

HAPPY OLDER AMERICANS MONTH!

Issue 2, 2023

scan club



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Need Assistance?
SCAN is here to help.

Member Services

California: 1-800-559-3500
Arizona: 1-855-650-7226
Nevada: 1-855-827-7226
Texas: 1-855-844-7226
TTY: 711

8 a.m. – 8 p.m.
7 days a week from Oct. 1 – March 31
Monday – Friday from April 1 – Sept. 30

Visit our website

scanhealthplan.com

Follow us on Facebook

facebook.com/scanhealthplan

On the cover

Yoga, mindfulness and meditation are all good for your mental health. **See page 6 for more mental health tips.**



Ask Member
Services

Q: I’ll be moving next month but staying in the same town. When is the best time to call Member Services to let them know my new address?

A: Thanks for checking! It’s important for us to have your current contact information. During this time of year (April 1 through Sept. 30), Member Services is open five days a week. **Now you can talk with a Member Service Advocate Monday through Friday, 8 a.m. to 8 p.m.**

If your call isn’t urgent, we recommend:

- Calling later in the week; Mondays and the day after a holiday are always busy.
- Calling before 10 a.m. or after 3 p.m.
- Sending a secure email from your SCAN online member account.

Message From the CEO

Living Up to the SCAN Mission

When SCAN was founded in 1977, our mission was to help seniors in the Long Beach, Calif. area stay healthy and independent. While SCAN has changed *how* we serve seniors—and greatly expanded the areas we serve—our mission has remained the same.

I firmly believe that's why, more than 45 years later, we are one of the largest not-for-profit Medicare Advantage companies in the country. We never set out to be the biggest, but we do hope to bring SCAN's comprehensive, dependable, quality health plans to even more people in the future.

Our decades in California have earned us a very loyal membership. And we're grateful! But we want your experience with SCAN to be the same whether you're a member in California, Arizona, Nevada or Texas. If you're a member in one of our newer states, please know that we are working hard to ensure your experience is also one that inspires loyalty. We want every member to feel as Ed does (see his comment below).

I'd like to personally thank you for trusting SCAN. We look forward to serving you for years to come.

Warm wishes,



Sachin H. Jain, MD, MBA, FACP
Chief Executive Officer
SCAN Health Plan



“The best health plan by far to manage your Medicare. We have been with SCAN for several years now and their service and attention are in a class by themselves.”

—SCAN member Ed B.



SCAN once again received a 91% satisfaction rating from members, as reported in the California edition of *Medicare & You*, 2023.

Staying Young at Art

Aging Unbound—the theme of Older Americans Month this May—could describe these three SCAN members. These creative seniors continue to be inspired, to discover new talents and to find joy through their art.

We'd love to hear from you: What does “Aging Unbound” mean to you? Whether you travel, volunteer or pursue hobbies new or old, please tell us what you do to stay active and engaged.

With Music, She's Never Alone

Ninety-one-year-old Joanna R. from San Jose, Calif., has been inspired by music throughout her life as a pianist, singer and poet.

“My mother was told that I had musical talent and that it should be developed,” explains Joanna. “As a single parent, she worked while I went to school and always made sure there was enough money to pay for my music lessons.”

An accomplished pianist, Joanna has performed on stage and in recitals in the U.S., Canada and Europe. Whether performing in concert, doing vocal training or entertaining fellow SCAN members in some of the virtual Learning Communities groups, Joanna finds joy and good company in the music.

“When I get down, I retreat to my piano,” she explains. “It’s because I’m passionate for music that I’ve never really felt isolated or alone.”





A Keen Eye for Life

Steve G. of Reseda, Calif., began drawing as a toddler in the kitchen with his mother. “She always stressed education. We’d write numbers and alphabet letters, and drawing was my reward,” he says. “Maybe it was a tree, a flower or house. Simple things. But that’s when I began to see the world differently.”

What Steve saw and developed was an eye for detail, which inspired him and his friends to copy the drawings of action characters from comic books and Saturday morning TV. “We loved *Spiderman*, *Iron Man*, *Thor* and *The Fantastic Four*,” he remembers.

“I never went to art school—we couldn’t afford it,” Steve says. “But I borrowed books from the library, saved up and bought others.”

Today, at age 68, the self-taught illustrator mixes techniques to create detailed drawings of images from real life and his imagination. One may be a portrait of a majestic eagle; another an original sci-fi character. (See Steve with two of his paintings above.)

“An illustrator must capture details to bring his work to life,” Steve says. “I strive for that in my work. I’ve learned to appreciate what I see *and* what I observe.”

Talent for a Better Life

Like Joanna and Steve, 84-year-old Jim W. is passionate about art and its rewards. Unlike them, however, Jim found this passion later in life. First, he faced a series of difficult challenges: growing up in poverty, losing a son to addiction and ending his marriage of 40 years. Then, in his late sixties, Jim developed a life-threatening heart condition and had to have a pacemaker put in.

At that point, he was depressed and had lost any zest for life: “I didn’t quite know what was happening to me,” he remembers. He did some research to see what he could do. Now, he exercises regularly, has changed his diet and has lost 25 pounds in 18 months. The changes, he says, “restored my energy tremendously.”

Jim says he also started painting because “I wanted something new to engage my mind.” He found a technique called pour painting on You Tube and remembers, “I was hijacked. It was easy, fun and inexpensive.” Eventually, he converted his garage into a studio. Today, he teaches his craft and sells his art online. (That’s Jim in the photo below, along with one of his pour paintings.)

“Who’d have thought it?” he marvels. “With an open mind and willingness to learn, we can live a better and fuller life. We can discover new talents in ourselves that we thought we never had.”





How to Weather Life's Challenges

“A lot of people assume that getting older means being depressed, lonely and alone,” says Erika Duarte, PhD, LCSW. “It’s just not true.”

Erika is a behavioral health care manager at SCAN and sees firsthand how our members manage the challenges that can impact mental health. “People can be very resilient and adjust well to life changes,” she says. “Transitions, even when they’re unexpected, can become positive experiences.”

What Are Your Feelings Saying?

Feeling stressed, sad or lonely is normal. These are natural and even healthy reactions to life’s difficult moments. Erika says these feelings can even help us move ahead. “Our feelings are like a compass; they’re there to guide us in the directions we take. So, instead of ignoring or trying to erase unpleasant emotions, we need to explore what they’re telling us.”

Say you usually get up early, eat breakfast and go out for a daily walk. But now you’re staying in bed, not eating as usual and skipping your daily exercise. These could be signs that something’s off. If you’re not your “normal” self for more than a couple of days, here are some dos and don’ts that may help.

DON'T Ignore your feelings or give up when things don’t feel right. That’s when a normal and natural reaction to a life event can turn into a serious mental health issue. “Older adults do have a higher risk for depression and other mental health issues,” Erika says. “But this is because issues may go on for a long time, unnoticed and untreated, until they lead to mental illness. It’s not because these issues are an expected part of aging.”



DO Think about how you're feeling. What do you need in order to get your life back on track? Erika says to start with simple things, like:

- Building a daily routine
- Making lists of the things you're grateful for
- Spending time with at least one person every day
- Volunteering
- Getting out in nature

Staying connected and doing activities you enjoy are key to improving mental health and being able to weather life's challenges. "When people tap into what they like, know and are familiar with, they cope better," Erika explains. "This is true even in difficult situations or experiences."

DO Talk with your doctor. Tell them if you feel sad, anxious or lonely for weeks at a time or if these feelings are starting to affect your day-to-day activities. If needed, they can recommend a mental health professional who can teach techniques to help you cope and feel better. Because, as Erika stresses, "Mental health conditions are real—and they are very treatable."

DO If you feel overwhelmed by emotions and can't cope or are thinking about harming yourself or others, get help ASAP! Call 911 or one of these free and confidential hotlines that are available 24/7:

National Suicide and Crisis Lifeline

Call or text 988 (English and Spanish)

Friendship Line (for older adults in California)

Call 1-888-670-1360

Coffee, Conversation and Healing

Losing a loved one can turn our world upside down. But it's possible to right it again by staying engaged and connected. Just ask SCAN member Adam G. Since joining SCAN's Coffee and Conversation social group, Adam has found friendship, support and healing.

After losing his wife of many years, Adam had accepted that he would live alone in his grief and loneliness. But something unexpected started happening when he joined the social group: By sharing his experiences—and listening to those of fellow SCAN members—he is working his way through the grieving cycle. In fact, he's now one of the first to welcome and comfort others in the group.

Coffee and Conversation is just one of many learning and social opportunities available through SCAN Learning Communities. Find descriptions and schedules at scanhealthplan.com/events





Benefits Beyond the Doctor's Office

There's more to being healthy than just seeing your doctor. That's why your SCAN plan includes many extra benefits. We've listed some of the extra benefits here, along with the simple steps to get started using them.

There are many more, too: Find them all at scanhealthplan.com/extras

Important to know! These extra benefits are available in most SCAN plans, but not all. Also, specifics like copays and number of covered visits can vary by plan. Be sure to check your Evidence of Coverage (EOC) to know exactly what your plan includes. Just search "EOC" on our website, scanhealthplan.com, or find it *faster* in your SCAN online member account!



Fitbit® Fitness Tracker

1. Most SCAN plans include a no-cost Fitbit tracker every two years. Learn more at scanhealthplan.com/extras
 - In California, look for the Fitbit benefit box to verify that your plan includes a Fitbit device and to place an online order.
 - In our other states, look for the Fitness Membership box for information on how to order a Fit at Home™ kit.
2. When your Fitbit device arrives, set it up and enroll in Fitbit Care. Need help? Call the HEALTHtech hotline: 1-833-437-0555.
3. Start tracking! Your Fitbit device tracks a variety of activities—from steps taken to calories burned to time sleeping.



Acupuncture and Chiropractic

1. Does your plan have this benefit? If so, call American Specialty Health (ASH) so a representative can help you schedule an appointment with an acupuncturist or a chiropractor near you. No referral from your doctor needed!
ASH: 1-800-678-9133 (TTY: 1-877-710-2746)
2. Need more than one appointment? The provider you see will submit a treatment plan to ASH for review. ASH will determine how many sessions are needed initially. If you need more care, ASH may approve more sessions if medically necessary.



Hearing Exams and Hearing Aids

1. Start with a no-cost hearing exam. Call TruHearing to make an appointment with a hearing specialist near you. **TruHearing: 1-844-255-7148 (TTY: 711)**
2. Need hearing aids? At your appointment, the specialist can help you select hearing aids from many available styles. Coverage in SCAN plans is for up to two hearing aids per year. Plus, it includes a 60-day trial period, 80 free batteries, no-cost follow-up visits and a three-year warranty.

“Easy-to-make appointment, convenient, prompt, well-explained and a pleasant experience.”

—Satisfied TruHearing user



Over-the-Counter (OTC) Healthcare Items

1. If your plan has this benefit, you have a certain dollar amount every quarter to use for items in the OTC catalog. Choose from hundreds of everyday healthcare items, from toothbrushes to knee braces to aspirin. Find the OTC catalog for your plan online at scanhealthplan.com/otc. Or call Member Services for another copy.

2. Choose how you want to place your order.

- Go online to otc.scanhealthplan.com/login
- Call 1-877-494-2892 (TTY: 711)
- Use the mail-in order form in the catalog

Spend all your allowance in one order or break it up into two orders throughout the quarter. Or let what you don't use in one quarter carry over into the next—but only until the year ends. Once the new year starts, your allowance resets and any unused balance will be lost.

3. Look for your order in seven to 10 business days—delivered to your door!



SCAN Transportation

1. Schedule a ride to health-related appointments with a phone call. You'll need to have the **exact** addresses and times for pickup and drop-off handy when you call.

2. Call at least 24 hours before you need the ride. If you use a wheelchair, call at least 48 hours ahead.

SCAN Transportation: 1-844-714-2218 (TTY: 711)

Important to know! The reservation center isn't open on weekends, so call to reserve your trip Monday through Friday from 7 a.m. to 6 p.m. PT.

3. Meet the driver at the curb at the time and place you scheduled. If you need to cancel a ride, call SCAN Transportation and let them know ASAP—before the driver is on the way. Otherwise, the ride will be deducted from your annual ride limit.



Eye Exams and Eyewear

1. Schedule an appointment for a routine vision exam with an EyeMed specialist. EyeMed's provider network includes most major retailers, as well as many independent providers.

EyeMed: 1-844-226-2850 (TTY: 711) or online at member.eyemedvisioncare.com/scan/en

2. Need glasses or contacts? Most SCAN plans include coverage for your choice of glasses or contact lenses every 12 or 24 months.

Important to know! If you're having medical problems with your eyes, such as an injury, pain or sudden change in vision, see your primary care doctor.



Benefits That Support Heart Health

1. **Blood pressure monitors through OTC.** If you need to check your blood pressure regularly, you can use your OTC allowance to purchase a home monitor. It's convenient and gives you more control over your health.

2. **Fitbit: Turn on Irregular Heart Rhythm Notifications today!** Discover how Fitbit can help identify signs of atrial fibrillation.* Navigate to the Discover tab in your Fitbit app and scroll to Assessments and Reports. Then, tap on the Irregular Rhythm Notifications tile to set up the feature.

**The feature has not been tested for and is not intended for use by people under 22 years old. The feature is not intended for use for people with a history or diagnosis of atrial fibrillation. This feature is not intended to provide a notification on every episode of irregular rhythm suggestive of AFib, and the absence of a notification is not intended to indicate no disease process is present; rather, the Fitbit Irregular Rhythm Notifications feature is intended to opportunistically surface a notification of possible AFib when sufficient data are available for analysis.*



Prepare to Be Heard

If you become so sick or injured you can't speak for yourself, who do you want to make decisions about the kind of care you receive?

Does your family know you would want that person to speak for you?

And does that person know what your wishes are should it come down to **quality** of life versus **quantity**?

An advance directive answers all these questions in a written document. It lets your loved ones, doctors and SCAN know the kind and extent of care you want to receive if you can't speak for yourself. But as important as it is, an advance directive doesn't have to be complicated. You can simply and clearly spell out your wishes in a few steps.

- 1 Think about who you trust to be your "healthcare proxy." Talk with that person to make sure they are willing to represent you and your wishes if you are ever unable to speak for yourself. Then, discuss what's important to you, including the kinds of care you would want—or not want—if illness or injury threaten your life.

Your other loved ones should also know this information, so they're not surprised. Talking about these things now can help avoid misunderstandings, hurt feelings and hard decisions for the people who care about you.

- 2 Put your wishes in writing. One of the simplest ways to do this is to use the advance directive form and step-by-step instructions available at prepareforyourcare.org
- 3 Give a copy of your advance directive to your healthcare proxy and your doctor. Also, let your loved ones know you have one. And don't forget to keep a copy for yourself with your other important medical papers.

So you see, creating an advance directive isn't complicated. But making your wishes known now can bring peace of mind to you and your loved ones. You'll know that, if the unexpected happens and you can't speak for yourself, you will still be heard.



A Community to Help

SCAN Learning Communities offer the *Are You Prepared?* workshop on a regular basis. You'll hear from expert speakers and fellow SCAN members who can provide guidance and inspiration for creating an advance directive that reflects your wishes.

Are You Prepared? meets for an hour on the last Tuesday of every quarter. Find out more at scanhealthplan.com/events

“I'm enjoying your thoughts on this topic; it's really helping me.”

—*Are You Prepared?* workshop participant



Wait No More; Get Online Now!

With many self-service options, a SCAN online member account lets you do so much to manage your benefits. And you can do it on your own time, day or night.



View a copy of your SCAN ID card on your computer or smartphone. Very handy if you're away from home and have forgotten your card!



Track your care with your personalized Health Check Record. Find out what preventive care you're due for and when.



Order prescriptions for home delivery through Express Scripts® Pharmacy. Link directly to Express Scripts through your SCAN online account.



View your plan materials. All your plan documents are stored in one convenient place online. That means no paper copies to stash at home!



Email Member Services. Send a secure message to SCAN Member Services through your online account. This allows us to respond to you via secure message, too.



Pay your premium (if you have one). Use the safe and secure online payment option and forget about writing checks.



Change your primary care doctor. Now you can switch to a different doctor at your *same medical group* online. (You'll still need to call Member Services if you're changing to a different medical group.)



Get *SCAN Club* online. Set your Communications Preferences to receive the newsletter electronically if you like! Choose to receive other member materials that way, too, including your Monthly Summaries.

Registering for a SCAN online member account is fast and easy at scanhealthplan.com/register

No Computer or Internet?

You may be eligible for low-cost or free internet service through a federal program for low-income households. There's also a one-time discount on a laptop, tablet or desktop computer.



Find out more at affordableconnectivity.gov
Or call 1-877-384-2575.





SCAN Club Editor
3800 Kilroy Airport Way, Suite 100
Long Beach, CA 90806-5616
SCANClub@scanhealthplan.com

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Y0057_SCAN_20439_2023_C IA 03312023

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