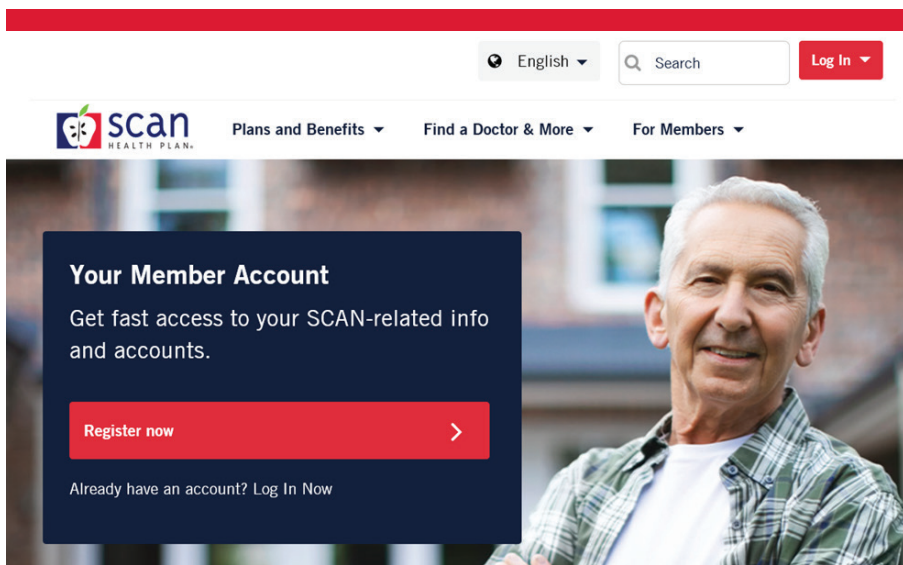


OPEN THE DOOR TO SCAN'S MEMBER PORTAL



Want help in servicing your SCAN book-of-business? It's as easy as providing your client's email address on the Enrollment Form.

Medicare beneficiaries are growing more comfortable using technology. In just the past year we have seen a 37% increase in SCAN members who log onto the SCAN Member Portal. We're keeping up with that trend by making our SCAN Member Portal as easy as possible to navigate. It's good for our members, but it's also good for you. Your client's ability to access information directly means they'll have less need to call you with questions. So, how can you make this happen?

CAPTURE YOUR CLIENT'S EMAIL ADDRESS DURING THE ENROLLMENT PROCESS. Do that, and your new SCAN member will automatically receive an email encouraging them to access the SCAN Member Portal. There they'll find a wide variety of useful tools as they manage their healthcare experience. Members can read an overview of their SCAN Plan details and benefits, view and change their PCP, print a copy of their Member ID Card, place orders for the Over-the-Counter benefit and even securely message our Member Services Department.

When completing either an Electronic or Paper Enrollment form, it's important to enter the **BENEFICIARY'S** email address – **DO NOT** enter your own. That way, it's your clients—not you—who will receive electronic communications from SCAN. You can tell your members that when they choose the option to sign up to receive some or all communications electronically, they will be "saving trees."

And by the way, if you capture your new members' Preferred Language during the enrollment process, you'll help SCAN serve your clients more effectively.



Jill Selby

SVP, Product Development & Market Expansion

And just like that, 2021's AEP and OEP are behind us. SCAN reached 104% of our AEP goal thanks to you, and you didn't let up during OEP. I'm so delighted that you continued to look at SCAN as your go-to plan, even with the many obstacles that we all faced during the past year.

While my Product Development team designed the 2021 benefits with members in mind, it's sales agents like you who bring SCAN's products to life. We're committed to continuing to offer you plans and benefits that are emblematic of our mission to keep Seniors Healthy and Independent. Our 44-year history of serving only Medicare beneficiaries continues. SCAN's portfolio of products reflects the intent of Medicare Advantage – a focus on health care. We strive to provide benefits that are most important to maintaining good health as well as those that meet the needs of our members throughout their continuum of changing health needs.

Planning benefits for 2022 is well underway and as usual, we're taking your feedback on product design into consideration. My promise to you is that you will once again have an easy-to-understand portfolio of products that are sustainable year-over-year. (Beware of the "shiny objects" that some plans offer.) Plus, we'll provide materials to make the selling process straightforward for you and your clients. Finally, we promise that SCAN will provide 4.5 Star service to our members. Keep up the fantastic work and help us hit our next big milestone of 250,000 members!

TOP OF THE TREE

Congrats to these top achievers for sales with March 2021 effective dates!

SCAN'S BIG APPLE JUAN GARCIA

AGENCY
Applied General Agency

AGENT
James C Reeves Jr.

BAE
Robin Bartley

SALES MANAGER
Judie Victor

SCAN REPRESENTATIVES

East Christie Cuellar
South Carlos Mendoza
West Juan Garcia
VillageHealth Lizeth Placencia

SCAN TELESALES

Most Enrollments Lucas Saucedo
Most Appointments Nancy Alvarez

CONTINUE TO WORK SMART AND SAFE

While the situation with the Coronavirus (COVID-19) begins to improve and life is slowly returning to normal, you may still have clients who are not comfortable meeting face-to-face. If you have a client like this, SCAN is committed to providing you with resources to make an alternative enrollment process as safe and efficient as possible.

Paper Enrollment Process: *Minimize face-to-face interaction during the enrollment process to keep your clients and yourself as safe as possible.*

1. Send a SCAN sales kit to your client's home
2. Before mailing, write your NPN (National Producer Number) on the form to ensure you receive credit for the sale
3. Ask clients to call you directly when the SCAN Sales Kit is received to review the Plan information and get instructions from you on how to complete the enrollment form
4. Ask your client to confirm that your NPN is on the form and have them mail the completed application directly to SCAN
5. OR, if you choose, have the client mail it back to you. Then you can review for completeness and electronically enter the enrollment into SCANCubed (or the electronic enrollment system your agency supports) or fax paper applications to the SCAN Enrollment Department at (866) 951-6318 or (562) 308-3626

SCAN's Telephonic Intent to Enroll Phone Line: *When your client can't meet face-to-face and doesn't have access to a computer - call our recorded phone line.*

1. Conduct a thorough and compliant sales presentation with your client.
2. Once complete, initiate a 3-way call between you, your client and SCAN.
3. The SCAN representative who answers the call will ask you and your client a few questions
4. The agent will receive a confirmation number, which is entered on the SOA (Scope of Appointment) and on the signature line of the paper application in lieu of a "wet" signature.
5. The phone confirmation code functions as an electronic signature and verifies the prospective member's intent to enroll with SCAN Health Plan.
6. Once complete, the application must be faxed or mailed to SCAN's enrollment department, and the enrolling agent gets full credit for the sale.

SCAN's Telephonic Confirmation Representatives are available to take calls Monday-Friday from 8:00 am-6:00 pm (PST). Call (855) 662-7226 to get started.



Michael Lucens
Director, Sales Ops

- Both the SCAN **Telephonic Intent to Enroll** and **Sales Support** phone lines are open M-F 8:00am to 6:00pm to help you **SELL MORE SCAN**
- Add these numbers to your phone's speed dial:

SCAN Sales Support
(888) 445-2038

SCAN's Telephonic Intent to Enroll
(855) 662-7226



Chris Bond
VP, Sales

- Thank you for your OEP enrollments! Be a valuable resource for your new SCAN members and you'll earn the right to ask for referrals.
- Best way to do that? Follow up with them. If you can gain their trust, they'll become your loyal ambassadors for new business.

INSULIN-IN-THE-GAP

SCAN covers insulin for members on our Balance plan. It's a fantastic benefit and here are some hints on how to explain the benefits to your client:

- "If you hit the coverage gap for your medications, your insulin with SCAN will still be covered at no additional cost!"
- "Your insulin will cost \$0 per month AND even if you order a 100-day supply, you'll still receive your insulin for \$0!"