

## SCAN SALES AGENTS SURPASSED 2020 GOAL



### It's a Happy New Year

Yes it is! You were committed to doing the right thing for your clients and as a result, you propelled us to a fantastic AEP season -- SCAN achieved 104% of our membership goal! That is so awesome! We know how hard you worked to meet safely with prospects both in-person and virtually. And we are very grateful for your efforts. At a time when Medicare beneficiaries had so much to worry about, you arranged it so that finding the right health plan was not one of those worries. We commend you for your success. And to all our agents and our agency partners we say, "Thank you."

With OEP in full swing, beneficiaries can still benefit from your expert guidance if they have concerns over the Medicare Advantage plan they chose during AEP. SCAN's the plan!

### WE'RE BUSY PLANNING FOR 2022

As in previous years, we'll be soliciting input from key stakeholders on what worked and what didn't during the recent selling season. That input is instrumental in improving our processes and services during lock in, and informs our product designing for 2022. We've already begun the information gathering phase. If you have suggestions for us, please reach out to your manager or your Broker Account Executive and let us know how we can better serve you and your clients going forward.

### BUT BEFORE WE ADVANCE TO 2021

**We have some celebrating to do!** For both our internal sales team and broker distribution channels, our Review and Recognition events that honor our top producers will be held in February. If you were one of our most productive selling agents, look for your invitation as we prepare to celebrate YOU! Our February newsletter will be filled with pictures of how we accomplished the events in a safe and physically distanced way. And if you weren't one of our top agents in 2020 – get an early start now so we can celebrate YOU next year.



**David Milligan**

Sales Senior Vice President

104% to goal! Wow!

Happy New Year and congratulations on another outstanding AEP. As we are currently evaluating our 2020 success, one thing is very clear; YOU put us over the top! YOU helped your clients to stay healthy and live more independent lives by placing them with SCAN. Yes, it's true that our rich benefits, our 4.5 CMS Star Rating and the excellent service that our members receive serve to differentiate us in the marketplace. But it is YOU, our selling agents, who get credit for placing your Medicare beneficiaries in the right plan for their health care needs.

But wait, there is still plenty of time to ensure all your clients are on the best possible plan. OEP runs until March 31, 2021, and that gives you the opportunity to make sure that everyone who selected an MAPD plan option during AEP made the right health plan choice. You know that the members you placed with SCAN made the right choice. So, when you check in with them, be sure to remind them to have their acquaintances call you if they aren't on SCAN and wish to make a change. Keep your momentum going and start 2021 strong.

Thank you for your continued commitment to Medicare beneficiaries. And here's to a record-breaking sales year for you and for SCAN!

## TOP OF THE TREE

Congrats to these top achievers for sales with January 2021 effective dates!

### SCAN'S BIG APPLE

JUAN GARCIA

### AGENCY

Applied General Agency

### AGENT

Oscar Meraz

### BAE

Gale Gajardo

### SALES MANAGER

Stanton Sasaki

### SCAN REPRESENTATIVES

*North*

Cara Suminski

*East*

Walther Moyano

*South*

James David Plaza

*West*

Juan Garcia

*VillageHealth*

Brenda Garcia

### SCAN TELESALLES

*Most Enrollments*

Lucas Saucedo

*Most Appointments*

Nancy Alvarez

## USE OUR MARKETING TOOLS FOR MORE EFFECTIVE SELLING

As we enter the lock-in period, there's no reason to put the brakes on your selling activities. SCAN Health Plan has the tools to help you sell all year long.

### SCAN's Marketing Storefront

Here's where you'll find all the materials you'll need to successfully sell our plans during lock in. And you can order them online. Most storefront items are available in up to four languages (Spanish, Chinese, Korean and Vietnamese). Items available for home delivery include:

- Enrollment Kits
- Benefit Highlights
- Brochures
- Product flyers, Virtual Event flyers and Award flyers (NEW!)
- Provider Directories
- Formularies
- Dental Information
- Enrollment Forms
- Temporary ID Cards

Order your lock-in supplies today at [SCANAgentPortal.com](https://SCANAgentPortal.com)

### The Digital Garage

- Access your own **personalized, customized** microsite where you can store all the SCAN Sales and Marketing materials you need to present SCAN to your clients. You get a custom URL for easy access plus links to SCAN searchable tools.
- ALL SCAN Sales materials are also available for electronic download to make it easy to package and email current SCAN plan materials to your clients.

### Customized Flyers

To order customized flyers from the Marketing Storefront:

1. **For Non-Event flyers** Select the County and the preferred flyer layout
2. **For Event flyers** You must register your events with SCAN first. Once registered, events will be listed on the left side of the flyer preview screen. You may select between two to eight events per flyer depending on the flyer type.
3. Use the "Update Preview" button on the site to review and edit your customized flyer prior to ordering.
4. Add a quantity to your cart, continue ordering or select "Place Order." Finally, review materials and quantities, confirm shipping address, and select "Click here to Complete Order".
5. An email confirmation will be sent to you after your order is placed; a UPS tracking number will be sent to you once your order has shipped.

### SCAN Website Now Viewable in Chinese

We are pleased to announce that the SCAN Health Plan consumer-facing website is viewable in English, Spanish and now, Simplified Chinese. Remind your clients that there is a menu at the top of our website that allows them to select their preferred language. We want to reach as many diverse populations as possible.

How clients can access the SCANHealthPlan.com **Chinese** website:

1. From the Homepage of SCANHealthPlan.com, find the Language Selector in the upper right
2. Click inside the Language Selector box to reveal the available languages
3. Select their preferred website language

Sales: [1-877-452-5898](tel:1-877-452-5898) (TTY 711)



**Michael Lucens**  
Director, Sales Ops

- The SCAN Connections Plan is a D-SNP Plan that can be sold all year long. However, this plan requires you to complete an additional training certification class.
- To sell SCAN's Connections Plan, certify to sell NOW or recertify before June 30, 2021. Register for an upcoming class on [SCANAgentPortal.com](https://SCANAgentPortal.com)
- Questions about the Connections Plan and OEP can be answered by SCAN's Sales Support Team, (888) 445-2038 Mon-Fri 8am-6pm



**Chris Bond**  
VP, Sales

- Reach out to your clients and find out if they are happy with their plan. Create awareness of their OEP options to enroll with SCAN.
- Turn any issues into opportunities. Show them the real value you bring your clients. That's how to create Member Advocates for recurring referrals!

## A Message about the COVID-19 Vaccine

In this video, **SCAN's Chief Pharmacy Officer, Sharon Jhavar**, provides insight into the development and distribution of the Covid-19 vaccine. She also shares how her research has convinced her that it is safe, effective, and will provide a way through the pandemic for us all.

To watch Sharon's video, click here:

<https://vimeo.com/502275626/33bb06d1b0>

