



# Welcome







## Founded by seniors, for seniors

In 1977, a group of “twelve angry seniors” in Long Beach, California got together to improve care and services for older adults. These pioneers had the simple desire to remain healthy and to age independently. So they consulted with experts in medicine and social services and formed the not-for-profit Senior Care Action Network, now known as SCAN.

Since those early days, SCAN has been a loose-knit group of activists, a federally recognized Social HMO, and an award-winning Medicare Advantage Plan. But through it all we have remained steadfastly committed to our original mission:

**TO KEEP SENIORS HEALTHY AND  
INDEPENDENT.**

# LEADING THE INDUSTRY



2<sup>nd</sup> Largest in CA /  
3<sup>rd</sup> Largest in Nation  
Not-for-profit MAPD  
**286,084 members and growing**



91% Satisfaction  
Medicare & You, 2023  
*In California*



Recognized Brand  
“Best” MAPD in CA  
Five years in a row!



Employer of Choice  
Great Place to Work  
Certified

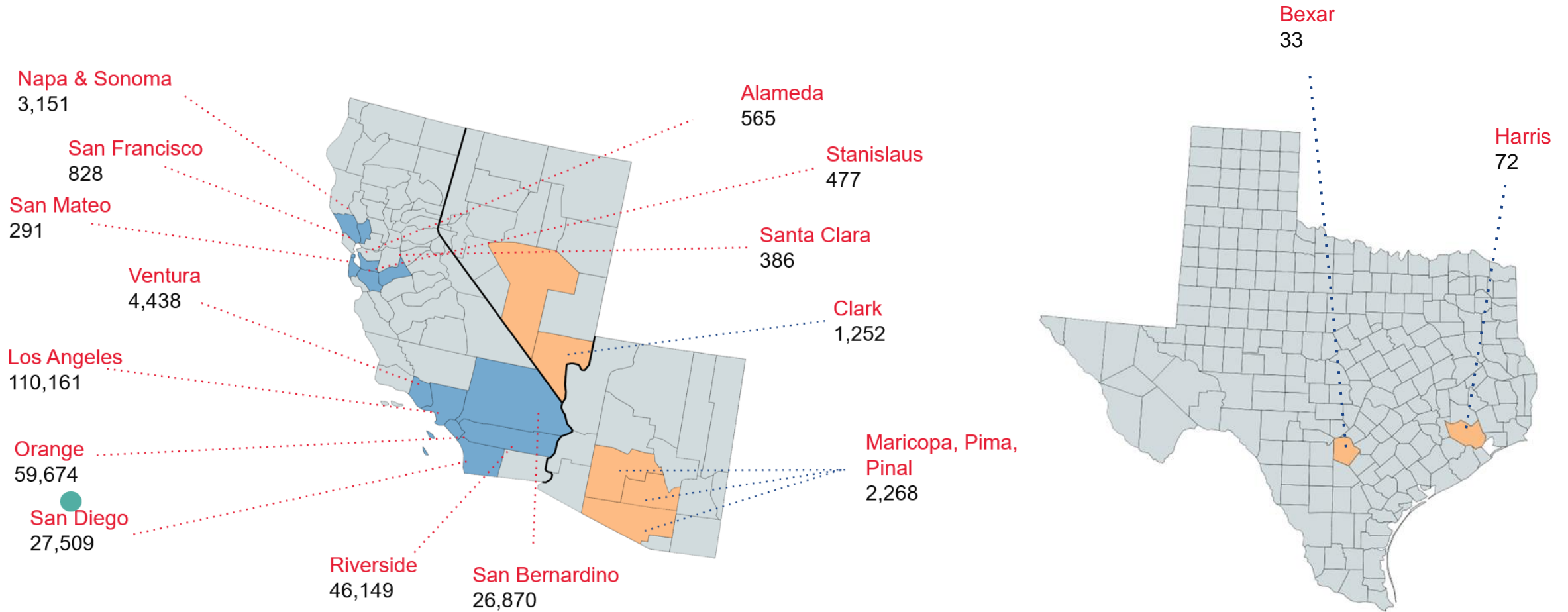


4.5 Stars  
Quality care & service  
Six years in a row†



National Mature Media Award  
Recognized for best marketing,  
communications, educational  
materials and programs for older  
adults

# SCAN's Growing Market Presence



Total Membership: **286,084**

# Product, Program and Service Innovation at SCAN



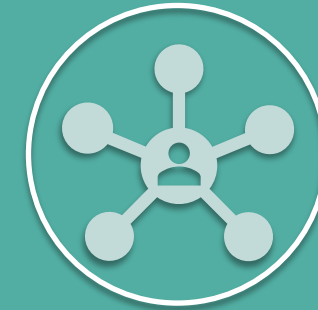
## Product Innovation

SCAN Affirm  
Low Rx Copays  
VBID Hospice carve in  
\$0 Insulin



## Program Innovation

Provider Integration  
Peer 2 Peer  
Deprescribing  
Multi-year Health Equities  
Elimination Program



## Service Innovation

Customized Member  
Onboarding  
Integrated Service Recovery  
Data Integration



# Our health plan product portfolio continues to evolve to balance the needs of our members and margin goals

## SCAN's 2023 Product Portfolio

	Healthy				Underserved Needs			
Target Older Adults	Aging-in to Medicare, healthy	Younger, fixed income	LGBTQ+ / Diversity	Seek predictable, robust coverage	Chronic conditions	Higher needs, SDOH reliant	Underserved older adults	
Health Plan Products	MAPD Plans				Special Needs Plans			
	Medicare Advantage Products				CSNP	FIDE SNP	ISNP / IESP	
	Compass	Prime	Venture	Affirm	Classic Options Alta	Diabetes Heart Disease ESRD	Connections	Embrace
Differentiator	Focus on healthy living supplemental benefits	Part B Premium rebate products with benefit trade offs	Diversity focused benefits and services (e.g., LGBTQ+ care navigation)	\$0 copays for PCP, Specialist & Hospital and generic Rx	\$0 copays on Rx such as insulin for diabetics; chronic condition meals	Long term services & supports; all benefits \$0 copay, incl. unlimited transportation	Care, benefits and services brought 'to' the member	
Members <sup>1</sup>	474	1,877	60,601	570	178,692	15.3k	19,659	1,723

(1) Membership current as of April 2023



# SCAN's Star Rate Performance: Comparative Analysis

Health Plan	Contract	2018 Overall Star Rating	2019 Overall Star Rating	2020 Overall Star Rating	2021 Overall Star Rating	2022 Overall Star Rating	2023 Overall Star Rating
Kaiser	H0524	5.0	5.0	5.0	5.0	5.0	5.0
<b>SCAN</b>	H5425	4.5	4.5	4.5	4.5	4.5	4.5
Wellcare	H5087	3.5	4.0	4.0	4.5	5.0	3.0
Alignment	H3815	4.5	4.0	4.5	4.0	4.0	4.0
United	H0543	4.5	4.0	4.0	4.0	4.0	4.0
Anthem	H0544	4.5	4.5	4.0	3.5	3.5	3.0
Humana	H5619	4.0	4.0	4.0	4.0	4.0	4.0
Blue Shield	H0504	3.5	4.0	4.0	4.0	4.0	4.0
Central Health	H5649	3.5	4.0	4.0	3.5	3.5	3.5
Aetna	H0523	3.5	3.5	3.5	3.5	4.0	3.5
Molina	H5810	3.0	3.5	3.5	3.5	3.5	3.0
Brand New Day	H0838	3.5	3.0	3.0	3.5	3.5	3.0
Sharp Health Plan	H5386	N/A	4.0	4.5	4.5	5.0	5.0

SCAN is one of the highest performing MAPD Health Plans in California but there is still room for improvement.





# Room for Opportunity in Member Experience

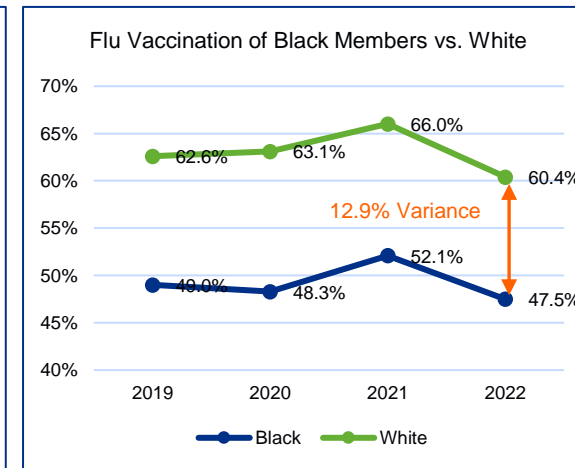
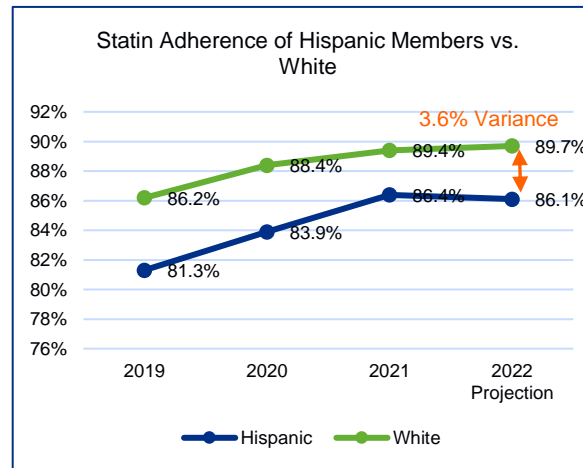
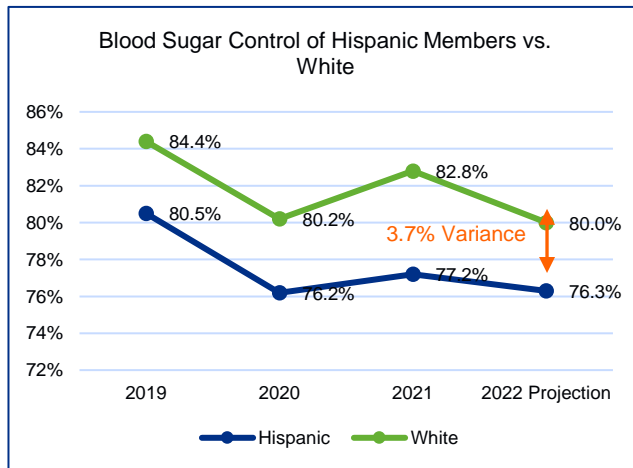
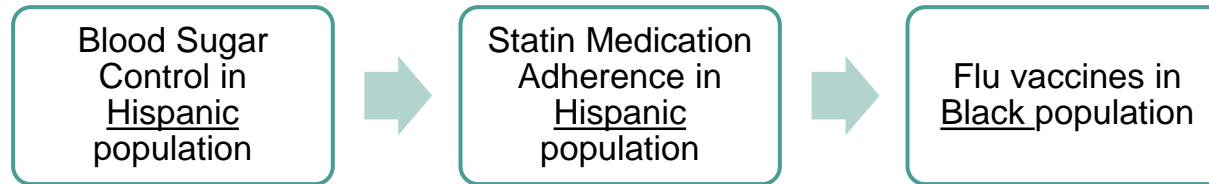
Measure	2020 CMS Star Rate	2021 CMS Star Rate	2022 CMS Star Rate	2023 CMS Star Rate (Projected)
Getting Needed Care	3	3	3	2
Getting Appointments and Care Quickly	2	2	3	3
Care Coordination	2	2	2	2

	2022	2023 Jan – March
Access to Care Calls per 1k	17,303	5,836

## Access to care calls include but are not limited to:

- Appointment scheduling
- Customer service
- Language Preference
- PCP Changes
- Referral Issues

# Room for Opportunity in Health Equity Disparities



Our goal is to eliminate these health inequities in key populations with a focus on chronic condition management and prevention