Agenda

- SCAN’s History
- Awards and Recognition
- Benefit Highlights
- Service Area
- What’s New starting October 1, 2021
- Supplemental Benefits
- Independent Living Power Services – In-home care
- Enrollment Qualifications
SCAN Health Plan

- Established over 40 years in the City of Long Beach
- 3rd largest Medicare Advantage plan in California
- Award-winning Customer Service department located in Long Beach
- Not-for-profit organization
- Committed to health and independence of our members
2021 Recognition & Awards

2021

CMS 4.5-Star Rating* (fourth consecutive year)

U.S. News and World Report
Best Insurance Companies for Medicare Advantage 2021
(third consecutive year)

2020

STEVIE® Gold Award Winner
Management Team of the Year

STEVIE® Silver American Business Award
Customer Service Department and Customer Service Team of the Year

STEVIE® Silver Award Winner
Customer Service Department of the Year

Gold Customer Service Sales and Service
World Award Customer Service
Support and Department of the Year
Department of the Year

CCW Excellence Awards
Best in Class
Customer Contact Center

*Star rating applies to all plans offered by SCAN Health Plan from 2018 to 2021 except SCAN Healthy at Home (HMO OHP) and Village Health (HMO POS OHP) plans. Every year, Medicare’s rating is based on a 12-month rating period.
Medicare Advantage Plan

- Contract with private doctors, medical groups and hospitals
- Part D (Rx coverage) is included at no additional cost
- Urgent and Emergency care, including hospitalization, is covered worldwide
- SCAN Health Plan is an HMO
Benefit Highlights

**Basic Plan**
- $15 copay Primary Care/Specialist
- $100 copay Hospital Admission
- $15 copay Urgent Care
- $50 copay ER
- Generous Prescription Drug Plan
  - $10 copay Generic
  - $20 copay Brand
- 100-days supply available at retail and/or Express Scripts
- $15 copay Vision Services
- $2,000 Hearing Aid Allowance per aid or two every two years.
- $15 copay for Routine Chiropractic; 20 self-referred visits
- $0 copay for Transportation – unlimited rides; 75 miles max per ride.
- $0 copay SilverSneakers
- $0 Telehealth

**Enhanced Plan**
- $10 copay Primary Care/Specialist
- $0 copay Hospital Admission
- $10 copay Urgent Care
- $50 copay ER
- Generous Prescription Drug Plan
  - $10 copay Generic
  - $20 copay Brand
- 100-days supply available at retail and/or Express Scripts
- $10 copay Vision Services
- $4,000 Hearing Aid Allowance per aid or two every 2 years.
- $10 copay for Routine Chiropractic Care, 20 self-referred visits
- $0 copay for Transportation unlimited rides, 75 miles max per ride.
- $0 copay SilverSneakers
- $0 copay Telehealth
Service Area by Counties

- Los Angeles
- Orange
- Riverside
- San Bernardino
- San Diego
- Ventura
- Santa Clara
- San Francisco
- Napa
- Sonoma
- Stanislaus
What’s New for 10/1/2021?

- Pharmacy:
  - 3-Month Supply extended to 100 days at retail and/or mail order Express Scripts.

- SCAN Healthtech:
  - A technology support line to provide education and training on how to use your computer, tablet or smartphone to access health care and health care related information.

  **Areas where Healthtech can help you**
  - Skype/Zoom/faceTime training for physician visits
  - Telehealth visit overview, setup on personal equipment (phone, tablet, or computer)
  - Prescription delivery setup
  - Email account creation for health care communication
  - Setting up your medical group’s online portal access
  - SCAN Health Plan Member Portal registration

  **To access technology support assistance please call:**
  - 1-833-437-0555 (TTY: 711)
  - 24 hours a day, 7 days a week.
What’s New for 10/1/2021? cont…

Brain HQ:

Exercise your mind with BrainHQ, an online brain health program.

Keeping your mind “physically fit” is important. Brain fitness helps strengthen connections in order to maintain important brain functions. Exercising the brain should be on every adult’s daily to-do list.

BrainHQ is offered at no-cost to SCAN members.

Features include:

- Mental games that focus on attention, memory, brain speed, intelligence, navigation, and people skills exercises
- A useful and meaningful workout tailored to your unique brain. Using a special method, each exercise adapts in difficulty as you use it so you’re always working at your optimum level—where you are most likely to improve your performance

To start using BrainHQ, please go to www.scan.brainhq.com

For additional questions you can call:

1-888-844-6598 (TTY: 711)
7:30 a.m.–4 p.m.
Monday–Friday
Members who are travelling outside of SCAN’s service area can receive urgent care services through MinuteClinic locations in 38 states at the standard urgent care copay.

Telehealth

Telehealth - MDLIVE
Virtual Doctor Visit

• Self-directed, virtual doctor visit for a limited scope of conditions similar to those seen in an urgent care setting
  • $0 copay per visit applies
  • Visit records are given to the member which can be shared with PCP
  • This benefit DOES NOT replace PCP or Specialist visits

• Members can interact with a CA Board Certified MD via phone or video

• Non-narcotic prescriptions can be prescribed which will process through the SCAN pharmacy network and tracked under the members’ Part D benefit
Retirees Travel with Confidence

TRAVEL WELL WITH SCAN TRAVEL ASSURANCE

With SCAN you can travel with confidence, knowing your SCAN coverage travels with you almost anywhere you want to go.

worldwide COVERAGE
SilverSneakers includes: A fitness membership with access to locations nationwide where participants can use equipment, and take group exercise classes. Members also have access to SilverSneakers FLEX for options outside the traditional fitness location and SilverSneakers Steps for use at home!!
National MedTrans Network
Transportation Benefit

• Curb-to-curb transportation to medical and pharmacy visits

• 75 Mile radius one-way

• Taxi, wheelchair vans and other modes to meet people’s physical needs (includes LYFT)

• Call a minimum of **24 hours** to schedule a ride. Transportation for wheelchairs or other equipment requires a minimum of **48 hours**.
Independent Living Power Services®
Independent Living Power Services® (ILP)

- **$650 Monthly Allowance**
- Personal Care Coordination: $0
- Homemaking: $15 per visit
- Personal Care: $15 per visit
- Home-Delivered Meals: $0
- Adult Day Care: $15 per visit
- *Emergency Response System*: $0
- Caregiver Relief: $15 per visit
- Inpatient Custodial Care: $0 up to 5 days
- Inpatient Respite: $0 up to 5 days
- *Bathroom Durable Medical Equipment*: $0
- Community Resources: $0

Note: Available in Los Angeles, Orange, Riverside, San Bernardino and San Diego Counties. An assessment will be required to qualify for ILP.
Who is Eligible to Enroll?

Retirees:

- Medicare Parts A and B entitlements
- Reside in the SCAN Health Plan Service Area
Why Consider SCAN?

As you consider different Medicare options, we invite you to take a closer look at SCAN, a Medicare Advantage Prescription Drug Plan focused on our Mission to Keep retirees Healthy and Independent.
SCAN Contact Information

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- SCAN Telesales (prospective members)
  • 1-877-857-5053

- SCAN Member Services (existing members)
  • 1-800-559-3500

- www.scanhealthplan.com/newport-mesa