

SCAN IS GOING BEYOND IN 2021

Competitive. Straightforward. Consistent. Sustainable.

What did YOU think of the SCAN Health Plan 2021 Benefit Sneak Peek we emailed you last week?

We've already received such positive feedback about our plan enhancements that we're BEYOND excited! So far, the lower MOOP's and the awesome cost savings on Insulin seem to be leading the list of your favorite things.

SCAN 2021

BEYOND
EXPECTATIONS

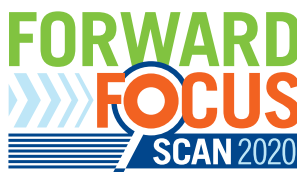
SCAN's goal is, and always has been, to provide our members with sustainable benefits that we improve upon year-over-year. We refuse to roll out a benefit and take it away the following year. We hope that gives you peace of mind when placing your clients with SCAN.

Additionally, our low disenrollment rates:

- Give you freedom to build new business
- Prove that SCAN has your members' best interests in mind

But don't forget – you've "got a lot of selling to do" for 2020

Don't take your foot off the accelerator! SCAN is enjoying record enrollment during lock-in. We anticipate that this momentum will put us in a great position to be the fastest-growing plan in many of our markets for 2021. AGAIN!



David Milligan

SVP Sales

SCAN is gearing up for another successful AEP and I hope you are preparing as well. Around here, it's "all hands on deck" as we work diligently behind the scenes to ensure that our incredible sales agents have all the tools they need to sell SCAN in 2021.

I've instructed my team to go above and BEYOND to ensure your success during this unprecedented time. They've accomplished this by providing enhanced plans and benefits, the new one-stop-shop SCAN Agent Portal, and multiple new options to safely enroll your clients. Add all this to the award-winning service that SCAN offers, and you should have no question that you are helping your clients make the best choice when you place them with SCAN.

I hope I don't need to remind you that our mission is "Keeping Seniors Healthy and Independent." But equally important is how YOU represent yourself and the SCAN brand during the selling process. Every agent's job begins and ends with selling in a compliant fashion. And finally, please remember that you still have four more months of selling SCAN's 2020 rich plans.

As you can see, year after year, we're continuously demonstrating our commitment to you. We appreciate your hard work. You are Essential! Stay well my friends.

TOP OF THE TREE

Congrats to these top achievers for sales with August 2020 effective dates!

SCAN'S BIG APPLE ONDINE THOMPSON

AGENCY

Applied General Agency

AGENT

Michael M Davis

BAE

Gale Gajardo

SALES MANAGER

Judie Victor

SCAN REPRESENTATIVES

North

Michael Macias

East

Walther Moyano

South

Diane Scott

West

Ondine Thompson

VillageHealth

Veronica Ramirez*

* Veronica was also the TOP Producer in both June and July. We apologize for the error.

SCAN TELESALLES

Most Enrollments Lucas Saucedo

Most Appointments Catherine Vieira

WRAP UP YOUR 2021 CERTIFICATION STARTING SEPTEMBER 8

We hope you are well on your way to completing SCAN's 2021 certification process. Due to the times, we're taking a slightly different approach.

- **Tier I: Complete AHIP 2021** (access the training website through SCANAgentPortal.com and save \$50)
- **Tier II Online Compliance Training: AVAILABLE NOW**
Watch our **required Tier II Compliance Training online video**. Our award-winning video is informational as well as chock-full of silly costumes and funny puppets, and of course, our featured star Katmandu.
- **Tier III Benefit Training: AVAILABLE SEPTEMBER 8, 2020**
This required training tier is where you'll get a high-level review of SCAN's plans and benefits. In the past, we've delivered this training LIVE. But for 2021 certification, we will be coming to you VIRTUALLY. It's the final step in your certification, and we guarantee you, we have outdone ourselves in our creative approach to educating and entertaining you.



- **Benefit Deep-Dives – AVAILABLE SEPTEMBER 9, 2020**
While attendance at these drill-down virtual meetings isn't mandatory, your local Broker Account Executives (BAEs) will work with you to answer any benefit questions you have. These sessions will get you off to a fast start for the upcoming selling season.

SCAN'S MARKETING STOREFRONT GOES DIGITAL

Introducing the latest enhancements to SCAN's Marketing Storefront (found on SCANAgentPortal.com):

Material Downloads

This year, **ALL SCAN Sales materials** will be available for electronic download. Now you can easily package and email current SCAN plan materials to your clients.

Digital Garage

A convenient way to store all the SCAN Sales and Marketing materials you'll need when you present SCAN health plans to your clients. You'll get your own **personalized, customized microsite** with a custom URL that gives you easy access to your site plus links to SCAN searchable tools. More information coming soon!

This is just one more way SCAN is providing you with the tools you'll need to succeed in 2021.



Michael Lucens
Director, Sales Ops

- Tier III Benefit Training is still available for new agents wanting to sell 2020 plans
- 2020 Benefit Training is using LIVE Webinars so you can ask questions
- 2021 Benefit Training will be a recorded video, available beginning September 8
- You **MUST** certify for BOTH years if you wish to sell BOTH 2020 and 2021 plans



Chris Bond
VP, Sales

- Embrace technology to engage your Prospects
- Face-to-face PCP visits are down—Telehealth visits are up
- Now's the time to offer Virtual seminars and appointments to meet prospects where they want to be met