

SCAN'S 2022 BENEFITS GO ABOVE AND BEYOND

The spectacular new offerings from SCAN Health Plan are generating incredible buzz! Check out these highlights to learn what the excitement is all about.

High Value Coverage

- Lower Maximum Out-of-Pocket (MOOP)
- Richer Pharmacy Benefits
- Expanded Comprehensive Dental

New Markets

- Northern California (San Mateo and Alameda counties)
- Arizona (Maricopa, Pima and Pinal counties)
- Nevada (Clark county)



Improved Benefits

- Tier 1 and Tier 2 \$0 at Preferred Retail and Mail-Order Pharmacies
- Higher Over-the-Counter (OTC) Allowances
- Increased Vision Allowance
- More Routine Transportation
- More extras, including Supplemental Benefits that provide greater support

New Products

- Introducing Venture: Part B Premium Give Back
- Plus other new offerings in our existing markets

Rich Pharmacy Benefits

- Over 66,000 network pharmacies available to members
- \$0 copay on 90% of the medications older adults take
- 100-day supply savings
- Insulin savings including gap coverage in most plans*



*These insulin copays apply to members who do not receive "Extra Help" and may change when a member enters the Catastrophic Coverage.



Stanton Sasaki

Director of Broker Sales

As the Director of the SCAN Broker Sales Channel, I can tell you we've never felt such excitement! Our Broker Account Executives have been delivering Benefit Rollout Training all month and the feedback we are receiving fires me up!

SCAN is well positioned to be the 2022 plan of choice in all our services areas. Our Product Development and Pharmacy teams worked extremely hard make such great new plan benefits available. I believe you'll agree that SCAN is where you want to put your prospects in 2022. And, it's a great bonus that your existing members will also get these stellar 2022 plan enhancements.

You know that SCAN's outstanding service helps you sell more and worry less. But did you know that when a current SCAN member makes a plan-to-plan switch within SCAN, you remain the agent of record? That's a great reason for you to get out there and sell more SCAN whenever it's the right choice for beneficiaries.

SCAN wants to share our mission of *Keeping Seniors Healthy and Independent* with as many Medicare eligibles as we can. That's why we decided to expand into the states of Nevada (Clark county) and Arizona (Maricopa, Pinal and Pima counties), and to continue to grow in Northern California (Alameda and San Mateo counties).

You may have heard some buzz about SCAN Health Plan's Star Rating and Member Satisfaction Score. While I cannot reveal those numbers just yet, I think SCAN will be the plan EVERYONE wants to join this AEP! So, if you haven't yet certified with SCAN for 2022, read the article (at the end of this newsletter) to learn how you can make that happen.

Have a wonderful selling season!

SCAN 2022

BEYOND
EXPECTATIONS

PULL YOUR OWN BOB REPORT

Now there's no need to call the Sales Support Team when you want to check the status of your enrollments. Learn how to access your Book of Business report by going to the SCAN Agent Portal.

1. Log onto SCANAgentPortal.com
2. For instructions, locate the "How To Pull Your BOB Report" on the Enrollment Tab of the website
3. Access "EE" (our Electronic Enrollment system, also known as SCANCubed) to pull your Book of Business report

WE'RE HERE FOR YOU

The SCAN Sales Support Team (SST) wants to help you sell more SCAN. Call us with questions about the following things:

YES! We're happy to help you with:

- Medicare verification - A&B effective dates
- Low Income Subsidy (LIS) status verification
- Medi-Cal verification - Aid Codes/Share of cost
- SCAN benefits verification
- Formulary search
- Doctor search (PCP/Specialist)

Unfortunately, we cannot help you with:

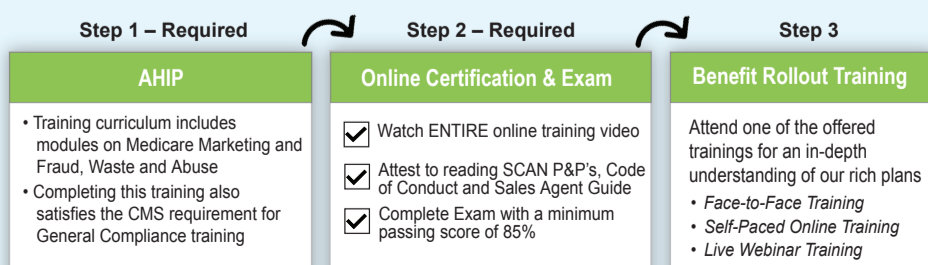
- Member issues
- Prospects who want to inquire about or join the plan
- Technical issues not related to SCAN's systems
 - Clearing cookies or the cache
 - Turning on/off pop-up blockers
 - Updating your browser

Great News

- You can email NON-URGENT questions to the Sales Support Team beginning October 1, 2021, at SalesSupportTeam@ScanHealthPlan.com
- We'll answer your emailed inquiries in 24-48 business hours
Note: We can't respond to any email that includes the PHI for your member (or prospective member). Only generic inquiries can be handled through email.
- During AEP, the Sales Support Team will also be available to you on **Saturdays between 9:00am - 4:00pm (PST)**

WANT TO SELL SCAN? GET CERTIFIED TODAY

If you attended one of our Benefit Rollout meetings, *that doesn't mean you can sell SCAN*. Be sure you have followed all the steps below and received our "You're Ready to Sell" email before writing applications for AEP. If you're not certified, we can't compensate you.



Michael Lucens
Director, Sales Ops

- Sign up to learn more about our amazing benefits for 2022 by attending a virtual Benefit Rollout webinar at SCANAgentPortal.com
- Questions about commissions? Don't call the SST. Email your commission questions to salescompensation@scanhealthplan.com
- Prior to selling SCAN plans in 2022, you must complete certification and receive our "YOU'RE READY TO SELL" email notification



Chris Bond
VP, Sales

- Listen to your prospective members to identify their buying signals. If they take the time to meet with you, you'll know there's a level of interest and an opportunity for you to uncover the want or need.
- Want to sell more in AEP? Make sure to refer your existing clients to our superior Member Services for plan changes so that you can focus on new SCAN Members for 2022
- Now's the time to build that foundation for success. Work your referrals, schedule your key meetings, thoroughly prepare yourself with SCAN's 2022 benefits and secure your book of business.