

SCAN LAUNCHES ENHANCED ELECTRONIC ENROLLMENT TOOL

In support of our agents who practice “distanced selling” due to physical distancing preferences, we’ve doubled down on creating ways to make enrolling your SCAN clients as easy as possible. SCANCubed, SCAN’s Electronic Enrollment (EE) tool, provides an option called Agent-Assisted Enrollment.

This feature gives you the opportunity to conduct a compliant sales presentation over the phone, complete an Electronic Enrollment application on your client’s behalf, and then send it electronically to your prospective member for their signature. When used in conjunction with SCAN’s Electronic Scope of Appointment (eSOA), this is the perfect solution for enrolling a prospective member without meeting face-to-face. Contact your Broker Account Executive (BAE) for additional information.

Choose Enrollment Type:

Electronic Enrollment

Agent Assisted Enrollment

Paper Application Enrollment

OK

Overview of the Process:

When you are not able to meet face-to-face with your prospect, please follow these steps. (Face-to-face is still the preferred option for conducting SCAN enrollments.)

1. Send SCAN’s NEW Electronic Scope of Appointment to the prospect and collect an e-signature. (Available on SCANAgentPortal.com)
2. Conduct a compliant sales presentation over the phone
3. Log into SCANAgentPortal.com to access the SCANCubed Electronic Enrollment website
4. When starting a new application, select the “Agent-Assisted Enrollment” radio dial button (as seen in the picture above)
5. While on the phone, complete an electronic enrollment form with your prospect
6. After completing the application, click “Submit” which instantly sends an email to both the prospect and you
7. The prospect’s email contains a link for them to “Complete the Online Application”
8. Once they click on the link, they are prompted to enter their Zip Code and D.O.B for security purposes
9. After your prospect reviews their application, they’ll type their name (twice) at the end of the form
10. Once the form is electronically signed and submitted, both you and your prospect will receive an email confirming that the application is complete

The completed electronic enrollment is automatically sent to SCAN’s enrollment department and YOU are the agent of record. This is a wonderful solution for any of your clients with access to a computer, tablet or smartphone.

We also have a solution for clients who don’t have access to email. It’s a recorded phone line called the “Telephonic Online Intent to Enroll.” Call the SCAN Sales Support Team (SST) for more information and instructions at (888) 445-2038.



Holly Ackman

VP, Sales Operations & Broker Sales

Hopefully, you’re aware of the marketing initiative we have implemented on your behalf with Carlos Amezcua from KDOC-TV. We are using his television show to highlight YOU. I think this marketing initiative is one of the most critical things we can do to help with your sales success because it has only one purpose—**to encourage Medicare-eligible individuals to seek out local, licensed, independent health insurance agents who can help them enroll in a Medicare Advantage plan.**

Why so critical? I’m concerned that the National Telephonic call centers we see aggressively advertising on TV and social media will cause prospects to consider it an easy option for enrolling in a Medicare plan. They don’t realize that the National Call center:

- Does not represent all local plans
- Does not know the local providers and
- Can’t provide the personalized after-sale service that a local agent provides

We’ll be talking more about this in our upcoming rollout of 2021 benefits. In the meantime, start thinking of ways that we can drive this “shop with your local agent” message home in your community. You’re the best option for assisting a Medicare beneficiary in their health plan selection journey – and we need to get that message out!

TOP OF THE TREE

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

SCAN’S BIG APPLE DIANE SCOTT

AGENCY

Applied General Agency

AGENT

Michael Nava

BAE

Gale Gajardo

SALES MANAGER

Judie Victor

SCAN REPRESENTATIVES

North

Cara Suminski

East

Walther Moyano & Christie Cuellar

South

Diane Scott

West

Michelle Ng

VillageHealth

Lizeth Placencia

SCAN TELESALERS

Most Enrollments

Jaime Delgado & Lucas Saucedo

Most Appointments

Nancy Alvarez

APPLICATION STATUS ADDED TO SCANCUBED

Because you asked for it...here's an enhancement we've added to our Electronic Enrollment tool, SCANCubed. It allows you to look up the current status of your enrollments.

- Now there's no need to call the Sales Support Team for the status of an application
- Simply log into SCANAgentPortal.com and use the Enrollment tab. (That's the same place you go to when you enter your Electronic Enrollment applications)
- View the current CMS Status of your enrollments with SCAN Health Plan
NOTE: Only enrollments processed after June 2019 will display



Questions about utilizing the tool? Your Broker Account Executive (BAE) can help! Give them a call.

Last Mod...	First Name	Last Name	Plan Name	Effective ...	Status	Address
07/07/2020	Hydro	Flask	SCAN Balance (HMO SNP) (H5425-034-0)	06/01/2020	Member Active	
08/28/2019	Hydro	Flask	SCAN Balance (HMO SNP) (H5425-034-0)	06/01/2019	Application in Progress	12300 Main Street
07/07/2020	Joe	Quote	SCAN Classic (HMO) (H5425-	06/01/2019	Member Void	12345 Main

A "DISTANCED" WAY TO TAKE TIER 3 TRAINING

Introducing SCAN's virtual training plan for our 2021 benefit rollout!

Beyond Expectations. Beyond Benefits. And Beyond the service levels you and your clients have come to expect from the fastest growing MAPD plan in Southern California.

We can't wait to deliver our Virtual Tier 3—a fun continuation of the "Voyage of the Starship SCAN" that was introduced with our Tier 2 video—where we'll share with you the enhancements we've made to our plans for 2021. We enjoy being the Number One plan whose sole purpose is to go above and BEYOND your expectations at every opportunity. Thank you for being our valued business partners!

SCAN 2021



Michael Lucens
Director, Sales Ops

- You must certify every year to sell SCAN Connections Plan
- This year, we have extended the certification date to 8/31/2020
- Access the Training site at SCANAgentPortal.com to sign up for recertification NOW



Chris Bond
VP, Sales

- This year's AEP may look and feel different, so it's critical to devise a new Sales strategy and contingency plan to ensure a successful outcome.
- Remember that servicing, being a valued resource via Member Outreach and educating your prospective members is fundamental.