

HOW TO ENSURE A SMOOTH MEMBER ONBOARDING EXPERIENCE

Entering accurate data during enrollment is a powerful way to create a positive member onboarding experience.

Help us to better serve the members you've worked so hard to enroll by ensuring that:

PCP and Medical Group Selection are correct

- ▶ When applicable, select “**EXISTING PATIENT.**” This allows SCAN to work with the medical group and attempt to keep the member with their current PCP.
- ▶ Note that incorrect selections will delay onboarding because we'll need to contact your new member.

Member Address is accurate

- ▶ Always double check the member's mailing addresses so they receive their ID card and Quick Start guides as soon as possible. Otherwise, they will wonder what's gone wrong and end up calling SCAN.

Member Beneficiary Identifier (MBI) is entered precisely

- ▶ Always confirm the member MBI number or it can cause incomplete enrollments or denials
- ▶ Pay attention to the format. The MBI has letters and numbers.
Ex: **1EG4-TE5-MK73**

You use the correct year's Enrollment Form

- ▶ For all January 1 effective enrollments, use the 2023 (not the 2022) form

You use a separate FAX cover sheet for each enrollment when faxing enrollment forms to SCAN

- ▶ Enrollments must be faxed individually and contain ALL pages, sent in the correct order

You don't submit multiple Electronic Enrollments for the same beneficiary

- ▶ If you forgot to enter some information on the application you submitted, email that information to your Broker Account Executive. Don't send SCAN a duplicate application.

Before you call SCAN

- ▶ First, allow seven days for your application to process
- ▶ Use your Electronic Enrollment platform to monitor enrollment status
- ▶ Check first with your agency for status of your application – we provide them with Enrollment Status Reports

Final Thoughts

- If an application is incomplete, SCAN will reach out to your client
- ALL Connections (Medi-Medi) applications are automatically placed in incomplete status for 48-72 hours while we wait to receive Medi-Cal eligibility. **Do not call in.** Refer to the list above before calling SCAN.

PREVENT DELAYS IN CARE. USE THE COC FORM

Submit a Coordination of Care (COC) form if, during the enrollment process, a prospective member tells you that they have existing:

- Scheduled procedures
- Upcoming specialty appointment(s), or
- Use medical equipment that was ordered by their previous doctor

When you share this information with SCAN, a representative will review the completed COC form and help the member to transition their care.

Please fax or mail the COC form to:

FAX
TO: SCAN
ATTN: Care Coordination
FAX: (562) 552-9379

MAIL
SCAN
Attn: Care Coordination
PO Box 22616
Long Beach, CA 90801-9826



from

Stanton Sasaki

VP Broker Sales

As Vice President of the SCAN Broker Sales Channel, I can tell you I am very excited for 2023 Open Enrollment. Our Broker Account Executives have been busy delivering Benefit Rollout Training across all markets and the feedback we are receiving fires me up!

SCAN is well positioned to be the 2023 plan of choice in all our services areas. Our Product Development and Pharmacy teams worked extremely hard to make such great new plan benefits available. I believe you'll agree that SCAN is where you want to put your prospects in 2023. And, it's a great bonus that your existing members will also get these stellar 2023 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 Texas this year.

Thank you for your continued partnership this upcoming AEP. Our entire team at SCAN is wishing you a wonderful selling season!

7 SECRETS TO FASTER ANSWERS FROM SCAN'S SST

The SCAN Sales Support Team (SST) gets quite busy during AEP. Here are some tips on how to get your questions answered quicker:

1. Know your NPN. That is always the first question you'll be asked.
2. Have your client's Full Name, MBI # and Date of Birth readily available.
3. If inquiring about **Medi-Cal** eligibility, Aid Codes or County Codes, you must have your client's Medi-Cal OR Social Security number.
4. When you have a question but are not in front of a client, email SCANSalesSupport@SCANHealthPlan.com for non-urgent issues and a team member will respond within 48 hours.
5. **Status of Enrollments:** If you use the SCAN Agent Portal and SCANCubed (SCAN's electronic enrollment system), you can look up application status online without having to speak to the SST. Additionally, we provide our FMO Partners with enrollment status reports which contain the same information that the SST has.
6. Contact these SCAN resources when you have questions regarding:
 - **Training** SCANSalesTraining@SCANHealthPlan.com
 - **Commissions** SalesCompensation@SCANHealthPlan.com
 - **Contracting** SCANBrokerContracting@SCANHealthPlan.com
7. **SST's mission is to help you SELL MORE SCAN!** Questions for and from **existing** members should be directed to **SCAN Member Services**.

The BEST time to call Member Services is on The WEEKENDS!



Britney Jenkins
Manager Sales Support

- For applications using the **Loss of Employer Group Coverage** SEP, ALWAYS choose a date in the previous month if you would like coverage to begin the first of the following month
- **Ex:** Client loses employer coverage any day in the month of October (even if it is October 31st):
 - When completing the attestation on the enrollment form: "I am leaving employer or union coverage on _____" enter the day they lost coverage OR 10/31/2022.
 - If you choose 11/1 as the date the coverage was lost, the NEXT available effective date for enrollment would be 12/1.

EXPANDING OUR REACH

Help us to better serve our members by capturing their preferred language.



Why does it matter? Because we want to build member trust and brand loyalty while providing better service for your clients.

When we personalize our service by communicating in the member's language, we're improving:

- Member onboarding
- Client interactions whenever they call SCAN
- Member experience with all printed and digital communications, including our website and member portal

The result? SCAN will be better able to take care of your clients, creating **less complaints** for you and **more referrals** from your happy clients.

Just inquire which language the member prefers and select it on the enrollment form.

Electronic Enrollment Options:

Arabic
Armenian
Cantonese
Chinese
Farsi
French
German
Greek
Hindi
Italian
Japanese
Korean
Mandarin
Portuguese
Russian
Tagalog
Thai
Vietnamese
Other
Prefer Not to Answer

Paper Enrollment Options:

2 All fields on this page are optional (continued)

Language Preferences:	Select one if you want us to send you information in a language other than English: <input type="checkbox"/> Spanish <input type="checkbox"/> Chinese <input type="checkbox"/> Korean <input type="checkbox"/> Vietnamese
	What is your preferred spoken language if other than English: <input type="checkbox"/> Spanish <input type="checkbox"/> Cantonese <input type="checkbox"/> Mandarin <input type="checkbox"/> Korean <input type="checkbox"/> Vietnamese



Aymee Abreu
Manager Sales Training

- 2023 Sales Event PowerPoint Presentations are available for all regions where SCAN is sold
- Stay CMS compliant by using our approved Sales Event PPTs
- Presentations will be available for download on 10/1/22. Find them on the Training page of SCANAgentPortal.com
- **COMING SOON:** PowerPoint Presentations in Spanish, Korean and Chinese