



SCAN 2021

 **BEYOND**
EXPECTATIONS

Grateful and Thankful... for YOU!

SCAN 2021



Holly Ackman
VP, Sales





Benefit Deep Dive Sessions – Keep The Momentum Going
Schedule Your Session NOW On the Portal

Sharon
Jhavar



David
Milligan



Holly
Ackman



Katmandu

Jill
Selby



Greetings From The Crew!

SCAN 2021

BEYOND
EXPECTATIONS

scan
HEALTH

scan

The Carlos and Lisa Show: KDOC



Carlos Amezcua

SCAN 2021



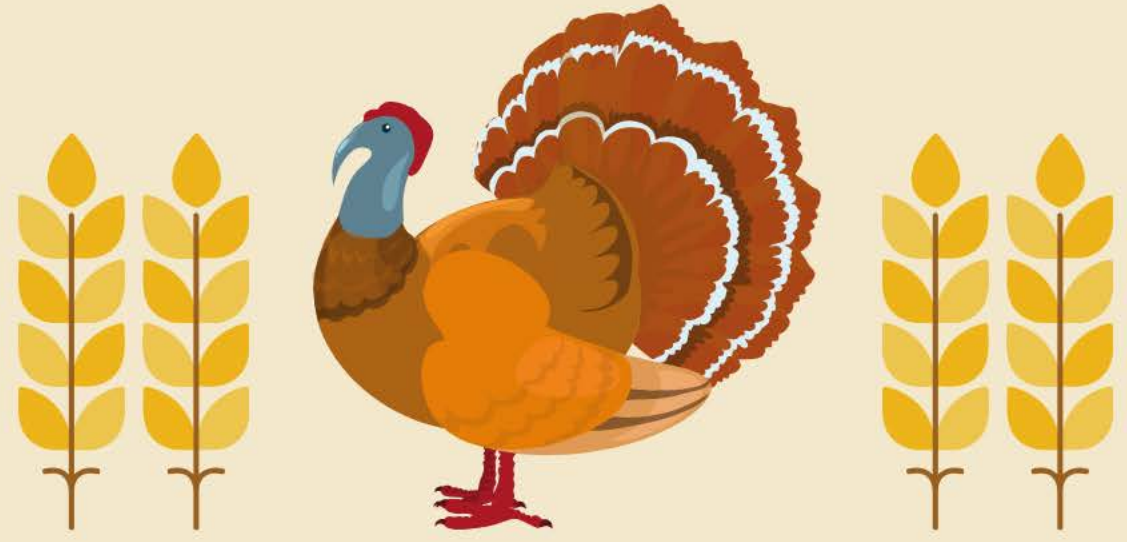
Sachin Jain, MD, MBA, FACP
President and CEO,
SCAN Group and Health Plan



SCAN 2021



David Milligan
Senior VP, Sales



What Makes Us Thankful...A Track Record of Success

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
CMS Star Rating	4.0	3.5	4.5	4	4.5	4	4.5	4.5	4.5	4.5
CAHPS - Overall Health Plan Rating	90%	90%	90%	91%	90%	88%	89%	90%	90%	90%
Year-end Enrollment	115,736	139,085	157,834	161,915	170,945	187,864	198,086	205,296	217,643	

County	Market Position ²	Market Share ²
Los Angeles	2	11.6%
Orange	3	15.1%
Riverside	3	13.8%
San Bernardino	3	10.1%
San Diego	3	9.3%

¹ As of June 2020

² As of July 2020



CMS 4.5 Star Rating¹



U.S. News and World Report



STEVIE® Gold
Customer Service
Management Team



STEVIE® Silver
Customer Service
Department of the Year



Webby Award
Trading Ages Virtual Reality
360-Video: Branded category



STEVIE® Silver ABA
Healthcare Technology
Solution Category



STEVIE® Silver ABA
Customer Service
Department of the Year



STEVIE® Silver ABA
Customer Service Team
of the Year



Things We've Done To Make You Thankful!

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



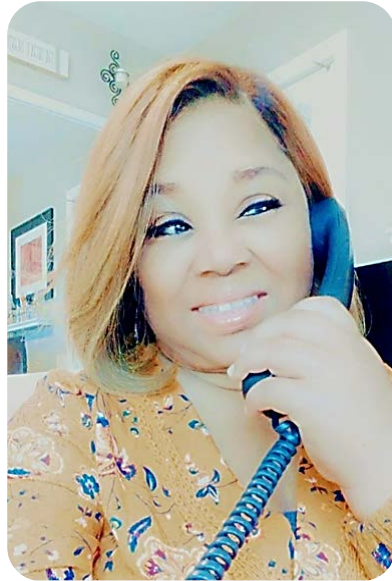
Things We've Done To Make You Thankful!

- **Agent Assisted Electronic Enrollment** use SCANCubed (SCAN's Electronic Enrollment website) and complete an application on behalf of your client and email it to them to sign.



Things We've Done To Make You Thankful!

- **Telephonic Confirmation of Prospect Intent to Enroll** is perfect for your clients who do not have access to email. You complete a paper application with them over the telephone and then initiate a 3 way call with a SCAN representative.



Questions?



SCAN 2021




Jill Selby

**CVP, Strategic Initiative &
Product Development**



Plus Plan dental – “we heard you – we made adjustments”

PLUS PLAN DENTAL		
2020	2021	
CAC43	CAC44	Denti-Cal
<ul style="list-style-type: none"> • 214 dental codes • Diagnostic/Prev.: up to \$65 • Deep cleaning: up to \$15 • Gum disease: up to \$450 • Fillings/Crowns: up to \$350 • Root canals: up to \$275 • Dentures: up to \$150 	 <ul style="list-style-type: none"> • 24 dental codes • Diagnostic/Preventive: \$0 • Deep cleaning: \$0 • Gum disease: \$0 (maintenance) • Fillings/Crowns: Not covered • Root canals: Not covered • Dentures: Not covered 	<ul style="list-style-type: none"> • Diagnostic/Preventive: \$0 • Deep cleaning: \$0 • Gum disease: \$0 • Fillings/Crowns: \$0 • Root canals: \$0 • Dentures: \$0

Title 22 CCR, Section 51005 – “...the Department shall require the full utilization of benefits available through the other programs, before utilizing Medi-Cal covered benefits.”

Fitbit Fitness Tracker

Inspire 2

Now with Heart Rate monitor



Charge 4

Available to Prime members



2020

- Los Angeles
- Orange
- San Diego (Signature)

2021

- Los Angeles
- Orange
- San Diego (Signature)
- Riverside
- San Bernardino



Over the Counter



Catalog mailed at start of year/enrollment or member can go online to view products



Select products – not to exceed quarterly allowance



Place order online, by mail or phone

What is OTC?

Coverage for things like vitamins and personal care items such as: Cough syrup, antacids, toothpaste, diabetic socks, first aid kit, hand sanitizer, pain relievers, fever reducers and more. **ADDED LOTS OF NEW ITEMS such as magnifying glasses, weighted blankets, vitamins, supplements and more.**

NEW

Quarterly Allowance Rollover



Key Notes

Rollover of unused allowance for the benefit year

Up to 2 orders every quarter

Total order cannot exceed total available for member to use in his/her account

****Quarterly allowance amount varies by plan****

Questions?



SCAN 2021



Sharon Jhawar
Chief Pharmacy Officer



Why SCAN is the PLAN?



\$0 copay on 90% of medications our seniors take through Express Scripts Home Delivery (~700 medications)



New Insulin Savings on all SCAN covered insulin pens & vials: Humalog, Humulin, Lantus, Lyumjev, Toujeo (see table)



New Lower Tier 3 preferred copays (~250 medications)

Participating Plans ¹	T3 Preferred Copays ²	
	Insulin (including Gap)	Other Drugs
SCAN Balance	\$0	\$30
SCAN Classic, SCAN Prime, Scripps Signature, SCAN Heart First	\$25	\$37

1. The \$0 insulin copay is available in all SCAN Balance plans & applies to members who do not qualify for “Extra Help”. Insulin Savings & reduced T3 pref’d copays are offered in SCAN Classic LA, OC, RV, SB, VEN; Scripps Signature SD; SCAN Prime LA, OC, RV, SB; SCAN Heart First OC, RV, SB

2. Rx copays may vary by plan, county, pharmacy type, day supply, the Part D benefit stage, or in members who receive “Extra Help”. Check your Benefit Highlights for details.

For YOUR CLIENTS on INSULIN

- SCAN core products offer the **best copays** on insulin
- **SCAN Balance for diabetics** has \$0 insulin

California Landscape	Heart First* SCAN Classic Signature Prime	SCAN Balance	United	Humana Gold Plus
Retail (1 mo./3 mo.)	\$25/\$55	\$0	\$35/\$105	\$35/\$105
Mail Order (3 mo.)	\$55	\$0	\$95	\$70-\$94

*SCAN Rx benefits may vary by plan/county.

Insulin Savings Program on Medicare Plan Finder

- ▶ **IMPORTANT:** 2021 CMS Pricing Tool has significant limitations which CMS couldn't enhance in time for AEP
 - Issue: Although a search filter for Plans offering insulin savings will be available on Medicare.gov, it can only display Plans' standard insulin copay and is unable to reflect any 3-month supply discounts offered by Plans
 - Solution: Be sure to refer prospects to **Benefit Highlights** or SCAN's website for specific insulin copays

Example	Member Insulin Copays			
	1-Month		3-Months	
	P	S	P	S
SCAN Classic, SCAN Prime, Scripps Signature, SCAN Heart First¹	\$25	\$35	\$55	\$85
CMS Plan Finder Display	\$35	\$35	\$105	\$105

1. Rx benefits may vary by plan/county.

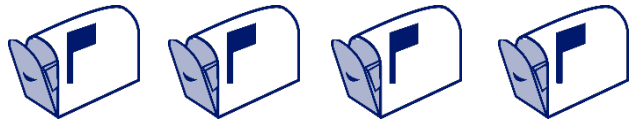
P = Preferred Pharmacy; S = Standard Pharmacy

Ways to Save on Rx Medications



Make It Mail Order via Express Scripts Pharmacy

- **\$0 T1 & T2 for 3 months** (most plans)
- 24/7 phone pharmacist access
- Free standard shipping
- Flexible payment options
- Automatic Refills



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Preferred Pharmacies = Lower Copays

- CVS
- Walmart
- ESI M.O.
- Costco
- Rite Aid
- Ralphs

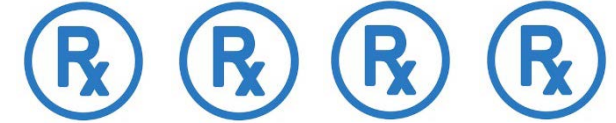
PREFERRED



PREFERRED



PREFERRED



3-Month Supply = Savings

(up to 100 days)

- T1 & T2: 3 for 2
- T3 & T4: \$20 off 3



Questions?



SCAN 2021



Stanton Sasaki
Director, Broker Sales



SCAN 2021



Holly Ackman
VP, Sales



Your Sales Support Team



Larry Napier



Britney Jenkins
Supervisor



Valeria Sherlock



MaryAnn Ortega



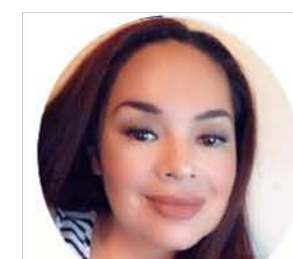
June Finely



Sandra Cortez



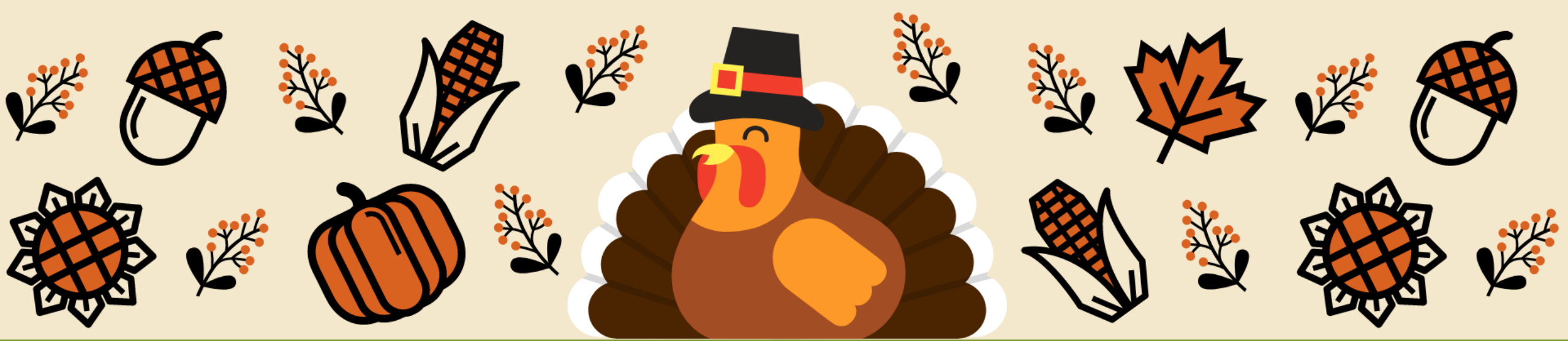
Nicole Williams



Rosio Castro

We're here to Help – Only a Phone Call Away!

Call 1-888-445-2038



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