

scan club

A NEWSLETTER FOR SCAN HEALTH PLAN® MEMBERS

ISSUE 3, 2022



Are You a Social Butterfly or a Lone Wolf?

Knowing Which Could Help You Exercise More

Most of us agree that exercise is good for our health, but many of us also find it difficult to stick to a regular workout routine. The reason could be simply that the workout program we've chosen isn't the right fit for our personality.

To help, we've put together a quiz based on some of the common measures used in psychology to identify a person's personality traits. Why is this important? Because your personality type influences your exercise choices.

Learning more about your personality isn't the only way to improve your fitness, but it can help you choose activities you'll enjoy. And that's how you create an exercise program you'll stick with.

Take the quiz on page 2.

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QUIZ:



Are You a Social Butterfly or a Lone Wolf?



1. Someone hands you a flyer introducing a class in the latest fitness craze. You:

- A** Call right away to sign up, always eager to try something new.

Variety is the spice of your exercise personality, so build a workout routine on a rotation of fun and challenging activities. Many SCAN plans include a free fitness benefit. This lets you choose from different health club locations offering a variety of classes and other features (like pools). Add in some outdoor activities, too, like yoga on the beach, walks at the park and hikes in the hills.
- B** Immediately toss the flyer in the recycling bin, preferring activities you are comfortable with.

You like consistency and familiarity. Build your exercise routines around a regular schedule of similar exercises and activities in one location. Are there ways to add physical activity to the everyday activities you're already doing and enjoy? Instead of sitting through the commercials of a favorite TV show, for example, use the time to get in some squats or stretches with an exercise band.

2. Your New Year's resolution was to train for a 5K at the end of the year. By April you:

- A** Were right where you wanted to be on your training schedule.

Setting an exercise schedule suits you. To keep your workouts fresh, you might consider adding other activities into your regular schedule throughout the week, such as biking, rowing, gardening or hiking.
- B** Were wondering, "Where *did* I put those running shoes?"

A mobile app and/or activity tracker might be the help you need to stay on track. The online fitness program Rally can help you set goals and monitor your progress; it's available in your SCAN online member account. Many SCAN plans also include a free fitness monitor (like a Fitbit) that you can use to keep track of your activity and motivate you to keep it up.

3. Friends have invited you to take a group square dance class. You:

- A** Think it will be a fun way to get some exercise, spend time with friends and meet new people, too. You can't wait to start!

It sounds like group activities and classes are right up your alley! Consider signing up for a Zumba class, putting together a foursome for a round of golf or joining a low-key softball team or bowling league. If you like the idea of exercising in a group but prefer one with more challenge and less chat, something like an indoor cycling class might fit the bill.
- B** Schedule something else to do that night so you have an excuse not to go.

Some people prefer exercising by themselves, away from crowded gyms and noisy group classes. If that's you, look for activities you can do in your own space and at your own pace. Think jogging, swimming, lifting weights at home or going for a bike ride. Many of the gym memberships available to SCAN members include online classes that can be done at home and on your schedule.

4. You like to exercise by playing tennis. You could:

- A** Go to a workout with drills to help you improve your shots but without any games played or scores kept.

You're probably not as interested in winning as you are in cooperation, teamwork and a supportive environment. Look for coaching or group classes designed to improve your skills.
- B** Set up a friendly "revenge" match with the friend who beat you last week.

Activities that allow you to exercise your competitive spirit *and* your body will likely give you the most satisfaction and motivation. Sports teams or leagues are perfect for testing your mettle against others. Or try activities like running, circuit training and power yoga if you're more interested in beating your personal best.

Want to know more about personality traits and types? Search online for "The Big Five" and "Meyers-Briggs."



Get Fit, Social and Informed When You Walk With a Doc

Walking is one of the best things you can do for your health, and when you Walk with a Doc you learn about health and meet new friends, too. SCAN Walk with a Doc events are fun, free and motivating ways to get physically active. Each event starts with a short talk about an important health topic before a go-at-your-own-pace walk led by a SCAN doctor or healthcare professional. SCAN Walk with a Doc events take place monthly in Long Beach, Calif. Find out when, where and how to sign up at scanhealthplan.com/events.

FROM THE CEO: The Pleasure of In-Person Connection


How’s your summer going so far? I can tell you that these last few months have been really great for the SCAN team—and that’s because we’ve been able to connect with some of you in person!

I joined SCAN in July of 2020, so the pandemic kept me from meeting many of you until recently. We started with a small group luncheon at SCAN headquarters in May. And we’ve added monthly Walk with a Doc events at a park in Long Beach, Calif. If you’re in the area, I encourage you to join these monthly events. See page 2 for more details.

I also want to encourage you to take another look at your SCAN benefits. One thing I learned from the members I met recently is that there are benefits they either didn’t know about or had forgotten they had!

A good place to find out more about your benefits is on the SCAN website at scanhealthplan.com/extras. Your Evidence of Coverage also lists your complete coverage.

It does my heart good when I hear how members are getting the most from their SCAN benefits. So, if you think of something we could do to add even more value to your SCAN membership, let us know. You can email me directly at sjain@scanhealthplan.com. Or, for a more immediate response, call Member Services and let them know how we can help.

Warm wishes,


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



It was an honor to be the “Doc” for our first Walk with a Doc in June.

Ask Member Services

Q: I often ask my daughter to call my doctors and SCAN for me. Does she need any proof that she has my permission?

A: If your daughter is calling just to get general information or to have your SCAN ID card or other materials sent to your address, Member Services can help without you having to give your permission. But if the call is to discuss your personal health or the care you receive, anyone calling on your behalf will need to prove that they have your permission. There are two ways to do this:

- 1. Be on the call with her.** When your daughter or other representative calls Member Services, you will need to get on the phone to tell the Member Service Advocate they have your permission to speak with your daughter and for what purpose. But know that the permission is good only for that call and purpose you stated.
- 2. Sign a personal representative form.** This allows you to name someone who can discuss your personal health information with others involved in your care. Your doctor’s office should have a personal representative, or “Appointment of Representative,” form you can sign. Or download one from our website—just search for “AOR.” Send a copy to SCAN and your doctors. Then, when your representative calls on your behalf, we’ll already know they have your permission.

Q: I’m planning to take a few trips this fall. What is my SCAN coverage away from home?

A: SCAN members are covered for care that can’t wait until they return home to see their regular doctor. That means you’re covered if you have an urgent or severe medical problem and need to go to an urgent care center or a hospital emergency room.

Many of your extra benefits also travel with you—depending on whether you’re staying within the U.S. or not.

To learn more, go to scanhealthplan.com/extras. Then, depending on your destination, look for:

- **SCAN on the go** for travels within the U.S.
- **SCAN Travel Assurance** for international travel

Can’t get online? Call Member Services to ask for information to be sent in the mail.

Is a Senior Living Community Right for You?



Have you been thinking about a move to a senior living community? We know it’s a big and important decision, so we spoke with an in-house expert at SCAN to learn about the various types of communities. Tomas Rios is a Market Manager for SCAN Embrace (HMO SNP), one of our Special Needs Plans in California that brings care directly to members living in senior living communities.

Tomas suggested we start with a quick definition: Senior living communities may be a residential community, an apartment complex or even a mobile home park, just for older adults. “They’re perfect if you’re looking for a community designed for people in your own age group,” he told us. “Senior living can also refer to communities and facilities for people who want or need a little help—all the way to those who need 24-hour care.”

Active Adult Communities

These communities are sometimes called independent living, as everyone living here can care for themselves. Generally, they do not offer in-home health, meals or housekeeping services (but may have them available for a cost).

They’ll often offer features like recreation facilities as well as community centers where you can take part in a variety of social activities.

Assisted-Living Communities

If you’re looking for help with day-to-day activities, you may want to check out assisted living. These communities usually offer some in-home healthcare services. Meals are offered in a communal dining room or cafeteria, but the individual living quarters may have a small kitchen, too.

“And don’t worry if you’re still living an active life,” said Tomas. “Many people in assisted-living communities still get out and do things on their own or take part in group activities.”

Smaller board and care homes for up to six residents are also considered assisted living.

Memory Care Communities

Memory care communities are for people with varying levels of dementia who need full-time care. Depending on the community and your care needs, you may have your own apartment or an individual room, or even share a room. For safety, residents are generally not allowed to leave the community on their own.

Skilled Nursing Facilities

For people with chronic illnesses or disabilities who can no longer care for themselves, skilled nursing facilities provide 24-hour and long-term nursing care.

Continuing Care Retirement Communities

If you’re looking for a living space that will allow you to age in place, this might be the right option for you. You can move from independent to assisted living to nursing care, all in one setting. According to Tomas, “This can be a great way to stay near your spouse and friends as your care needs change.”

Thinking About a Move?

If you’re considering making the move to an independent or assisted-living community for yourself or a family member, here are a few things you might want to do:

- Look at communities where your friends live. You’ll get insider information on what the community is really like—and you’ll already know people there when you move in.
- Take tours of a variety of locations in your area. If the community offers meals in a dining hall, arrange to join them to sample the food and get a feel for the social atmosphere.
- Consider location—do you want to be near friends and family, or is this the right time to move closer to the mountains like you’ve always wanted?

Problems With Your Plumbing?

How to identify and prevent UTIs



It's always frustrating when things break down: The car is making an odd noise, the computer just won't start or that leak is back in the kitchen sink. The big challenge is trying to find the root of the problem so you can address it properly.

The same is true with the body. One common, hard-to-diagnose problem is a Urinary Tract Infection (UTI). The symptoms are wholly uncomfortable and, if left untreated, can lead to serious problems. That's why it's so important to catch these infections early.

How common are they? According to Emory School of Medicine in Atlanta, Ga., **over 50% of women** will have at least one UTI in their lifetime. And **81% of UTIs occur in females**—but men, that doesn't mean you're off the hook! Anyone at any age can get one.

UTIs become uncomfortable—even painful—over time, but early on can seem like a minor, passing issue. Especially in older patients, the symptoms are often mistaken for other problems, which can delay treatment. When left untreated, the infection can spread throughout the urinary tract and damage everywhere it sets in. Damage in the upper tract near the kidneys is especially dangerous, and in the lower tract it's downright painful, similar to what you might feel with a kidney stone.

The telltale signs of a UTI are pretty universal:

- Frequent and/or persistent need to urinate
- Cloudy urine
- Strong odor
- A low-grade fever
- Blood in the urine
- Pain or burning sensation while going
- Pelvic pain (women may be more likely to have this)

UTIs can also cause sudden and unexplained confusion, agitation or withdrawal in some older adults.

Easy to Treat. Easier to Prevent.

Preventing a UTI is definitely the easy route. Get into the habit of drinking a glass of water after exercise and meals. Cranberry juice also has some preventive properties, so drink a glass a few times a week. And go to the bathroom on a regular schedule. Be sure to tell your doctor if you have any problem getting enough fluids or with bladder leaks.

It's worth noting that things like poor hygiene, family history and sexual activity all make a UTI more likely. If you do wake up in the morning and find yourself with some of the above symptoms, it's a good bet that the root of the problem is a UTI. Treatment is usually quite simple and straightforward, with a cycle of antibiotics clearing it up in short order.

A quick check-in with your doctor can get things running smoothly again in no time. Probably easier than getting the kitchen sink to stop leaking... that's a different type of plumbing entirely!

Diabetes and UTIs

Having diabetes (especially Type 2) greatly increases the chance of a UTI. More importantly, diabetes makes identifying a UTI more challenging. Diabetes affects blood flow and your sensitivity in particular. When it comes to UTIs, this is an issue because:

- Less blood flow means less turnover, which means there's a higher chance of an infection setting in.
- Less sensitivity means you're less likely to notice early stages of discomfort.

If you have diabetes, take extra care to watch for UTI symptoms. Relying on sensation and feeling may not work well for you. Instead, look for the more concrete, visible symptoms like clouding, odor and color.



WHAT'S ALL THE FUSS ABOUT THE FLU?

Flu cases were unusually low in the 2020–2021 flu season, but that doesn't mean flu shots aren't needed this year. In fact, medical experts are warning the flu will be back—earlier and stronger than before.

There are two key reasons:

1. With COVID-19 more under control now, many of us have stopped wearing masks and social distancing. That makes it easier for viruses—including cold and flu—to spread.
2. Because there were fewer cases of the flu last year, we did not build up our immunity against the flu virus. That makes catching this year's bug more likely.

While most people will recover from the flu in about a week, it's still nothing to sneeze at. A bad case of influenza can lead to pneumonia or make chronic conditions worse. And look out: With both the flu and COVID-19 spreading at the same time, more people will probably get “flurona.” It's not known yet if having both illnesses at the same time is more serious, but you can bet it will make you feel fairly crummy at best.

Vaccines to the Rescue!

Getting vaccinated is your best shot at protecting yourself from the flu and COVID-19.

This year, the flu vaccine has been updated to protect against the four influenza viruses researchers think will most likely be spreading this flu season. There are several flu vaccines approved for people 65 and older, and two are designed to create a stronger immune response in older adults. Talk with your doctor about which vaccine is right for you.

Getting vaccinated will also help keep others safe, including friends and family who may be more at risk from serious complications. And continue to wear masks in crowded places, practice social distancing and stay home if you're not feeling well. We've already seen these steps work, so keep 'em up!



Here's a timesaver: Get your flu shot and COVID-19 shot or booster in one visit to your doctor's office or nearby pharmacy. It's safe to have both at the same time, as long as you follow the recommended schedule for each.

Three Reasons to Sign Up for *SCAN Club* Online

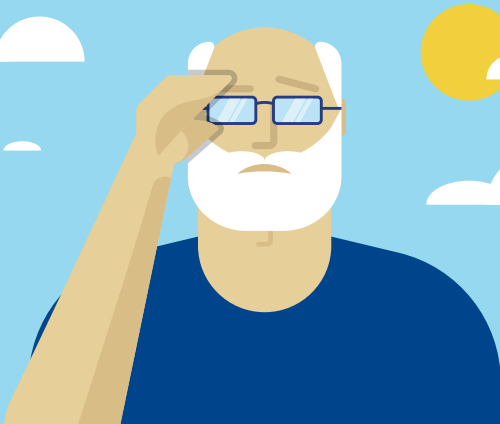
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- 2 Have you ever remembered reading something in a past issue that you need now but didn't keep your paper copy? When you go online, you can read past issues of *SCAN Club*, too. Just go to scanhealthplan.com/members and scroll down to the “What's News at SCAN” block.
- 3 When you tell us you want to receive the newsletter in an email instead of in a paper copy, you're helping Mother Earth by reducing paper waste.

To sign up for a digital subscription to *SCAN Club*, simply change your communication preferences in your SCAN online account. And while you're there, you can also let us know if you would like to receive other SCAN information, such as your Monthly Summary (Explanation of Benefits), electronically instead of in the mail.

Don't have an online account yet? It takes just seconds to set one up at scanhealthplan.com/register.

KNOW YOUR VISION CARE BENEFIT

Are you seeing changes in your eyesight? It's time for a vision check with the SCAN vision care benefit through EyeMed®.



WHAT DOES THE BENEFIT COVER?

Your routine vision benefit includes:*



One eye exam every 12 months



Eyewear vision allowance every 24 months

- **COPAYS**
- **ALLOWANCE**

Check your Evidence of Coverage for specific details, including copays and allowance amount.

SCAN PARTNERS WITH EYEMED FOR THIS COVERAGE

This routine vision care is separate from your medical coverage. For medical eye problems like cataracts, see your primary care doctor to get a referral to a specialist.



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Call EyeMed at
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WE CARE ABOUT YOUR VISION

See clearly with the SCAN vision care benefit through EyeMed®.



Learn more at

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*Availability of Vision benefit and copays may vary by plan. Check your SCAN plan materials for more information.

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



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Monday – Friday from Apr. 1 – Sept. 30



Member Services
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