

AN AMAZING ACHIEVEMENT



You enrolled over **62,000** new members making this a record-breaking AEP for SCAN.

SCAN is now the second largest MAPD plan in Los Angeles and Orange Counties.

A heartfelt thank you to our Broker partners and SCAN Sales Teams. You made SCAN the market share leader in AEP growth across our four core counties in Southern California. We believe you know that our plan continually strives to meet its mission -- "Keeping Seniors Healthy and Independent" -- and that's why you continue to place your members with us. And you did so in unprecedented numbers!

We are thrilled and proud that...

- ...in Orange County, we've grown to now own the second largest market share overall
- ...San Diego's new SCAN ALTA Plan has exceeded sales expectations
- ...we now serve almost 3,000 new members in Arizona and Nevada

And you should be too!

With a large volume of new members comes a large responsibility to serve them well.

There are major efforts underway to ensure a smooth transition as we onboard new SCAN members. We take the trust you place in SCAN very seriously and we believe the members you place with us deserve the best care SCAN has to offer.

We serve a growing diverse membership.

As we planned our 2022 AEP, we focused our sales and marketing efforts to better reach diverse communities. Over 23,000 new members who joined SCAN identified as a race/ethnicity other than Caucasian/White. We are extremely proud of our rising diverse membership and look forward to serving them in a way that meets their cultural and linguistic needs.

KEEP ENROLLING IN 2022

You can continue to sell SCAN plans all year long

SCAN offers its Classic Plans, Plus Plan and Chronic Special Needs Plans year-round. If you have beneficiaries who are turning 65, potential members who have relocated, or those with other types of Special Election Periods (SEPs), they are eligible to enroll outside of AEP. Just check the SEP requirements.

To locate available plans in your area, refer to SCAN's website by clicking the link below. You can use the dropdown menu at the top of the page to switch between CA, AZ and NV.

<https://www.scanhealthplan.com/scan-resources/plan-materials>

To access SCAN's Supplemental benefits, refer to the Benefit Highlights or go to <https://www.scanhealthplan.com/supplemental-benefits>



Stanton Sasaki

Vice President Broker Sales

CONGRATULATIONS SCAN BROKERS! Due to your incredible efforts, SCAN had an extraordinary 2022 AEP. We could not have done it without the success of our Broker distribution channel. You helped each of your clients stay healthy and live independently by placing them with SCAN. And you helped SCAN successfully expand into two new states (Arizona and Nevada) as well as two counties in Northern CA (Alameda and San Mateo), crushing our projections in each! We know our rich benefits, 4.5 Star Rating (5 years in a row!), and the excellent service your clients receive differentiate us in the marketplace. But it's YOU, our broker partners, who get the most credit for placing your clients in the right plan for their health care needs.

There are so many opportunities for you to keep the momentum going as we kick off 2022. Reach out to your local Broker Account Executive (BAE) to discuss ways in which you can grow your book of business. Getting referrals, selling SCAN Special Needs Plans, working with Medical Groups, and New Agent training are just a few of the topics our BAEs cover in their weekly classes. Thank you for your partnership and the amazing start to 2022!

2022

AEP PRODUCTION

AND THE AWARDS GO TO....

FMO PARTNER

#1 Applied General Agency

#2 Golden Outlook Insurance Services

#3 Berwick Insurance Services

SGA PARTNER

#1 Bridlewood Insurance Services

AGENTS 2022 AEP

SOUTHERN CALIFORNIA

#1 Gerald Schmidt

#2 Jesus Bojorquez

#3 Nicolas Salazar

#4 Loretta Chan

#5 Juan Olivares

#6 Kishore Panjabi

#7 Nicholas Murch

#8 Michael Davis

#9 Bryan Allen

#10 Denice Merrill

NORTHERN CALIFORNIA

#1 Scott Eder

#2 Sandra Holt

#3 Ivan Manzano

ARIZONA

#1 Juan Rodriguez

#2 Nicholas Haines

#3 Yvonne Keane

NEVADA

#1 Vern Barkdull

#2 Patricia Hernandez

#3 Mario Villalpando

CONGRATULATIONS TO OUR INTERNAL SALES TEAM

BROKER ACCOUNT EXECUTIVE

#1 Daniel Rivera

TOP SALES REPRESENTATIVES

Los Angeles County – Michelle Ng

Riverside County – Walther Mayano

San Bernardino County – Ruth Osbourn

Ventura County – Michelle Michel

Orange County – Carlos Mendoza

Telesales – David Paul

ISNP – Sandra Koimisza

7 SECRETS TO FASTER ANSWERS FROM SCAN'S SST

The SCAN Sales Support Team (SST) was quite busy during AEP. Here are some tips on how to get your questions answered quicker:

1. Know your NPN. That is always the first question they ask.
2. Have your prospective member's Full Name, MBI # and Date of Birth readily available.
3. If inquiring about Medi-Cal eligibility, AID and/or County Codes, you must have your prospective members Medi-Cal or Social Security #.
4. For times when you have a question and are not in front of a client, please email SCANSalesSupport@SCANHealthPlan.com for non-urgent issues and a team member will respond within 48 hours.
5. Status of Enrollments: Agents who use the SCAN Agent Portal and SCANCubed (SCAN's electronic enrollment system) can look up the status of their applications online without having to speak to a member of the SST. Additionally, our FMO Partners are provided with enrollment status reports and should be able to provide you with the same information that the SST does.
6. SST's mission is to help you SELL MORE SCAN! Questions for and from members should be directed to SCAN Member Services. The BEST time to call Member Services is on the weekends!
7. Additional Resources to answer your questions:
 - Training Questions: SCANSalesTraining@SCANHealthPlan.com
 - Commissions questions: SalesCompensation@SCANHealthPlan.com
 - Contracting questions: SCANBrokerContracting@SCANHealthPlan.com



Michael Lucens
Sr. Director, Sales Ops

- SCAN Connections Plan is a D-SNP Plan that can be sold all year long in Southern CA. New-to-SCAN agents are required to complete an additional training certification class before selling Connections.
- If you sell the Connections Plan without being certified, you will NOT be compensated. Sign up to take the Connections Class today.
- Questions about your Connections selling status can be sent to SCANSalesTraining@SCANHealthPlan.com

SCAN

NOW OVER
272,500
MEMBERS STRONG!



New Member Book of Business?

Leverage your outreach with a focus of "turning issues to opportunities." Being the single point of contact for all your client's issues is invaluable. Even if you need to triage Member issues, setting appropriate expectations will position you as the trusted source for Member referrals.



Chris Bond
VP, Sales