

LOOK WHAT'S NEW FOR YOU IN 2021



Sales Enrollment Presentation with a Perk—Think “Virtual Pie Event”

- 1 You deliver your approved SCAN presentation virtually
- 2 At conclusion, your client electronically receives a **\$15 CVS Pharmacy® Gift Card!**

SCAN Reimburses Your AHIP Fee

- 1 Just enroll 5 new members into SCAN during AEP
- 2 SCAN refunds your AHIP fee of **\$125!**

WOW!

Telephonic Confirmation of Client’s Intent to Enroll—It’s the EASIEST way to enroll members with whom you can’t meet face to face. And it takes less than 5 minutes to complete!

- 1 Complete the eSOA; conduct your compliant sales presentation virtually
- 2 You conduct your compliant sales presentation virtually
- 3 Call our recorded line while your client is with you on the phone
- 4 The SCAN Representative asks for confirmation from client

Agent-Assisted Electronic Enrollment—A great option

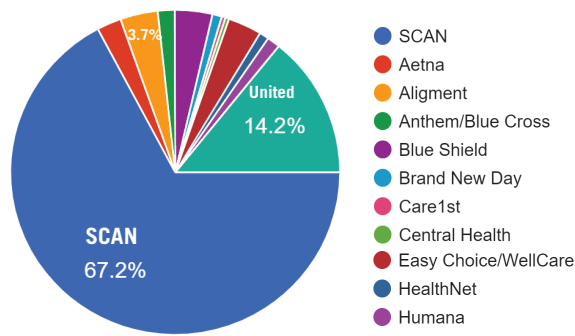
- 1 Complete the eSOA; conduct your compliant sales presentation virtually
- 2 Upon the presentation’s completion, email a SCAN application to your client
- 3 They then electronically sign the enrollment form and submit

SCAN pays the 2021 renewal commission rates on your ENTIRE book of business! Do your other carriers do that for you?

SCAN’S THE PLAN IN 2021

Apparently you agree with Yoda because that’s exactly what you said in the 2021 PRE-AEP Survey.

The question was “Which plan will you sell the MOST this AEP?” SCAN came in first and we’re holding you to it.



TOP OF THE TREE

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

SCAN’S BIG APPLE ONDINE THOMPSON

AGENCY
Applied General Agency

AGENT
Michael M Davis

BAE
Gale Gajardo & Daniel Rivera

SALES MANAGER
Judie Victor

SCAN REPRESENTATIVES

North Cara Suminski
East Walther Moyano
South Carlos Mendoza & Joann Buday
West Ondine Thompson
VillageHealth Veronica Ramirez

SCAN TELESALLES

Most Enrollments Catherine Vieira
Most Appointments Nancy Alvarez



Michael Lucens

Director Sales Operations

We’re off and running! For months, the SCAN Sales Operations Team has been busy getting our sales agents “Ready to Sell in 2021.” Our department was turned upside down when we realized we wouldn’t be able to train face to face with our agents this year. (The training team loves getting up close and personal with our brokers when we roll out SCAN’s new benefits.) Going virtual was a big change for everyone, and YOU rose to the challenge with amazing vigor.

Since we have taken **SCANAgentPortal.com** live in June, we’ve had over 6000 agents sign up. And in just the past three weeks, we’ve advised over 3,500 agents who completed our contracting and/or training requirements that they are “Ready to Sell 2021.” Don’t be left behind. Certify NOW on **SCANAgentPortal.com** and take your required training classes. (Remember, even if you are not going to sell this year, you still must complete our training courses to keep those renewals coming.)

With SCAN’s rich plans and benefits for 2021, it’s going to be a busy AEP. Rest assured that Sales Ops is positioned to support you as you SELL MORE SCAN!

And as you have heard Yoda say, “SCAN’s the Plan in 2021!” Truth you speak, Yoda.

LOOK WHAT'S NEW FOR SCAN MEMBERS IN 2021



- **LOWER MOOP's in SCAN's 4 CORE COUNTIES**
- **INSULIN SAVINGS**
 - All covered Insulin Pens and Vials
 - Humalog, Humulin, Lantus, Toujeo
 - \$0 Initial Coverage and \$0 in the Coverage Gap
- **SCAN HEALTH^{tech} TECHNOLOGY SUPPORT LINE**
 - Helps members use computers, tablets and smartphones
 - For use when accessing healthcare or health-related information
 - Skype/Zoom/FaceTime training for Doctor Visits
 - Automated Prescription Delivery setup and more...
- **BRAINHQ**
 - Online exercises to enhance memory, brain speed and mental health
- **OVER-THE-COUNTER (OTC)**
 - Allowance rollover from quarter to quarter within 2021
- **AWARD-WINNING MEMBER SERVICE**
 - Ask your BAE about our new "Concierge Service" team

NOTE: Benefits may vary by plan and county

CHECK YOUR ENROLLMENTS ANYTIME

SCAN makes it easy to check the status of your enrollments on [SCANAgentPortal.com](https://agentportal.scanhealthplan.com). Simply select **SCANCubed** and click on **Records**.

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

Note: Only enrollments processed after June 2019 will display

CMS enrollment status is updated nightly. Here is a list of the most common dispositions you will find on SCANCubed:

- Member Active
- Application in Progress
- Application Cancel Final
- Application Incomplete Final Denied
- Application Incomplete
- Processed
- Plan Change
- Member Disenrolled
- Member Void
- Application Incomplete Letter Mailed

UPDATE

We thank all SCAN Broker partners who completed our 2021 SCAN PRE-AEP Survey. We asked which 2021 SCAN Benefits you found most appealing.

Here's what you said:

Most Appealing Benefits : 507 Responses	
Lowered Prescription Cost and Improved Insulin Benefits	220 Responses
Embedded Dental	130 Responses
Over The Counter (OTC) Benefit and Rollover	89 Responses
Customer Service	82 Responses
FitBit	82 Responses
Lower Maximum Out of Pocket (MOOP)	70 Responses



Michael Lucens
Director, Sales Ops

- Haven't completed our 2021 Tier 3 Benefit Training? Go to the training link on [SCANAgentPortal.com](https://agentportal.scanhealthplan.com)
- Prior to selling SCAN plans in 2021, you must complete certification and receive our "YOU'RE READY TO SELL 2021" email notification
- Log on to [SCANAgentPortal.com](https://agentportal.scanhealthplan.com) to learn about our competitive, straightforward benefits, prescription drug formulary and consistent, sustainable plans



Chris Bond
VP, Sales

- **Listen** to your prospective members to identify their buying signals. If they take the time to meet with you, there's a level of interest and an opportunity for you to uncover the want or need.
- **Want to sell more in AEP?** Now's the time to build that foundation for success. Work your referrals, schedule your key meetings, and thoroughly prepare yourself with SCAN plan knowledge. We're Forward Focused, so rely on us to build your future.