a list of covered drugs (the Formulary). You can find the list on the SCAN website (type "Formulary" in the search box on the home page), or follow the instructions in your ANOC to request a printed copy.

WE'RE NOW HERE SEVEN DAYS A WEEK!

This is a busy time of year so we have extended our Member Services hours and are here for you from 8 a.m. to 8 p.m. every day. **Tip:** If what you're calling about can wait, consider calling in the evening or over the weekend—the phone lines are typically less busy then.

NOW AT YOUR LOCAL PHARMACY!

Your Best Shot at Dodging the Flu

Getting a flu shot is the most effective way to protect against the flu, so we want to be sure it's one of the easiest, too. We heard from some members that it wasn't always convenient to go to their doctors' offices to get their shots. Good news! Now we cover flu shots at your local pharmacy, too. And, it's still a \$0 copayment. There goes that excuse—now, let's tackle some others!

I got a flu shot last year, so I'm already protected.

A new flu season starts as early as September and can last into the coming spring. The types of flu going around each season can change. So, your flu shot from last year won't necessarily protect you against this year's flu. Plus, protection from a flu shot only lasts so long, so you need to be vaccinated every year!

I know people who have come down with the flu after having a flu shot.

How well the flu vaccine works depends on many things, such as your age and health—and how well the viruses in the vaccine actually match up with the kinds of flu that are in the community. Yes, there is a small chance you could still catch the flu, but the vaccine can prevent your flu from going from bad to worse.

Boost your protection against germs that could make you sick. Wash your hands often with soap and water, especially before touching your eyes, nose or mouth. Clean commonly used surfaces and objects with Lysol or other disinfectant. And, if possible, avoid close contact with people who are sick.

The flu shot will be available to SCAN members at most of the pharmacies in our network, but it's a good idea to call your pharmacy first to verify—or just ask the next time you're in. You can also look it up at www.scanhealthplan.com/flu.

Flu shots are only for people who are sick.

It's important for people with chronic conditions to have a flu shot each year. But even if you're the picture of health, you need one too—to help you stay that way. The Centers for Disease Control and Prevention recommend that, with few exceptions, everyone aged six months and older get immunized against the flu each year, and adults 50 and older in particular. Not only can catching the flu make you



feel terrible, it can also make you vulnerable to flu-related conditions that could land you in the hospital. And unfortunately, older adults are more prone to complications from the flu.

Here's another thing to consider: When you get a flu shot, you are protecting not only yourself, but also the people around you. This is especially important if you care for a loved one, spend time with your young grandchildren or are around anyone who is at risk for complications from the flu.

Even if you haven't ever had a flu shot before, talk with your doctor about whether this is the year you should start.

It's still early. I can get my shot later.

There are good reasons to get immunized now, before flu season is in full swing.

- » **The sooner you get the shot, the sooner you will be protected.** It takes two weeks after you get a flu shot for the vaccine to fully protect you against the flu.
- » **Just because it seems like no one has the flu yet doesn't mean you can't catch it.** People can carry—and spread—the flu virus without showing any symptoms.
- » **There have been seasons when the supply of flu shots has run out or had to be limited.** Avoid having to wait by getting it done before the rush.

For more information on flu prevention, visit the Centers for Disease Control and Prevention website at <https://www.cdc.gov/flu/prevent/index.html>.

AWARD FINALIST MAKES Inspiring Comeback

Current SCAN member Araxy Shamlan finds it amusing that after many years of working as a schoolteacher, her most recognized achievement to date is for something that took place not in a classroom, but in a gym.

"I joke with my kids that who would have thought that I would get all this attention for working out?" she says.

Exercising Her Way Back

Araxy has been getting attention lately because she was selected as a top-10 finalist for the SilverSneakers® Richard R. Swanson Inspiration Award. The honor is given each year to a SilverSneakers member who, according to the company's website, "has made a difference in their own life through their dedication to health and well-being, and has inspired and motivated others."

Araxy fit that bill, according to the personal trainer who nominated her for the award. "She made such progress in exercising her way back from some serious health challenges," says trainer Rod Miller of NuFitPro in Glendale. "Because of her progress, she was an inspiration to others."

A SCAN member for more than two years, 64-year-old Araxy started going to SilverSneakers in January of this year. Her doctor wanted her to lose the weight she had gained after having two surgeries in one year. Araxy called SilverSneakers. They recommended some nearby gyms and she started going to a Senior Strength and Balance class at NuFitPro. "It was a real struggle in the beginning; I was so weak I couldn't get up from the ground without someone helping me," she remembers. "But I kept going, and each week it got better. By the third week, I could stand up with supervision."

'A Linchpin for Others'

Araxy was so encouraged that she asked if the class could be offered more often. Now she works out three times a week and can do just about everything in the class—planks, squats and lift 25-pound weights. "Araxy has accomplished so much, and she became a linchpin for others for continuing to exercise in and outside the class," Rod Miller says.

Being selected as an award finalist put Araxy in the spotlight. She's been featured in the local newspaper, in an on-camera interview with ARTN-TV in Los Angeles and at a breakfast in her honor at NuFitPro. "We're calling her 'Rock Star Araxy' these days," laughs her trainer. "But she deserves to be recognized for all she has accomplished and for inspiring others to improve their quality of life through exercise."



SCAN member Araxy Shamlan says exercise was hard at first, but it got better each week. Now they call her "Rock Star Araxy."

WHAT'S YOUR PRESCRIPTION FOR EXERCISE?

Araxy's doctor got her started on the road to fitness. Your doctor should also weigh in on the amount and type of physical activity you do (or should be doing!). Ask your doctor if you should:

- Start to exercise.** What are the best exercises to start with? How much should you do and for how long?
- Increase your activity level.** Should you do more of what you do now or do you need to add some different types of exercise?
- Maintain your activity level.** Is there anything you should change to ensure you are getting the most benefit from exercise?

Most SCAN plans include the SilverSneakers benefit that offers fitness activities at local gyms and recreation centers. Find a location at silversneakers.com/locations.



New Scam Promises Pain Relief, But Is Really Fraud

There's another new scam out there targeting seniors. Before we fill you in on the details, we want to remind you about how you can protect yourself from this fraud—and most other scams out there.

Never, ever give out any of your personal information—like your bank account number or social security number—to anyone you don't know. Not if they call you on the phone, come to your door or even send you an email.

That's what this latest group of scammers is doing. They are calling on the phone and sending forms online to get you to buy tubes of pain creams. The scammers say that they are offering Lidocaine 5%, Diclofenac or some other pain cream at a great savings. Sometimes they'll even say that your doctor is recommending it. If you agree to try it, the scammers will ask for your name, address, insurance information and/or social security number, which they then use to file a false claim on your insurance.

Which Brings Us to Another Way to Protect Yourself Against Fraud

Look over the benefits summaries that you receive from SCAN each month.



There are two of these summaries:

- » Part D Explanation of Benefits (EOB)—This comes from Express Scripts and lists the medications you used the past month.
- » Your monthly summary (or Part C EOB)—This one is from SCAN and includes doctor visits and other medical services you received.

If there is something you don't recognize or you didn't use on either of these summaries—a tube of pain cream on your Express Scripts EOB, for example—let Member Services know right away.

Want to know more about how to protect yourself from scams? Visit the National Council on Aging's website (www.ncoa.org) and type "scams" into the search box.



What's Left on Your List?

With just a few months left before the end of the year, what still needs to be checked off of your health to-do list? Take another look at your personalized Health Check Record, then call your doctor to schedule any tests that you haven't had done yet. For example:

- ✓ **Colon cancer screening?** Ask the doctor's office for an at-home stool test.
- ✓ **Mammogram?** Find out if you need a referral; many doctors let you go directly for a mammogram when you are due.
- ✓ **A1c test?** If you have diabetes and it's been more than three months since your last A1c, let your doctor know you're due.
- ✓ **Eye exam?** When you see your EyeMed vision doctor for your eye exam, let him/her know if you have diabetes.
- ✓ **Flu shot?** Now you can get one at your pharmacy or from your doctor.
- ✓ **Pneumonia vaccine?** Check with your doctor's office to see if you are due—and which one to have.

Find charts with recommended screenings at www.scanhealthplan.com. Search for "2017 Health Check Record."

MAKE YOUR TRANSPORTATION BENEFIT GO THE DISTANCE

Many SCAN members can take advantage of **no cost rides** to and from their medical appointments—even trips to the pharmacy! If your plan includes the transportation benefit call 1-844-714-2218 to reserve your ride. This will connect you with SCAN's contracted ride provider, MedTrans. (The MedTrans phone number is also listed on your transportation ID card.) Here are a few more tips:

CALL AHEAD. Remember, ride reservations must be made in advance:

- » **For a passenger car:** at least 24 hours before you need it
- » **For a vehicle that can accommodate a wheelchair:** at least 48 hours before

Don't count weekends in deciding when to call. For example, if you need a ride in a regular car on Monday at 9 a.m., you must call to make the reservation *no later than* 9 a.m. on the Friday before. The best bet? Schedule as soon as you've made your medical appointment.

Tip: Use your rides now to take care of tests and appointments that you still need to get done before the end of the year.

PROVIDE YOUR DETAILS. When scheduling your ride, you'll be asked a few questions:

- » **What are your exact pick-up and drop-off locations?** The service for most rides is curb-to-curb. If you need help getting to and from the car due to medical limitations, ask for door-to-door service when you make your reservation.
- » **Will there be a caregiver or other person riding with you?** It's important for MedTrans to know how many people will be traveling. If space allows, MedTrans may have a driver pick up more than one SCAN member if you are all going to the same area at the same time. It's one way we are doing our part to be greener.

» **Is this a ride you will need on a regular basis?** You can request a standing order for rides to appointments that are at the same time and destination.

» **Do you know exactly when you will need a ride back home?** Unless you know exactly when you will be done, it's best to select "will-call" for your return trip and then call for your ride when you are ready to be picked up after your appointment. You might have to wait a little longer, but it's better than having a round-trip ride count toward your benefits if your driver has to leave because your appointment runs late.

Tip: If it's been 20 minutes and your driver is nowhere in sight, call Where's My Ride? at 1-844-864-3359. The dispatcher may be able to send you another driver.



'CAN WE GIVE YOU A LYFT RIDE?'



If you have to get home before a MedTrans driver can get to you, the dispatcher may offer to send you a "Lyft" ride. Lyft is the name of a transportation company that hires ordinary people to provide rides to the general population. Lyft is like taking a taxi, only that the drivers use their personal cars and must pass a 19-point vehicle inspection and background screening. If you are being sent a Lyft driver, the dispatcher will tell you the make, type and license number of the car to look for, and a Lyft logo should be displayed in the car window.

"In a will-call situation, it can take up to an hour to get a ride from a MedTrans contracted driver," says SCAN's Karen Uchimiya. "Chances are a Lyft driver can get there more quickly, but members should be prepared that Lyft drivers' cars don't always have room for wheelchairs and the driver may not have experience dealing with the needs of seniors."

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



Sales Information

1-800-915-7226; TTY: 711

8 A.M.—8 P.M. Pacific Time (PT)
Monday–Friday



Member Services

1-800-559-3500; TTY: 711

8 A.M.—8 P.M. Pacific Time (PT) Monday–Friday
Note: Between February 15 and September 30,
messages received during weekends and holidays
will be returned within one business day



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The Formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, premiums and/or copayments/coinsurance may change on January 1 of each year. You must continue to pay your Medicare Part B premium. Other providers are available in our network.



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Health and wellness or prevention information

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