

RANDOM THOUGHTS OF GRATITUDE



SCAN 2021

BEYOND EXPECTATIONS

Grateful and Thankful... for YOU!



Stanton Sasaki

Director Broker Sales

SCAN's sales organization has so much to be "Grateful and Thankful" for. We hope you feel the same.

- SCAN is having an awesome selling season! At the start, we told you that "SCAN's the Plan in 2021" – obviously, you agree. Thank you for your efforts.
- Over 500 of our agents joined us last week for our "Grateful – Thankful" virtual update call. They heard why SCAN is enjoying an amazing AEP season. It brought us great joy to be able to meet with you, even though it was virtual.
- SCAN's insulin benefit is getting great traction in the marketplace. Be sure to brush up on the huge savings your diabetic clients will enjoy.

- SCAN's the only plan in California that runs TV ads featuring the importance of finding a local, licensed insurance agent who represents ALL MAPD plans. We're committed to that marketing approach and know it will continue to grow your bottom line.



Sharon Jhavar | David Milligan | Holly Ackman | Jill Selby

- As we get closer to December 7, we trust you'll continue to get in front of as many "Medicarians" as possible to share the good news about SCAN membership. Need any help with your selling activities? No one is more qualified to assist you than our stellar Broker Account Executive Team. Recognize your BAE here?



- And speaking of the December 7th date, our Sales Support Team phone lines will be open from 8:00am – 10:00pm on December 5, 6, and 7. Every enrollment counts! Just to be safe, we encourage you to get your enrollments in ASAP so they will be included in your January commission statement. All enrollments must be processed by January 4, 2021.
- The Sales Support Team will be working to help you sell immediately after Thanksgiving, on both Friday, November 27 and Saturday, November 28, from 9:00am to 4:00pm.



Larry Napier



Britney Jenkins
Supervisor



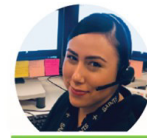
Valeria Sherlock



MaryAnn Ortega



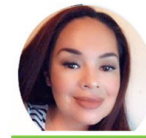
June Finely



Sandra Cortez



Nicole Williams



Rosio Castro

We at SCAN have so much to be grateful for. And although we are a bit busy right now, always know that we're ready to help whenever you need us – because we are Grateful for YOU! Have a wonderful Thanksgiving holiday!

TOP OF THE TREE

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

SCAN'S BIG APPLE

JUAN GARCIA

AGENCY

Applied General Agency

AGENT

Raul Morales

BAE

Gale Gajardo

SALES MANAGER

Judie Victor

SCAN REPRESENTATIVES

North

Cara Suminski

East

Christie Cuellar,
Andrew Culkin,
Don Livingston

South

Joanie Webb-O'toole

West

Juan Garcia

VillageHealth

Veronica Ramirez

SCAN TELESALLES

Most Enrollments

Catherine Vieira

Most Appointments

Karla Saud

As my team and I prepare to celebrate the Thanksgiving Holiday, we're reflecting on the things that we're thankful for from a work perspective. At the top of our list is one especially important item—YOU! We are thankful every day that we get to work with a group of dedicated professionals who make a difference in Medicare beneficiaries' lives. Your professionalism and commitment to "doing the right thing" for your clients has helped SCAN grow and allows us to live our mission—Keeping Seniors Healthy and Independent. Thank you!

We are also thankful for the high marks that SCAN has received from both CMS and our members. A rating of 4.5 Stars for four years in a row (wow!), our 90% member satisfaction rate and the national recognition we've received for our award-winning customer service – all these factors explain why you feel confident in trusting us with the health care of your clients. We take that responsibility very seriously and we are grateful for the opportunity to serve them...and you.

I hope you're as thankful for our partnership as we are. We strive to be your go-to MAPD and hope a big reason you choose us is the ever-present support we provide during the sales process. Serving you is the only reason my team and I have jobs— we work each day to demonstrate our dedication to helping you be successful. So, from the BAE team of Gale, Dan, Robin, Sherri, Norma and Elsa, we collectively wish you a healthy and happy Thanksgiving!

THINGS WE HOPE YOU ARE THANKFUL FOR

At SCAN, we've been working hard to make your sales efforts a little easier during these challenging times. We've implemented new strategies which allow you to continue to enroll members while remaining safe.

- **Agent-Assisted Electronic Enrollment** allows agents to use SCANCubed (SCAN's Electronic Enrollment website) to complete an online application on behalf of their member and email it to them for signature.



- **Telephonic Confirmation of Prospect Intent to Enroll** is perfect for your clients who do not have access to email. Just complete a paper application with them over the telephone and then initiate a 3-way call with a SCAN representative. Our agents will ask you and your clients a series of short questions on a recorded line. Then, in lieu of getting a wet signature on the application, the agent will provide you with a confirmation number that you can use to submit the application to SCAN.



- **Electronic Scope of Appointment** is available on SCANAgentPortal.com for you to use before any of your sales presentations.



And don't forget to take advantage of the **REWARD** programs we have in place for you.

- Will you join the massive list of agents who receive a \$125 reimbursement to cover your AHIP cost? Just sell five SCAN enrollments for a January 1 effective date.
- Make your client thankful. Use our "Presentation and a Perk." It's a cool way to use SCAN's virtual sales presentation to conduct a compliant sales presentation over the phone. Your client will receive a \$15 CVS Pharmacy® electronic gift card.

Are you feeling "Grateful and Thankful" yet?

YUP. THERE'S A WILDFIRE SEP.

Medicare beneficiaries affected by the wildfires in California are eligible for a Special Enrollment Period (SEP). It enables them to switch, disenroll from, or enroll in a Medicare Advantage plan or Medicare Prescription Drug plan. The SEP is in place from 9/4/2020 through 1/31/2021.

Service Areas included in this SEP

- > Los Angeles County
- > San Bernardino County
- > San Diego County
- > Napa County
- > Sonoma County
- > Fresno / Mendocino / Siskiyou Madera / Shasta Counties

Who is eligible?

Those individuals who:

- Reside or resided (at the start of the incident period) in one of the above counties that FEMA had declared an emergency or major disaster
- Had another valid election period at the time of the incident period and did not make an election during that other valid election period
- Do not live in the affected areas, but rely on help making healthcare decisions from friends/family who do live in the affected areas

Timeframe

Effective immediately, individuals meeting the requirements listed above can enroll, disenroll, or switch MAPD plans until **January 31, 2021**.

Agent action

If a beneficiary contacts you because of this SEP, you may help them enroll in one of our plans and earn a commission.

- You must verify eligibility before you proceed with the application
- No burden of proof will be placed upon the beneficiary during this SEP
- Use the SEP election box on the application that includes: **"I was affected by a Weather-Related Emergency or Major Disaster."**

Reminder

This SEP is only available to beneficiaries and their decision makers who were affected during the incident period and should not be used as a tool to generate new enrollments.



Michael Lucens
Director, Sales Ops

- All active agents **MUST** complete SCAN's 3-Tier training process before the end of 2020, or their contract will be terminated
- Agents who have retired, moved out of state, or no longer plan on selling SCAN must still recertify by 12/15/2020 to avoid losing renewal commission
- For more information on your training status, call the SCAN Sales Support Team at (888) 445-2038, now open Saturdays from 9am-4pm through AEP



Chris Bond
VP, Sales

Giving Thanks

With the Election behind us, follow-up is critical! Don't leave any enrollment opportunities on the table, as we're closing in on the final stretch of AEP. Review your notes and pick up where you left off with those prospects who have been shopping. Prepare your answers and summarize the reasons why your prospects should enroll with SCAN Health Plan based on their needs and wants.

