



SCAN 2021



Grateful & Thankful Webinar FAQ

Sales Questions

- Is the \$125 AHIP reimbursement automatic if you sell 5 apps, or do we need to apply and where?
SCAN will automatically pay you \$125 the month after you've completed five 1/1/21 effective enrollments. Contact your Broker Account Executive (BAE) if you have any further questions.
- Is the \$125 AHIP reimbursement only on new enrollment or renewals also?
The AHIP reimbursement program only applies to new 1/1/21 effective enrollments.
- Any chance we will have Chinese speaking customer service representatives?
Currently we only have English and Spanish representatives, all other languages will use an interpreter service. However, we are working to add other language services in the near future.
- Is customer service open on January 1 (New Years day)?
Yes, they will be open.

Network Questions

- My wife and I live in Napa and need access to UCSF in San Francisco without going through every doctor in our county or those next to us?
Suggestions as we currently have med sup.
UCSF is available to SCAN members through a new contracted medical group called Imperial Health.
- Is there any chance that you will continue offering UCLA as in-network provider after 2021?
We are ending our partnership with UCLA as of 2021

Enrollment Questions

- Where can I find a list of the 3 electronic/telephonic enrollment options?
There is detailed information on SCAN Agent Portal under the "Enrollment" tab. Your Broker Account Executives also offers live training tutorials on how to conduct each enrollment options. If you are interested, please contact them to sign up.
- What is the phone number for the Telephonic Enrollment line?
855-662-7226.
- What is the best enrollment to use for a prospect that is completely deaf?
If they have access to email, we recommend the Agent Assisted enrollment option(email signature option).
- When did the email signature (Agent Assisted) become available on Agent Cubed?
We released this enrollment option in July. You can find more details on SCAN Agent Portal.
- If an January 1st effective application is put through and the client is just diagnosed with AFIB, can they call in to transfer to Heart First plan?
A new diagnosis for a chronic disease will trigger a SEP.





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Benefit Questions

- ? For 2022, since your maximum out-of-pocket in Riverside, San Bernardino, Orange and Los Angeles Counties is \$2,000.00, do you see San Diego County coming down to this same number MOOP?
We will take the comments into consideration for 2022.
- ? What are the OTC dollar limit?
\$30 (Classic, HF, Balance), \$50 (Prime, Balance, Classic Options, Compass), \$60 (VH), \$75 (ST Plus), \$85 (Other Plus), \$100 (Connections). Varies by county, refer to the Benefit Highlight for details.
- ? When will the 2021 OTC catalog PDF be posted on the portal for download?
once they are approved, OTC catalogs will be available on the Marketing Storefront for download
- ? Regarding the return to home meals, I had a client call to order and they said it takes 4-5 days to get started, what if they need it quicker? Member Services told the client that they have to wait until the member is out of the hospital to call.
The member should contact SCAN once they know of a definite discharge date from hospital in order to start getting meals delivered to their home.
- ? Is there any disadvantages of enrolling someone onto the Heart First or Balance as opposed to Classic?
No, generally our CSNPs have more programs to support the Chronic Special Need.
- ? How your plan works on ESRD?
We have our Village Health Plan which is a CSNP for ESRD but as of 2021 they can also enroll on any of our plans.
- ? Do they need to call to get the FitBit or automatic send to the members
Members will need to either call or go online to order.
- ? I've had a few clients tell me their FitBit in 2020 broke, or it didn't last long. Since this is a 2 year benefit, are they not able to get another one?
Members are allowed one every two years. However, there is a 1 year warranty.
- ? Can we bump up vision plans for future?
We will take the comments into consideration for 2022.

Dental Questions

- ? Where can I find the Delta Dental fee schedule for the Embedded benefit?
Currently: 2021 dental fee schedules can be found on the Marketing StoreFront.
Late Dec: 2021 dental fee schedules can be found on the SCAN Health Plan website under "Extra Benefits".
- ? Is the Denti-Cal the same thing as the Essential dental?
No, Denti-Cal is through their Medi-Cal coverage.
- ? Are implants covered?
Implants are only covered in the Connections and Village Health Embedded dental plans.
- ? How long after someone signs up for an MAPD. Can they add the dental rider? If they missed that deadline, can they add it for the beginning of the year?
They have 2 months to sign up after their effective date, other than that. They will need to wait to sign up until the next benefit year.
- ? Does Denti-Cal cover crowns?
Yes, crowns are covered by Denti-Cal.
- ? What is the cost per month for Denti-Cal
Medi-Cal (full scope) members pay \$0 for Denti-Cal coverage.
- ? When you say Delta Dental, you are referring to their second line group, NOT the premiere group offered in most group plans?
SCAN's dental network is DeltaCare USA HMO network
- ? Is this only for Medi-Medi people?
Yes The SCAN Denti-Cal equivalent plan is for members who are eligible for full scope Medi-Cal, have Medicare A/B and who elect to turn over their Medi-Cal to SCAN.
- ? Can our customer paid extra for dental ppo?
No, we only have HMO options.





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Pharmacy Questions

? Can members call before Jan 1st to get set up on Express script? What number do they call?
Yes. To get started, advise members to contact the Express Scripts Pharmacy Personal Enrollment Specialist at 1-877-842-9792 (TTY: 711).

? Any plan to reduce the copay for vaccines such as Pneumothorax and vaccine for Shingles down to near \$0 copay?
Thank you for your recommendation. We will take it into consideration.

? Comment on Amazon pharmacy?
SCAN provides a similar Home Delivery option via Express Scripts Pharmacy, which is the SCAN's Preferred mail order pharmacy with 90% of all medications our seniors take are available for a \$0 copay for a 3 month supply (over 700 medications on Tiers 1 and 2 in most plans) with free shipping. Preferred copays are available on many other medications, including insulin savings in participating plans, and three-month supply discounts via Express Scripts Home Delivery. To get started, advise members to contact the Express Scripts Pharmacy Personal Enrollment Specialist at 1-877-842-9792 (TTY: 711).

? Is there anyway to make the Free Style Libre available without going through the referral process. Older SCAN members are calling stating the test strips and lancets are becoming painful and tedious
The reason FreeStyle Libre requires an authorization is because CMS would like to ensure that it is reserved in patients who are on insulin and require frequent testing. Please connect a SCAN member with SCAN's Concierge team for additional assistance.

? Bydureon BCise 2mg. What is the cost on Scripps Classic?
In Scripps Classic, the member will pay \$42 for Bydureon BCise (a T3 drug) at preferred pharmacies for a one-month supply while in the Initial Coverage stage. This is not an insulin. This once, weekly injection requires step therapy with a step 1 drug is being metformin.

? The insulin price is great! Is this something that SCAN is considering to keep for more than one year?
SCAN's intent is to provide sustainable benefits to our members from year-to-year.

? I noticed that Jardiance isn't covered under the Balance plan. Would members require an exception and at what level?

While Jardiance is not covered, multiple formulary alternatives are available that work exactly the same: Invokana, Farxiga, and Steglatro (T3). There is a step therapy requirements with a step 1 drug is being metformin. Invokana is cardioprotective like Jardiance. If formulary alternatives are not appropriate, the exception for Jardiance could be submitted. If approved, Jardiance will be covered for tier 4.

? Is Trulicity or Tresiba included in the Balance plan
Trulicity is covered on T3 with step therapy requirements with a step 1 drug is being metformin. Trulicity is not an insulin. While Tresiba (a long-acting insulin) is not covered, Lantus and Toujeo are available in Balance plans for \$0 through the gap.

? Is Tradjenta cover in Balance Plan and what tier?
While Tradjenta is not covered, both Januvia and Onglyza that work exactly the same are covered on T3.

? What do you recommend telling a prospective client who is taking insulin, but not one of the 5 that Scan covers?
SCAN provides savings for each insulin type available on the market: rapid-acting (Humalog, Lyumjev), short-acting (Humulin R), intermediate-acting (Humulin N) and long-acting (Lantus, Toujeo). If a client takes an insulin with a different trade name, please advise your client to speak with a doctor to prescribe an insulin covered by SCAN. Each insulin type works in same way.

? Since the Insulin-T3 benefits are not quoting properly on Medicare.com, is there a way to run quotes to show expected monthly costs and when will reach different stages?

Yes, please use the Benefits Highlights or a Formulary Search tool to look-up the member copays. SCAN Balance members will pay \$0 for all SCAN covered insulins which includes Coverage Gap and members in other participating SCAN plans and counties with insulin savings will pay a \$25 copay at preferred pharmacies for a one month supply (this includes coverage gap).

? Is Vons a preferred pharmacy?
Yes.

Don't forget..
SCAN's The
Plan In 2021!

