

YUP! SCAN'S THE PLAN IN 2021



It's no wonder that there is such a buzz around SCAN.

- ✓ First, we have amazing plans and benefits for 2021 including \$0 insulin and incredible customer service to support our members.
 - ✓ Next, SCAN received a 4.5-star rating from the Centers for Medicare and Medicaid Services (CMS) for the fourth consecutive year, making it the only Medicare Advantage plan in California to do so.
- *Star rating applies to all plans offered by SCAN Health Plan from 2018 to 2021 except SCAN Healthy at Home (HMO SNP) and VillageHealth (HMO-POS SNP) plans. Every year, Medicare evaluates plans based on a 5-star rating system.
- ✓ Then, the *Medicare & You* publication reports that 90% of SCAN members gave the plan high marks in the annual CMS Consumer Assessment of Healthcare Providers & Systems (CAHPS) survey, which gauges member satisfaction.
- **As reported in *Medicare & You*, 2021
- ✓ What's more, SCAN was named to *U.S. News & World Report's* 2020 list of Best Insurance Companies for Medicare Advantage for the **third year in a row**.

It doesn't get much better than that.



Sachin Jain
MD, MBA, FACP
President and CEO

"SCAN's Medicare Advantage plans have once again been ranked among the very best in the industry," said Dr. Sachin Jain, president and CEO of SCAN Group and SCAN Health Plan. "This recognition from CMS and *U.S. News*—and our 90% member satisfaction rate—further validates the dedication and commitment of our employees, providers and partners to go above and beyond, every day, to meet and exceed the needs of older adults in California."



David Milligan
SVP Sales

This is shaping up to be a memorable year for SCAN. The awards for SCAN's excellence keep coming and we couldn't be prouder. We were thrilled to be awarded 4.5 STARS by CMS for the fourth year in a row because the consistently high STAR Rating allows us to offer our sales agents and their clients outstanding plans and featured "extras" that support our mission of Keeping Seniors Healthy and Independent.

We continue to aggressively message the concept of how important it is for seniors to use local, licensed insurance agents who represent all the local Medicare plans. That's because we know all health care is local, and local agents know the Medicare landscape best. (Be sure you watch the SCAN TV spots that market YOU.)

There has never been a better time to enroll with SCAN Health Plan. Our stability and standing in the local community make us a leader in the marketplace. Everyone at SCAN is thrilled by the success we have achieved thus far... and AEP has just begun. Our Sales Support Team (SST) and our field-based Broker Account Executives (BAEs) are ready to assist each and every one of you in your sales activities. Please let them know how they can help you reach your goal for 2021. You have heard it before, and I will say it again, SCAN's the Plan in 2021!

TOP OF THE TREE

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

SCAN'S BIG APPLE

JUAN GARCIA

AGENCY

Applied General Agency

AGENT

Aaron M Davis
Carlos Patino Jr
Maria L Mendoza
Oscar Meraz

BAE

Gale Gajardo

SALES MANAGER

Judie Victor

SCAN REPRESENTATIVES

North

Cara Suminski

East

Christie Cuellar

South

Carlos Mendoza

West

Juan Garcia

VillageHealth

Veronica Ramirez

SCAN TELESALES

Most Enrollments

Lucas Saucedo

Most Appointments

Catherine Vieira
Karla Saud
Maria Alarcon

ENSURING YOUR ENROLLMENT IS COMPLETE AND COMPLIANT

We all know that it is CRITICAL that each electronic enrollment application is submitted with every required field filled out completely and compliantly. Here are some tips from SCAN's Enrollment Department on things you can do to ensure the process is smooth and efficient.

A. Always use the Provider Look-Up Tool when selecting a PCP for your client. Do not type the provider's name--use the Button!

1. To select a primary care provider (PCP), click on "Provider Lookup" to locate your provider or a provider in your area.
 2. Enter your search criteria to locate a primary care provider (PCP).
 3. If you do not select a PCP, one will be selected for you by the Plan.

Find A Primary Care Physician	Clear Provider
PCP Name	ALLEN FELIX
PCP Number	89392
Medical Group Name	PRIMECARE OF RIVERSIDE RPN
Medical Group Number	1090

B. Enter EMERGENCY CONTACT INFORMATION in this "New" location, even though it says for Internal Office Use Only

INTERNAL OFFICE USE ONLY	
NAME OF STAFF MEMBER/AGENT/BROKER (if assisted in enrollment):	NATIONAL PRODUCER NUMBER (NPN):
EFFECTIVE DATE OF COVERAGE:	REC'D DATE:
Enrollee's preferred spoken language (if other than English):	<input type="checkbox"/> EE DUP CONF#
Emergency Contact (optional):	Relationship to you:

C. Clients with End Stage Renal Disease (ESRD) may now enroll in MAPD Plans with SCAN

For your clients with ESRD use:

- **SCAN Classic Plan or any other SCAN plan** that suits their health care needs

If they are Full Dual (Medi-Medi), use:

- **SCAN Plus Plan** if under 65 years old
- **SCAN Connections Plan** if 65 or older

D. And here are a couple reminders about the 2021 Paper Application

- Be sure you "squeeze in" the PCP and Medical Group
- Do your client a favor and enter their email address
- Paper Applications converted to Electronic Enrollments should be submitted to SCAN with this indication at the top of application: "EE Dup"

2 All fields on this page are optional

Answering these questions is your choice. You can't be denied coverage because you don't fill them out.

Select one if you want us to send you information in a language other than English.	<input type="checkbox"/> Spanish	<input type="checkbox"/> Chinese	
Select one if you want us to send you information in an accessible format.	<input type="checkbox"/> Braille	<input type="checkbox"/> Large print	<input type="checkbox"/> Audio CD
Please contact SCAN Health Plan at 1-800-559-3500 (TTY: 711) if you need information in an accessible format other than what's listed above. Our office hours are 8 A.M. to 8 P.M., seven days a week from October 1 to March 31. From April 1 to September 30 hours are 8 A.M. to 8 P.M., Monday through Friday. TTY users can call TTY 711.			
Do you work? <input type="checkbox"/> Yes <input type="checkbox"/> No	Does your spouse work? <input type="checkbox"/> Yes <input type="checkbox"/> No		
List your Primary Care Physician (PCP), clinic, or health center:	Are you a current patient of this physician? <input type="checkbox"/> Yes <input type="checkbox"/> No		
I want to get the following materials via email.			
<input type="checkbox"/> Check here to get your Part C Explanation of Benefits (EOB) and Annual Notice of Change (ANOC) online, rather than by U.S. mail. You will receive an e-mail each time one of these documents is available. You can change back to U.S. mail at any time.			
E-mail address: _____			

If you weren't able to mail or FedEx your enrollment in time, you can FAX or email it to prevent late enrollments:

Email: EnrollmentDpt@scanhealthplan.com

FAX: (866) 951-0713 or (866) 951-0815

IMPORTANT: Pictures of enrollment forms are considered a breach of HIPAA. Do not email or FAX pictures.

INCOMPLETE APPLICATIONS ARE NO FUN FOR ANYONE

These are the most common errors we find when agents are entering applications:

- > Incorrect MBI (Medicare Beneficiary Identifier)
- > Invalid address or missing Apt, Suite or Lot #'s
 - Apt, Suite or Lot #'s should be placed in address field 2
- > Inaccurate dates
 - Date of Loss of SNP Status, EG Coverage, or Date of Move
 - Always use the last day of the month
- > Missing or incorrect plan selection
- > Missing pages
- > Missing applicant signature
 - Power of Attorney (POA) is missing required information



Michael Lucens
Director, Sales Ops

- Even if you do not plan on selling SCAN in 2021, you must complete SCAN's 3-Tier Training to continue receiving renewals
- Log in to SCANAgentPortal.com to complete your training or check the enrollment status of your applications
- EXTENDED HOURS during AEP for Sales Support Team and Telephonic Intent to Enroll Phone line: Saturdays 9:00am-4:00pm



Chris Bond
VP, Sales

Let your prospects know...

It's our fourth year in a row with a 4.5 Star Rating and third consecutive year of 90% Member CMS Rating. Not to mention a "3-peat" from U.S. News & World Report as one of the Best MAPD plans in CA!