

SCAN Venture FAQ

Question	Answer
Is State to State changes are considered a new enrollment	Yes
I heard CA Venture commissions will resume is that true?	Yes, SCAN has decided to resume commission payments for NEW CA Venture enrollments with an application date of March (or beyond) for an April 1st (or beyond effective date)
Will I receive commissions for all the CA Venture clients I signed up AFTER 12/7/2021 when SCAN initially stopped paying CA Venture commissions?	Unfortunately, not, this is only for NEW enrollments with an application date of March (or beyond) for an April 1st (or beyond effective date)
If I have current SCAN members on other SCAN plans that would like to change to Venture, will I continue to receive renewals?	Yes, if the member is joining a CA Venture participating medical group/PCP Switching to Venture from another SCAN plan is only possible for participating providers?
I heard there is only a limited number of medical groups accepting the plan, do you know what they are?	A complete list of CA Venture participating medical groups is located on the SCAN Agent Portal. Please click the link below to access CA Venture Provider (scanhealthplan.com)
Why are only some medical groups accepting the plan and not all?	The medical groups have the option of deciding which plans they are willing to accept. Currently not all medical groups have chosen to participate in the CA Venture plan. This could change in the future, and as more groups are added, you will be advised.
Why are some of my clients on CA Venture able to be assigned to certain doctors/medical groups but others are not?	Any CA Venture member that was enrolled PRIOR to this announcement was able to be assigned to those open groups at the time that were accepting Venture. For CA Venture enrollees with an effective date of April 1 st , 2024, and beyond, there is a limited network.
Why are you all deciding to open CA Venture enrollments now?	When SCAN stopped CA Venture commissions, we advised we would continue to evaluate this decision as we on-board and service newly enrolled members. High quality service to our members remains a top priority for SCAN and we have invested in significant resources into servicing our CA Venture members.
Will my commission payment be the same for CA Venture enrollments?	Yes, you will receive the same amount of commission as other standard SCAN plans. Nothing has changed about the amount
What happens if a sales agent submits a CA Venture application with a non-Venture accepting PCP/MG?	The enrollment department will try and reach out to the client up to 3 times so they can decide if they would like to change to a Venture accepting PCP/MG or withdraw the application. If no contact is made, the application will be processed, and the client will be auto assigned to a CA Venture accepting PCP/MG. (FYI the broker will still be paid if app is submitted with non-Venture accepting PCP/MG)