

scan club

A NEWSLETTER FOR SCAN HEALTH PLAN® MEMBERS

ISSUE 1, 2022



Come on in!

Welcome to a new year with SCAN. Given that we have more than 50,000 new SCAN members as of January 1, it seems some introductions are in order.

SCAN Club newsletter will arrive every few months, either in your mailbox or your email (see page 6 for how to set your communication preferences). Each issue is filled with information to help you get the most from your SCAN benefits—and to be healthy. For instance, there's an article inside this issue on how to talk to your doctor about *anything*. Plus, we'll introduce you to other SCAN members and their stories as well as to the people at SCAN working for you.

We'll keep in touch other ways, too. From invitations to online and in-person events, to reminders to get needed care, to surveys so you can let us know how it's going. And don't be surprised if one of our Senior Advocates calls to check in or to wish you a happy birthday!

So, welcome to a healthy new year with SCAN. We're so glad you're here. Come on in!

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Have You Met SCAN Member Services Yet?

Whether you're new to SCAN or a loyal, long-time member, knowing who SCAN Member Services is and what they do will help you get the most out of your SCAN membership this year.

So, we asked two people who know SCAN Member Services inside and out to share some of the ways that their team works for you and your healthcare.

What kinds of things can Member Services best help members with?

Troy Shaffer, Vice President, Contact Center Operations:

Members can contact Member Services with any questions about their SCAN plan, such as benefit coverage or how to change doctors.

Kim McBeath, Director, Member Services: Our team members are plan experts. They receive extensive training to assist with a very wide range of topics to meet the individual needs of our members.

What are some tips for using Member Services?

Kim: It helps when a member has already given us their phone number because then when they call Member Services from that number, we can match them quickly to an Advocate who specializes in their medical group. That means fewer questions the member must answer to verify their identity and less time spent waiting while the Advocate looks up their account or researches a question specific to their medical group.

Troy: People may not know that Member Services can provide a translator on the phone—or even in person at a doctor's appointment. This can help members who are more comfortable speaking a language other than English. *(See box at right.)*

What's most important for SCAN members to know about Member Services?

Troy: Member Services is a truly passionate and dedicated team focused on serving each member's needs. We want members to have the best experience, one that *always* exceeds expectations!

Kim: Some of the employees in Member Services are members themselves! And many of us have a parent, grandparent or other family and friends that we've brought to SCAN. That's the ultimate vote of confidence in my opinion!

In fact, Kim's mom has been a SCAN member for 12 years. Troy's mother was a proud SCAN member until she passed away. So, they mean it when they say they expect each member to be treated like family.

Kim: I'm my mom's primary caregiver, and she's had some significant health challenges recently. I don't know what might have happened without the first-class care and support we both received from SCAN. I trust every one of the Advocates to serve my mom as if she was their own, as I see and hear them deliver on that commitment and passion every day with every member they encounter.



- To speak to someone in Spanish, press 2 when the automated message comes on.
- For another language, wait for a Member Service Advocate to come on the line, then ask for that language and a translator will join the call.
- To arrange for a translator to meet a member at the doctor's office or other healthcare appointment, call Member Services at least 72 hours before to set it up.

Ask Member Services

Q: I have a new doctor this year. Can I see her right away?

A: Yes, you can make an appointment with your new doctor as soon as your SCAN membership begins. But if your new doctor is in a medical group that's new to you, too, you will need to contact your previous doctor to request a copy of your medical records. Be sure to make the request early enough so the records can be sent to your new doctor in time for your first appointment. Keep in mind, too, that a "get to know you" appointment or a visit for routine care may be several weeks out, as these are generally longer appointments. Of course, if something comes up that can't wait, your new doctor will be able to see you sooner.



CEO MESSAGE



A Warm Welcome, and Let's Stay in Touch

This is the first issue of *SCAN Club* in 2022 so I'd like to wish you all a very happy and healthy new year. I'm thrilled to be welcoming so many new members to SCAN—from more locations than ever (shout-out to Arizona and Nevada!)—and to welcome back our incredibly loyal long-time members.

In case you haven't heard, the more than 50,000 members who joined SCAN for January 1 mark the largest Annual Enrollment Period in the company's history! We're excited, of course, but also very mindful of the fact that growth comes with responsibility. We are known for our service—as evidenced by our #1 ranking for member satisfaction in California.* And I want to assure you that our goal is to *always* deliver that best-in-class service even as we grow and expand.

The key to this is you. SCAN got where it is today by inviting feedback from our members and listening to how we can improve. Surveys are one important way we do this. That's why if you get invited to take part in a survey from Medicare or SCAN this year, I urge you to do it. (Read more about why these surveys matter to your healthcare on page 7.)

Of course, you provide valuable feedback throughout the year, whenever you call or email us. Please continue to do so. Let's keep in touch—you can even email me directly: sjain@scanhealthplan.com. On behalf of the entire SCAN team, thank you for choosing SCAN.

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

“ I have SCAN and love it.
Would not change it—
and many have tried!”

– SCAN member Jo Ann B.

*Member Rating of Plan as reported in the *Medicare & You 2022* handbook in California

Connect With SCAN

Regular social interaction can be as important to a person's good health as daily exercise and a healthy diet. “People need people,” says Linda Johnson. As a SCAN Peer Advocate for the past five years, she has talked to many SCAN members and found that for some, loneliness and social isolation can get in the way of good physical and mental health.

SCAN has several benefits and programs to help our members—and the people who care for them—find social connections and support. Here are just a few:



SCAN's **Togetherness**

Caller program
matches a SCAN

employee to a SCAN member
for weekly, friendly phone calls.



SCAN's **Learning**
Communities bring
together SCAN

members who have similar
interests and hobbies.



SCAN's **Caregiver Workshops**

are available to a SCAN
member who is a caregiver,

or the unpaid caregiver to a SCAN
member (often a family member).

To learn more about these special benefits:

Send an email

- Togetherness Callers and Learning Communities: togetherness@scanhealthplan.com
- Caregiver Workshops: caregiversupport@scanhealthplan.com

Go online or call

- Visit scanhealthplan.com/extras
- Phone Member Services at the number on the back of this newsletter



LIFE HACK: How to Make Your Resolutions Stick

Many of us ring in each new year with a champagne toast and a self-promise to be healthier. It's not long, though, before our commitment loses its fizz and goes as flat as day-old bubbly. Surveys show that every year only a small percentage of people accomplish their New Year's resolutions.

It's not that making resolutions can't work, say the experts. The problem is that our pledges to lose weight, give up smoking, exercise more and otherwise be healthier are usually too vague and without clear instructions on how we'll reach them—a lot like setting out on a trip and not knowing how you will get there or when.



Have you promised that this year you'll exercise more, get stronger, lose weight and/or improve your balance?

Let the exercise and fitness benefits available in your SCAN plan* help you reach your goal.

- ✦ Your SCAN **health club membership** gives you access to local gyms and exercise classes as well as online classes to do at home.
- ✦ Your plan may also include a **no-cost fitness tracker**, such as a Fitbit, to monitor your progress.

And don't forget about Rally, the **online health and wellness program** available through your SCAN online member account. You can even sync your fitness tracker to your Rally account.

So, before letting another New Year's promise fizzle out, consider the tips here for keeping your healthy goals for 2022 on track.

Define it. To be successful in reaching your goals, you must first have a clear idea of what they are. So, instead of "I want to lose weight this year," be as specific as possible: "I'm going to weigh 10 pounds less when my son gets married on May 15."

Make it easy to measure. Think weight on the scale, distance walked, signing up for a yoga class, etc.

Make it targeted—with a timeline and an endpoint. If yours is a long-term goal, set smaller targets on the way to your final deadline. Know there will probably be setbacks. If you stumble, get up and continue. Every step brings you closer to reaching your goal.

Make it reasonable. Many lasting changes take time and can't be accomplished overnight. Switching to a completely plant-based diet may cause a mutiny if you're the main cook in your meat-eating family. But introducing a meatless dinner every week is both manageable and reasonable.

Make it visible. Put your goal and timeline in writing. Mark milestone dates in your calendar as reminders. If you have a smartphone, consider making your lock screen an image that will remind you of your goal every time you open your phone.

Make use of your SCAN benefits. Your SCAN membership includes a wealth of resources to help you accomplish your health and wellness goals (see the box at left for some of them).

Make resolutions with clear goals and a plan of how you'll accomplish them. Then on next New Year's Day, you'll be toasting your success and a healthier you.

**Most SCAN plans include no-cost health club membership; many SCAN plans include a fitness tracker every two years. Check your plan materials to see what's covered in your SCAN plan.*

Too Embarrassed for Your Own Good?



Most of us have been there at least once: We need to discuss a sensitive health issue with our doctor but are too embarrassed to bring it up. While it might be easier to avoid the topic, doing so could be dangerous to your health.

So, how to get past the embarrassment to get the care we need? It may help to know that no matter how mortified you are by what you have to say, your doctor won't be. He or she will have had experience with all kinds of medical and health issues. That means there's likely nothing you can say that your doctor hasn't heard from a patient before.

If the thought of having this type of conversation still makes you uncomfortable, try these tips:

Keep a written log of your symptoms and when they happen to share with your doctor. It will let your doctor know what's going on without you having to talk about it as much. Plus, having a written record will help you remember key details.

Be upfront about how you feel. Start by saying, "This is kind of embarrassing for me to talk about." It can be helpful for your doctor to know how you're feeling as well as what's going on.

Use common language. Before your visit, think about how to describe your symptoms and what you're experiencing in simple, clear terms. For example: Would you describe your pain as aching, throbbing, stabbing or...?

Make the setting as comfortable as you can. For example, you might ask the nurse at check-in if you can chat with the doctor while you're still dressed, *before* putting on a gown. Or, maybe someone has come to the visit with you but you're embarrassed to talk about your issues in front of them. If so, consider asking them to wait outside the room for a few minutes.

Try a remote visit first. If you just can't bring yourself to have the conversation face-to-face, it may be easier for you to talk with your doctor over the phone or in a virtual visit. Depending on your issue, though, you may still need to come in eventually for an in-person exam.

Remember, your doctor is there to help, and you should feel welcome to talk openly with them about *anything* that concerns your health—even the bits that make you blush.

abridge

Bridge Your Discomfort With the Abridge App

If a conversation is making you uncomfortable, it can be hard to take in the information your doctor is giving you. That's just one handy use of the Abridge app, a no-cost benefit for SCAN members. Here's how it works:

- ▶ Download the Abridge app to your smartphone and follow the simple set-up steps
- ▶ Ask for your doctor's permission to record your conversation
- ▶ Refer back to the recording as often as you need to
- ▶ Share the recording with others, if you wish (spouse, caregiver, etc.)

Learn more about Abridge at scanhealthplan.com/extras.



Who to Call: Doctor's Office or SCAN?

SCAN, your doctors and your medical group work together as a team to provide you the care, support and services included in your healthcare plan. Because each has a different role to play, who you turn to for an answer will depend on what you're looking for. The chart below shows who to contact for what type of information.

▶ GOT A QUESTION ABOUT YOUR HEALTH OR YOUR CARE?

Contact your doctor's office.

Your primary care doctor oversees most of your care, from exams and preventive screenings to specialist referrals. Your doctor works as part of a medical group, which handles administrative issues, such as approving your doctor's referral for you to see a specialist.

Contact your doctor's office when you want to...

- Make an appointment for a visit with your doctor
- Ask a specific question related to your health
- Get a referral to a specialist
- Check on whether a referral has been approved
- Find out where to get lab work done
- Learn your test results
- Have refills added to a prescription
- Find out what to do and where to go when you need urgent care

Questions to ask your doctor:

- What's the best number to call when I have a question about my care?
- Is there a nurse advice line for after-hours care?
- Does the medical group have a patient support line?
- Do you have a patient portal?

▶ WANT INFORMATION ON YOUR SCAN BENEFITS OR HOW TO USE THEM?

Call SCAN Member Services.

SCAN provides coverage for the care, services and support you need to be healthy and independent. The exact benefits available to you depend on which SCAN plan you have. SCAN works with local doctors, medical groups and other healthcare providers to deliver your care.

Contact SCAN Member Services when you want...

- Information on your benefits or how to use them, such as what's covered by your SCAN plan, copayment amounts and the extra benefits available to you
- Support if your medical group is not responding on an issue
- Help finding a new doctor or changing to a different medical group
- To update your personal information

To get answers about your SCAN benefits:

- Look in your SCAN online member account (see more on this below).
- Visit the SCAN website: scanhealthplan.com.
- Call SCAN Member Services. The number's on the back of this newsletter and the back of your SCAN ID card.

Patient Portal vs. SCAN Online Account

Patient portal = An online site provided by your medical group where you can access information about your care.

Depending on the scope of your medical group's portal, you may be able to find your past and current medical records, book appointments, send a message to your doctor, check on test results or check on the status of a referral request. Ask your doctor if your group has a patient portal.

SCAN online account = Your virtual connection to SCAN and your SCAN benefits. With a SCAN online account, you can:

- ▶ View your plan materials and Monthly Summaries (Part C Explanation of Benefits)
- ▶ Order and manage your mail-order prescriptions through Express Scripts Pharmacy
- ▶ Use your personalized Health Check Record to track needed and received care
- ▶ Set communication preferences
- ▶ View and print a copy of your SCAN ID card
- ▶ Connect with SCAN programs like Rally and BrainHQ
- ▶ Pay your plan premiums

If you don't already have a SCAN online account, there's one waiting for you! Sign up now at scanhealthplan.com/register.

Both a portal and your SCAN online account are open around the clock, so you can take care of many things when it's best for you and without a wait.

Need help setting up a patient portal or online account? HEALTHtech experts can help with these and other healthcare-related technology issues. Call HEALTHtech: 1-833-437-0555 (TTY: 711), 24/7.



Your Rx Benefits:

Use as Directed for Better Health, More Savings

There's a prescription for getting the most out of your SCAN pharmacy benefit.

Directions for use: Take your prescriptions to one of SCAN's Preferred pharmacies. These pharmacies generally offer lower copays on many of the prescription medications in the SCAN Formulary. For example, many SCAN members will pay \$0 for medications on Tier 1 and Tier 2 at a SCAN Preferred pharmacy as well as with home delivery from Express Scripts PharmacySM.

Quantity: Fill a three-month (up to 100 days) supply of the prescription medications you take on a regular basis. You'll save time and may save money, too. Ask your doctor or pharmacist about getting three-month refills.

Interactions (good ones!): To get Preferred pharmacy pricing, three-month supplies *and* convenient home delivery, sign up for mail-order medications through Express Scripts Pharmacy! Call Express Scripts for more information or to enroll in mail-order: 1-866-553-4125 (TTY: 1-800-899-2114).

Additional instructions: Avoid issues at the pharmacy counter—find out beforehand if a drug is covered. Check the SCAN Formulary, which lists all the medications covered by SCAN. And look to see which tiers they're on (drugs on lower tiers cost less than those on the higher tiers).



How to look up your medications on the SCAN Formulary:

- **Use the online Formulary search.** This up-to-date tool will show you alternate medications, too. Go to scanhealthplan.com/findadrug.
- **View it on the website:** scan2022.com/formulary.
- **Call Member Services.** A Member Service Advocate can look up your medications for you.

If a drug prescribed by your doctor doesn't show up in the SCAN Formulary:

- 1) Check with your doctor first to see if there is a drug that is in the Formulary that would work just as well for you.
- 2) If there is no reasonable substitute, you or your doctor can ask SCAN to cover the non-Formulary drug. If SCAN agrees, the medication will be covered on Tier 4 or Tier 5 (the higher-cost tiers). Call SCAN Member Services for information.

THAT SURVEY MAY BE A GOLDEN OPPORTUNITY

Every year around this time, Medicare invites some health plan members to share their experiences through a survey. If you're one of the SCAN members chosen to participate, you have a unique opportunity to make a difference for yourself and your fellow SCAN members. Here's how:

- 1 **It's a chance to help improve your healthcare, even if you're happy with it.** Medicare, SCAN and your healthcare providers use all feedback—from complaints to compliments—to make decisions regarding the care and coverage you receive.
- 2 **You're speaking for others, too.** Medicare sends its surveys each year only to a small sample of each health plan's members, so your survey responses count even more.
- 3 **Your feedback affects our Medicare Star Ratings.** When a plan receives four or more stars, Medicare rewards that level of quality with bonus payments. Because SCAN is a non-profit company, rewards earned from star ratings allow us to offer the comprehensive benefits that our members appreciate year after year.
- 4 **Your input helps other seniors find quality healthcare.** CMS reports the survey results for each plan in the annual *Medicare & You Handbook* and on the Medicare Plan Finder website ([medicare.gov](https://www.medicare.gov)).

If you're chosen to take part, you'll first receive a letter from Medicare telling you to be on the lookout for the survey. Please know that your responses are always confidential.

And, even if you don't get this survey, chances are you'll get others during the year—perhaps from SCAN or from your doctor's office. We hope you'll use these opportunities to share your feedback with us along the way.



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



Sales Information

1-800-547-1317; TTY: 711

8 a.m. – 8 p.m.

Seven days a week from Oct. 1 – Mar. 31

Monday – Friday from Apr. 1 – Sept. 30



Member Services

1-800-559-3500; TTY: 711

8 a.m. – 8 p.m.

Seven days a week from Oct. 1 – Mar. 31

Monday – Friday from Apr. 1 – Sept. 30

MemberServices@scanhealthplan.com



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Visit our website

scanhealthplan.com



REGISTER ONLINE

For all your plan info

scanhealthplan.com/register



Other providers and pharmacies are available in our network.



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Health and wellness or prevention information

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