

# scan club

A NEWSLETTER FOR SCAN HEALTH PLAN® MEMBERS

ISSUE 2, 2022



## Aging Their Way

When we heard that the theme of Older Americans Month this year is “Age Your Way,” we were all in. While growing older is not an option, it is possible to choose how you age. Here’s how some SCAN members in California are aging *their way*—with a little help from their SCAN benefits!

At 85, **Jan D.** is working to overcome some health issues. He’s using his SCAN gym benefit to work out three to four times a week and has changed to a healthier diet. After just a few weeks, he’s already pounds lighter and feeling better.

**Manuel C.** expresses his love of art and life through his brightly colored paintings of abstract geometric patterns and shapes. A SCAN member since 2015, Manuel works closely with his primary care doctor to manage his diabetes through exercise, diet and medication. He also makes use of extra benefits like vision care, getting his eye exam and glasses when he needs them. Taking care of his health allows him to do what he loves: “I feel very vibrant today and I think it shows in my art.”

In his 79 years of life, **Cesar E.** has worn a myriad of hats, from school janitor to diesel mechanic to conga drummer in a street band to a black belt in karate. Cesar is now retired, but he continues to

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stay active and in good shape by hiking in nearby mountains, dancing and playing music, and doing handyman work. He also makes good use of his SCAN benefits—seeing his doctor for regular check-ups, taking his prescription medications and working out at the gym several times a week. When he needed emergency surgery to remove an inflamed gallbladder last year, he says he received first-class attention and care at the hospital, which he credits to showing his SCAN ID card. “I really, really love being a SCAN member,” he says. “I have good doctors, a good hospital and good attention. I recommend SCAN to everyone.”

With help from their SCAN benefits and a vision of how they want to grow older, Jan, Manuel and Cesar are choosing to continue to live in good health, happiness and hope.

Jan is optimistic about being able to continue doing what he enjoys: living with his wife in their home of 20 years, attending church, driving the deep-maroon 1938 Packard he spent 10 years meticulously restoring and being around for his son and grandkids.



For Manuel, the Latin American professor turned modernist painter, life has been good, he says, and he looks forward to “continuing to express that in my art and how I live each day.”

As for Cesar, he says: “From 1 to 10, my life is an eight in happiness.” He’s looking forward to enrolling at the local city college to take classes in computers, piano and singing, and to someday meeting a companion who shares his zeal for life. “People say, ‘But Cesar, you’re 79 years old!’ To them I say: ‘Yes, but there’s so much I want to do!’”

## SCAN’s 100+ Club Members Give New Meaning to Old Ideas

*We’re lucky enough at SCAN to have the opportunity to know some truly remarkable people—our members who have reached their 100<sup>th</sup> birthday and beyond. In birthday visits to these members, we see how these centenarians are breaking the stereotypes and challenging old ideas by aging in good health and vitality.*

### LUCILLE P., age 100

Petite and lively, Lucille moves with grace and assurance, giving away the fact that she has spent her life in square dance halls, ballrooms and anywhere there was an opportunity to experience the joy and freedom she felt while dancing. “I loved the movement and the way it made me feel, the people and just everything about it,” she remembers.

These days Lucille has traded her dancing shoes for a pair that’s good for walking around the large senior complex where she lives. While Lucille says it’s no replacement for the euphoria she once felt on the dance floor, she appreciates what the regular exercise does to help her stay healthy, positive and social.



### LUPE R., age 102

Anyone who thinks that creativity and drive vanish with age has never met Lupe, a three-year member of SCAN’s 100+ Club. Born in Mexico but living in the U.S. since an infant, Lupe speaks, reads and writes in both Spanish and English. When we last met Lupe, she was finishing a written account of her life story that she hopes to publish someday. Lupe says her key to longevity is a lifelong stubborn streak: “I never give up.”



### DONALD L., age 100

The loss of his left eye to injury at age 80 could have meant the end to many of the activities that Donald enjoys. But losing some of his sight, which had been such an asset to the WWII bombardier and career orthopedic surgeon, led Donald to see new opportunities to stay healthy, engaged and doing what he loves.

Today, Donald and his wife keep a busy social life by playing golf with friends, spending time with nearby family and staying involved in their community. And Donald has no intention of slowing down. He sees turning 100 as just one more milestone in what he says has been “a helluva life.”





## CEO MESSAGE

### How Can We Help You?

As of press time, COVID-19 cases were dropping, and more restrictions were being lifted every day. And SCAN headquarters had just reopened (cue the confetti!). You may not know this, but I started working at SCAN during the height of the pandemic. So, I'm thrilled to be meeting with my colleagues in person!

I'm also glad to see that so many people are returning to healthy activities, like going back to the gym and scheduling preventive care appointments. As a physician and a healthcare executive, I see how hard doctors' offices are working to keep up with the sudden demand for appointments. This goes for mental health professionals as well—especially with so many of us needing extra support after the past two years.

That's why it's so important to me that you are able to get the care and service you need, when you need it. Please let us know if SCAN can help. For more immediate help, call Member Services (you'll find the phone number on the back of this newsletter). And if there's something you think I should be aware of—good or bad—feel free to email me directly at [sjain@scanhealthplan.com](mailto:sjain@scanhealthplan.com).

Warm wishes,

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

“SCAN has the BEST representatives who are all professional, pleasant and so helpful. They will 'hold your hand' and make sure that your questions are answered. Please keep up the good work.”

– SCAN member Daisy A.

## Ask Member Services



**Q:** I'll be seeing my new dentist next month—can I use my transportation benefit to get to my dental appointments, too?

**A:** Yes, as long as your SCAN plan includes transportation (and most do). Use it for rides to and from health-related appointments, including to a specialist, dentist or vision provider, or even to the pharmacy to pick up your prescriptions. The number of rides will vary depending on your plan, but all rides are \$0. You do need to plan ahead—call at least 24 hours in advance for a regular ride; 48 hours if you need wheelchair transportation.

Learn more at [scanhealthplan.com/extras](https://scanhealthplan.com/extras). Watch the short video to learn how to use this benefit. Then, when you're ready to schedule your ride, call SCAN Transportation at 1-844-714-2218 (TTY: 711).



**Q:** I can't seem to find my SCAN ID card. Do I need to replace it?

**A:** Yes, you should have a copy of your SCAN ID card. You'll need it whenever you see a specialist, have a lab test done, get a prescription filled at the pharmacy or receive care from another provider. You may just need it the first time you see a new provider, but others may ask for it at every visit.

Getting a copy of your SCAN ID card is quick and easy. Either:

1. **Sign into your SCAN online account.** Here you can view and print your card or order a replacement online.
2. **Call Member Services** and ask them to mail one to you.

*Tip:* Save a photo or pdf copy of your ID card to your smartphone.

# Is Mental Health Slipping Your Mind?



***An essential part of overall wellness, mental health deserves love, too.***

Many of us are catching up on wellness visits, eye exams and other types of important preventive care. But if you're not giving equal attention to your mental well-being, your overall health may still be at risk.

Mental health is essential to overall health. When you're able to feel, think and act your best, you can cope with life's ups and downs, build strong relationships, make good choices, be productive and be happier. Stress, anxiety or depression can cause physical problems—another important reason to tend to your mental well-being. Think of it as preventive care for your mind *and* body. Here's what you can do:

## **TALK IT OUT.**

Life is full of stressors, from everyday annoyances to experiences that can rock our worlds. When something's troubling you, don't hold it in. Often, just talking through it with someone you trust can make you feel better and help you see things more clearly.

## **BE PRESENT IN THE PRESENT.**

Worrying over things that you can't control in the past or in an unpredictable future can be stressful and dangerous to your mental and physical health. Make mindfulness part of your daily routine through simple meditation, deep breathing or yoga. Just a few minutes a day can help you relax, clear your mind and keep stress at healthy levels.

### **▶ There's an app for that!**



**Headspace** is the science-backed app for meditation and mindfulness. It's an easy way to reduce stress, sleep well and feel your best—and it's available to most SCAN members at no cost! There are hundreds of guided meditations, courses and mindfulness exercises that can help you stress less in just a few minutes a day. Using Headspace for just 10 days has been shown to reduce stress by 14 percent. Try it for yourself: [scanhealthplan.com/extras](https://scanhealthplan.com/extras).

## TAKE CARE OF YOUR BODY.

Like your body's other organs, your brain needs nutrients to function at its best. So feed it for good health with a wholesome diet. And just as exercise can keep your body in good working order, regular physical activity is one of the quickest ways to boost feelings of self-esteem, reduce symptoms of depression and anxiety, improve sleep and generally help you feel and look better.

### ▶ Work it out!



**A gym benefit** is included in most SCAN plans. There are lots of health club locations, from women-only and YMCAs to large chains and local clubs. And that's not all: You'll find a wide variety of on-demand classes you can do from the comfort of your home. There's also your choice of an at-home workout kit.



**BrainHQ** is an online program that offers mental activities designed to strengthen attention, memory and other skills that are so important as we age. SCAN members tell us they appreciate the results. "Knowing I'm doing something good for my brain gives me confidence," says Adrelia W.

Find out about both benefits at [scanhealthplan.com/extras](https://scanhealthplan.com/extras).

## STAY CONNECTED.

Social connections can help improve outlook and self-esteem, foster a sense of purpose and prevent loneliness. Not a "people person?" That's OK, there are plenty of ways to stay connected, so find what works best for you. Take a class at the gym, volunteer for a cause you care about or join an online community.

### ▶ Connect with SCAN!



**Learning Communities** bring together SCAN members who have similar interests and hobbies. For now, the groups are meeting virtually for social events and classes. Find out what's coming up at [scanhealthplan.com/events](https://scanhealthplan.com/events).



**Friendly Callers** match a SCAN member with a SCAN employee for regular phone calls. If you are or know a SCAN member who has limited ability to leave their home and may enjoy a social chat, email or call our Togetherness coordinator: [Togetherness@scanhealthplan.com](mailto:Togetherness@scanhealthplan.com) or 1-562-997-3156.

## PLAN FOR "YOU TIME" EVERY DAY.

Set aside time each day to do something you enjoy and can feel good about. And remember to laugh: It's good medicine for keeping negativity at bay. (Check our Learning Communities for the next Laughter Yoga event!)

## ASK FOR A MENTAL HEALTH CHECK-UP AT YOUR NEXT DOCTOR'S VISIT.

Your doctor can help you identify your risk factors for mental health concerns. Find out what symptoms to look for, steps you can take to reduce your risk and treatment options, if needed.

## KNOW IT'S OK TO ASK FOR HELP.

If a mental health issue interferes with your daily life for more than a couple of days, call your doctor. They can determine whether something physical is going on or if it's time to see a mental health professional who can help you understand and manage your mental health for the better.

### ▶ Just for SCAN members!



**Get connected with HEALTHtech.** This no-cost technical support service can help you set up for a virtual appointment with a mental health provider—or help you with another health-related tech need. The team at **HEALTHtech** is just a phone call away, 24/7: 1-833-437-0555 (TTY: 711).

Find more information on the SCAN website, including how to use your mental health services benefit. Go to [scanhealthplan.com/extras](https://scanhealthplan.com/extras).

*If you feel overwhelmed with emotions like sadness, depression or anxiety, or feel you want to harm yourself or others...*

Don't wait; call 911 or one of these free and confidential crisis hotlines immediately:

- **National Suicide Prevention Lifeline**  
1-800-273-8255
- **Friendship Line (specifically for older adults)**  
1-800-971-0016



# Why Care About Care Coordination?

Ask **Regina P.** who her healthcare provider is and she'll respond, "Which one?" That's because in addition to her primary care provider she sees a pulmonary specialist to help manage the asthma she's had since childhood. And lately, after being injured in a fall, Regina has been going to a physical therapist. Then there's the imaging center where she has her mammograms and the lab where she goes when her doctor orders a blood test. How does she keep track of them all?

"I always start with my primary care doctor," Regina explains. "I want to be sure I'm staying within the network so my SCAN benefits apply." Doing so also helps Regina's doctor to easily oversee her care. While that is the role of your primary care doctor, it really is a team effort.

## ***Your primary care doctor and office staff coordinate your care by:***

- **Keeping an up-to-date medical record for you.** This includes all care you receive, test results, medical conditions and other information related to your physical and mental health.
- **Ordering tests, screenings and services necessary for your care.** They should also explain where you'll get this care and how and when you will learn any results or next steps.
- **Referring you to specialists when needed** and ensuring you can get a timely appointment. Your doctor should stay informed about the care you receive from other doctors.

## ***What you can do:***

- **Get educated.** When your doctor orders a test or refers you to a specialist, make sure you understand why and what to expect next. If you

have a smartphone, download the Abridge app (free to most SCAN members!) before your doctor's visit so you can record the discussion and refer to it later. Find Abridge at [scanhealthplan.com/extras](https://scanhealthplan.com/extras).

- **Be involved.** There are resources made expressly for you to manage your healthcare:
  - **A patient portal** is where you'll find specific information about your care, such as a record of your doctor visits and lab test results. Ask your doctor if his or her office has a patient portal and how to use it.
  - **In a SCAN online member account,** you can track care in your personalized Health Check Record, view and order prescriptions through Express Scripts, access your Delta Dental benefits information, order health products with the Over-the-Counter benefit and so much more—all in one place and with one sign-in.
- **Give feedback.** Healthcare surveys are one way for you to share your opinions and experiences about your care. If you receive a survey from Medicare, your doctor's office, another provider or SCAN, please take the time to respond. This will help your team understand how to best care for you and your health.

## **CARE ALERT!**



If you receive care from somewhere other than your doctor or a provider referred by them, let your doctor's office know so the care can be added to your medical record. Got a flu shot from the pharmacy? Went to an urgent care center while traveling? It needs to be added to your medical record kept by your doctor.

# PREPARE FOR YOUR CARE

## Protect Your Dignity With an Advance Directive

As we've learned from COVID-19, a life-threatening illness or accident can happen at any time and to even the healthiest person. That's why it's important to have an advance directive in place, no matter your age or health. An advance directive also helps ease the burden on loved ones, who may be called on to make hard decisions if something happens to you and you can't speak for yourself.



Creating an advance directive doesn't have to be complicated. Follow these five steps:

- 1 **Choose a “healthcare proxy.”** This is someone you trust to make serious decisions about your healthcare in case you can't.
- 2 **Identify what's important to you.** For example: Do you want “heroic measures” taken to prolong your life? Are there religious beliefs you want respected in your care?
- 3 **Talk with your loved ones and healthcare proxy** so they clearly understand your wishes.
- 4 **Complete an advance directive form.** If you have access to a computer, you can easily create your advance directive from home. See below for where to find a form and help filling it out.
- 5 **Give copies of your advance directive** to your primary care doctor and your healthcare proxy. Keep a copy with your other important medical papers, too.

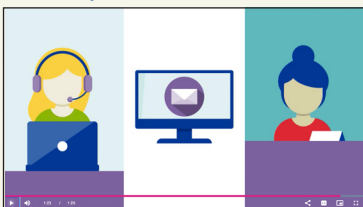
Where to get help creating an advance directive:

- The website [prepareforyourcare.org](https://www.prepareforyourcare.org) has a simple form to use as well as videos and information to guide you step-by-step through the process.
- “Are You Prepared?” is an hour-long virtual course available to SCAN members the last Tuesday of every month. Find out more at [scanhealthplan.com/events](https://www.scanhealthplan.com/events).

## Healthy Streaming Now on a Screen Near You

Binge-watching videos often isn't the healthiest of pastimes but viewing *these* short videos can be good for you.

### QUICK START



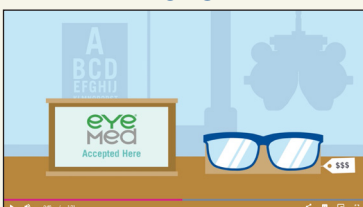
New to SCAN? Learn what you need to do to make the most of your new health plan.

### TRANSPORTATION



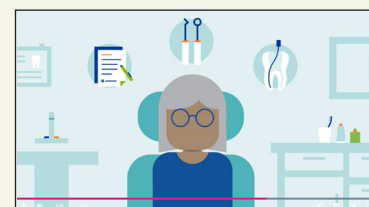
Find out how to schedule no-cost rides in this video about SCAN's Transportation benefit.

### VISION



Watch how to get routine vision care, including glasses and contact lenses, through your SCAN Vision benefit.

### DENTAL



How can you use your Delta Dental coverage to keep your teeth healthy? This quick video tells you all you need to know.

Find these and other helpful videos at:

- [scanhealthplan.com/extras](https://www.scanhealthplan.com/extras) and click on the benefit of your choice, or
- [scanhealthplan.com/members](https://www.scanhealthplan.com/members) under Videos

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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**Health and wellness or prevention information**

Y0057\_SCAN\_12957\_2022\_C IA 04062022

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