



# LACERS

## 2023 Open Enrollment



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# LEADING THE INDUSTRY



2<sup>nd</sup> Largest in CA /  
3<sup>rd</sup> Largest in Nation  
Not-for-profit MAPD  
**270,000 members and growing**



**91% Satisfaction**  
(Medicare & You, 2022)  
Highest ranking in CA\*



**Recognized Brand**  
"Best" MAPD in CA  
Four years in a row!



**Employer of Choice**  
Great Place to Work  
Certified



**4.5 Stars in CA**  
Quality care & service  
Five years in a row†



**Platinum Awards**  
Marketing & communication  
Print, social, digital



†4.5 out of 5-star rating applies to all plans offered by SCAN Health Plan in California from 2018 to 2022 except SCAN Healthy at Home (HMO SNP) and VillageHealth (HMO-POS SNP) plans. Every year, Medicare evaluates plans based on a 5-star rating system. \*As reported in Medicare & You 2022. Member rating of plan.

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# Medicare Advantage Prescription Drug Plan

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- Contract with private doctors, medical groups and hospitals
- Part D (prescription coverage) is included at no additional cost
- Urgent and Emergency care, including hospitalization, is covered worldwide
- Comprehensive benefits beyond Original Medicare

# Service Area - Footprint in 2023

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## ***Counties:***

- Los Angeles
- Orange
- Riverside
- San Bernardino
- San Diego
- Ventura
- Santa Clara
- San Francisco
- Napa
- Sonoma
- Stanislaus
- Alameda
- San Mateo

# Medical Benefit Highlights

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- Primary Care Physician/Specialist \$10 copay
- Hospital Admission \$0 copay
- Emergency \$50 copay
- Urgent Care \$10 copay

## Prescription Drugs - 30-day supply

- Generic \$10 copay
- Brand \$20 copay

100 days supply is available at retail pharmacies or mail order (Express Scripts), 50% discount on many generic drugs when using our preferred pharmacy network. (CVS, Rite-Aid, Ralphs, Walmart, Albertsons, Costco, Express Scripts and more)

For a complete list of benefits review the SCAN-LACERS Summary of Benefits book.

# Benefits Beyond Original Medicare

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*Services and programs that help members lead healthier, more independent lives.*



## HEARING

\$10 copay for exam; \$4,000 allowance for one hearing aid or two every two years.

TruHearing is our service provider.

1-844-255-7148 or go to: [www.truhearing.co](http://www.truhearing.co)



## CHIROPRACTIC and Acupuncture

\$10 copay with 20 self-referred visits

- Large network of providers • Call a participating provider to schedule an initial examination.

American Specialty Health (ASH) is our service provider. 1-800-678-9133 or go to [www.ashlink.com/ash/SCAN](http://www.ashlink.com/ash/SCAN)



## TRANSPORTATION

This benefit provides unlimited transportation to medical appointments, pharmacies and dentists. A taxi, wheelchair van and other modes to meet members' physical needs are also available.

\$0 copay (75-miles maximum per ride)

To schedule a ride 1-844-714-2218



## SCAN TRAVEL ASSURANCE

SCAN coverage travels with members even when out of the country. Travel Assurance provides worldwide emergency and urgent care, and helps facilitate claims reimbursement.

To request a SCAN Travel Assurance kit, call SCAN Member Services 1-800-559-3500



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.

States **not available** in: Alabama, Alaska, Arkansas, California, Colorado, Delaware, Idaho, Iowa, Mississippi, Montana, North Dakota, Oregon, South Dakota, Utah, Vermont, Washington, West Virginia, Wyoming



# Solutions For Virtual Care Access

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*Benefits that enable our members to receive timely access to health care services and supports.*



## **SCAN HEALTH***tech*

SCAN's technology support line helps members use a computer, tablet or smartphone to access healthcare—and health-related information. A few areas where **HEALTH***tech* can help include: Skype/Zoom/FaceTime training for doctor visits, telehealth visit overview, setup on personal equipment (phone, tablet, or computer), prescription delivery setup and more.

To access technology support assistance call: 1-833-437-0555 (TTY: 711) 24 hours a day, 7 days a week



## **ABRIDGE (Health Conversations App)**

Abridge - health conversations is a smartphone app that helps members understand and follow through on their doctor's advice. Members can record health conversations, get an interactive summary and share it with caregivers.

For more information about Abridge go to:  
[abridge.com/scan](http://abridge.com/scan)



## **TELEHEALTH**

This convenient option to urgent care lets members talk to a board-certified physician from the comfort of their home 24 hours a day, 7 days a week, 365 days a year for \$0.

Request a telehealth visit  
**[doctorondemand.com/scan](http://doctorondemand.com/scan)**

24 hours a day, 7 days a week

## **Nurse Advice Line**

**To reach an advice nurse, call:**

**1-855-431-5537** The Nurse Advice Line is available 24 hours a day, 7 days a week.

# Solutions For Healthy Living

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*Benefits that support a healthy and active lifestyle.*



## **SilverSneakers Fitness**

A health and fitness program that provides gym access, fitness classes and programs, on-demand workouts and other online resources.

To find a SilverSneakers location or get your SilverSneakers ID Number, call: 1-888-423-4632  
5 a.m.–5 p.m. PT, Monday–Friday Or go to:  
[silversneakers.com](https://silversneakers.com)



## **BRAINHQ**

BrainHQ provides online exercises that enhance memory, brain speed and other functions to boost brain health. BrainHQ is designed specifically for older adults and is offered at no cost to SCAN members.

*Features with this benefit include:*

- Mental games that focus on attention, memory, brain speed, intelligence, navigation, and people skills exercises.
- A useful and meaningful workout tailored to a member's unique brain. Using a special method, each exercise adapts in difficulty as the member continues to use it so they are always working at an optimum level to improve performance.

To access visit [scan.brainhq.com](https://scan.brainhq.com).



# Independent Living Power Services®

Benefits beyond Original Medicare

# Independent Living Power Services®

- ▶ *\$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 per month
- ▶ 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

(Services limited to the following areas: Los Angeles, Orange, Riverside, San Bernardino and San Diego Counties.)

# Solutions For Caregivers

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*Benefits that offer support for members who are caregiving or receiving caregiving services.*



## **CAREGIVER TRAINING**

A series of classes that provide information, skills training and support for caregivers.



## **CHRONIC CONDITION MEALS**

Helping members manage chronic health conditions includes ensuring they have proper nutrition. This benefit provides \$0 home-delivered meals.

# Solutions For Togetherness

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*Benefits that help members get connected, feel less alone and improve health.*



## **SCAN LEARNING COMMUNITIES**

SCAN Learning Communities bring like-minded people together for in-person health education classes to maintain good mental and physical health.

To access these benefits call SCAN Member Services 1-800-559-3500



## **HEADSPACE**

Headspace is a mindfulness and meditation app that can help counteract the negative side effects of loneliness, stress and anxiety.

To join Headspace, go [to:headspace.com/scanhealthplan](https://www.headspace.com/scanhealthplan)

# Who is eligible to Enroll with SCAN?

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- Retirees:
  - Medicare Parts A and B entitlements
  - Reside in SCAN Health Plan Service Area

# SCAN Contact Information

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- Visit our website for the following:
  - LACERS Summary of Benefits
  - Find a doctor or prescription drugs look up  
[www.scanhealthplan.com/lacers](http://www.scanhealthplan.com/lacers)
- To speak to a live person and learn more about your plan
  - SCAN Telesales – Prospective members
  - 1-877-230-7226 from 8:00 a.m. to 8:00 p.m.
- SCAN Member Services (for existing plan members)
  - 1-800-559-3500 from 8:00a.m. to 8:00 p.m.
    - October 1 to March 31: 8 a.m. to 8 p.m., 7 days a week
    - April 1 to September 30: 8 a.m. to 8 p.m., Monday through Friday
    - (For both Telesales and Member Services)

# Thank you... It's a pleasure to serve you!

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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**

