



SCAN *on the go*

Staying Safe and Healthy
Wherever Life Takes You





SCAN Goes Where You Go

Life can take you many places, so SCAN goes where you go. When you're out of town—even across the country—you can count on SCAN to be there, too, with select benefits to help you stay healthy and safe. And if you need care, we're there with coverage you can count on.

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Out Of Town: Plan And Prepare

Experienced travelers know to plan ahead, and also to be prepared for the unexpected. SCAN *on the go* helps you do both. Not sure if your SCAN plan includes some of the benefits listed below? Check your plan materials or call SCAN Member Services to find out.



Work Out Anywhere, Anytime

Your SCAN fitness benefit can help you stay active wherever you go. This benefit gives you access to thousands of health club locations across the country and a range of online workout videos. All included at no cost.

Find more information: scanhealthplan.com/extras;
click on the Fitness Membership box.



Emergency Dental Care

Whether your SCAN plan includes dental care or you chose an optional supplemental dental benefit, your coverage allows for care for a dental emergency, such as severe pain, when you're not able to see your regular dentist.

If you can't get to or get ahold of your regular dentist, call Delta Dental's Customer Service Department. They'll help you find a dentist near you and explain the cost. If it's on the weekend or after hours, call Delta Dental as soon as possible after receiving service.

Call Delta Dental: 1-855-830-6583 (TTY: 711)
Online: deltadentalins.com/scan



New or Replacement Glasses

SCAN members can use their vision care benefit to get eyeglasses or contact lenses from any of EyeMed's eye care providers across the country. EyeMed has many national chains, such as LensCrafters, Pearle Vision and Target. If you've already used your vision care benefit for the year but have lost or broken your glasses, go to the same chain you use at home. They can look up your vision prescription and may have discounts available.

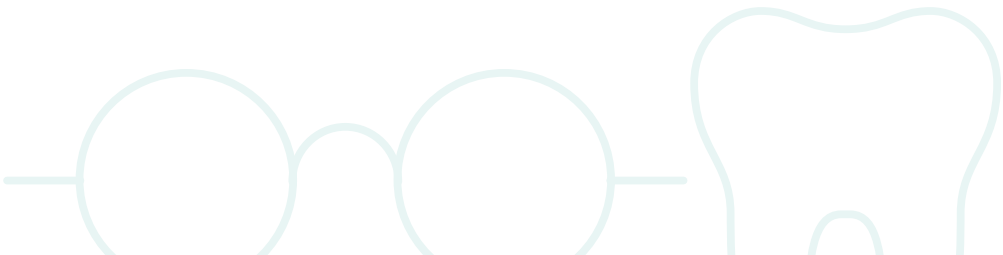
To find an eye care provider near you,
Call Eye Med: 1-844-226-2850 (TTY: 711)
Online: scanhealthplan.com/vision



Hearing Aids, Exams and Adjustments

Your hearing benefit can be used with any TruHearing provider, anywhere in the country. That means if you need a hearing exam, hearing aid(s) or need adjustments to your current hearing aids while you're away from home, you're covered. Just call TruHearing and the hearing consultant will schedule an appointment with a TruHearing provider convenient for you.

Call TruHearing: 1-844-255-7148 (TTY: 711)
Online: truhearing.com/scan





Prescription Refills

Many of the pharmacies in SCAN's pharmacy network are national chains where you'll pay the same copays you do when you're at home. CVS, for example, has locations in all 50 states and Puerto Rico.

Tip: If you can, go to the same chain you use at home—they will already have your medications and other information on file. Otherwise, take your prescription to another pharmacy and ask the pharmacist for help getting needed refills.



Over-the-Counter, Away From Home

If your SCAN plan includes an over-the-counter benefit, you know that it's like a mail-order drug store, offering everything from pain relievers and vitamins to toothpaste and sunscreen. The catalog is online or call Member Services to receive a catalog in the mail. Orders can be delivered anywhere in the U.S.

Find more information: scanhealthplan.com/extras;
click on the Over the Counter box



Telehealth Virtual Urgent Care

Your telehealth benefit means you have a doctor on call 24/7. It's not for emergencies, but is a great option for urgent care. Get care from a doctor or nurse practitioner right from your smartphone, tablet or computer. SCAN members have no copayment for this service.

Online: doctorondemand.com/SCAN

Nurse Advice Line

When you have a healthcare question, but don't think you need urgent care, the Nurse Advice Line can help. When you call, you'll reach a licensed registered nurse who will listen, evaluate your symptoms and provide an answer—as well as next steps, if needed. There's no cost for these calls.

Call the Nurse Advice Line: 1-855-431-5537 (TTY: 711), 24/7

Out of the Country: SCAN Travel Assurance

SCAN *on the go* is a quick guide to the benefits available in many SCAN plans that can be used anywhere in the United States. Most of these benefits do not apply outside of the country.

Most SCAN plans do include coverage for worldwide urgent and emergency care. If you are planning to travel internationally, call Member Services to verify your coverage and get a SCAN Travel Assurance kit. This travel-ready kit includes helpful tips and information, claim forms and important phone numbers.

A note about cruises: If you receive urgent or emergency care while on a cruise ship, be sure to ask for a copy of your “passenger folio.” You will need this document, along with a copy of your payment receipt, in order to ask for a refund from SCAN.



Wherever You Are: If You Need Care Now

If you ever have a medical emergency or need care right away, SCAN's got you covered.

When It's an Emergency

1. CALL 911, or
2. GO immediately to the nearest hospital emergency room

When It's Urgent

1. Go to an urgent care center
2. Use your SCAN Telehealth benefit for a virtual visit with a nurse practitioner or doctor, 24/7.

Urgent and Emergency Care: What's the Difference?

Emergency Care

A serious medical emergency that poses a threat to your life or body, such as:

- Chest pain or pressure
- Head injury
- Sudden, severe headaches, paralysis or weakness
- Problems breathing
- Bleeding that won't stop
- Severe abdominal pain

Where to go for Emergency Care:

- Hospital emergency room
- Or call 911

Urgent Care

A minor health condition that can't wait for an appointment with your doctor, such as:

- Constipation or diarrhea
- Cough, fever or sore throat
- Earache
- Mild headaches
- Rash, insect bite
- Nausea or vomiting
- Urinary tract infections

Where to go for Urgent Care:

- Urgent care center
- SCAN Telehealth virtual care

When you receive care from anyone other than your regular doctor:

1. Show your SCAN ID card. It connects you to your SCAN benefits and contains information important to your care.
2. See your regular doctor as soon as you can. He or she will arrange any follow-up care that's needed and make sure any new medications or treatment work with your overall care plan.

List of My Chronic Conditions:



At Home or On the Go: SCAN Is at Your Fingertips



Stay Connected Online

With a SCAN online member account, information about your benefits and how to use them is always as close as your computer, laptop or smartphone.

- View and print a copy of your SCAN ID card
- Check what's covered by your plan
- Access other accounts related to your SCAN coverage, including your prescription information through Express Scripts

Don't have an online account yet? Register for one at scanhealthplan.com/register.



We're Here to Help

Many of your benefits and services can be used or managed online. This is handy when you're at home, and even more convenient when you travel.

Not sure how to use some of these tools? Call on SCAN *HEALTHtech*.

This is your 24/7 hotline for all your health-related tech needs. There is no cost for SCAN members and you can call from anywhere.

SCAN *HEALTHtech*: 1-833-437-0555 (TTY: 711)



Take Us With You

SCAN Nurse Advice Line: 1-855-431-5537 (TTY: 711), 24/7

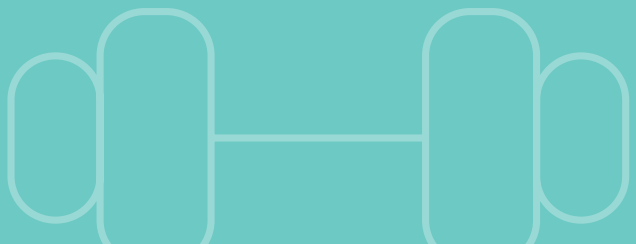
SCAN Telehealth: www.doctorondemand.com/SCAN, 24/7

SCAN Member Services:

(Find the number on the back of your SCAN ID card and write it here)

Primary Care Doctor:

(Write your doctor's phone number and/or email here)





Not all benefits are included in all SCAN plans; some benefits may be limited outside of your SCAN service area. SCAN on the go is specifically for travel within the United States. Other providers and pharmacies are available in our network.

