



**Daring to care
Differently since 1977**



2026 Open Enrollment

Presented by: SCAN Health Plan



Agenda

Topic

1 History - SCAN Health Plan

2 Awards and Recognitions

3 Medical Benefit Highlights

4 Supplemental Benefits Beyond Original Medicare

5 Q & A

Others make promises,
SCAN Health Plan
delivers...

more care,
more coverage.

WHERE DID WE COME FROM

1977

Founded by seniors, for seniors

"12 angry seniors" got together to improve care and services for older adults

SCAN

They formed the not-for-profit **Senior Care Action Network**, with one objective: **Keep Seniors Healthy and Independent**

Values

Member-first, always – our not-for-profit model ensures value flows directly back to those we serve.

Champion's mindset – committed to fixing a broken healthcare system, whatever it takes.

Leading with integrity – choosing truth even when it's uncomfortable.

AN AWARD-WINNING MA PLAN YEAR AFTER YEAR

Highest Star-Rated Plan in CA

And consistently highly rated for last 12 years

90%¹

Market leading
retention rate

#1

In Member
satisfaction²

Ranked 7th

Most innovative healthcare
company in US³

Top 25

Companies that Care
by *PEOPLE*
magazine⁴

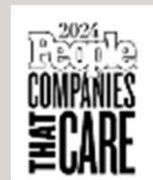
1. Average MA retention rate is around 83% as of 2021

2. As measured by HEDIS, tool to measure performance on important dimensions of care and service.

3. Fast Company's Most Innovative Companies in Healthcare in 2025

4. PEOPLE magazine recognizes companies display remarkable care for employees, local communities, and the world at large

* 2025 Star ratings applies to all plans offered by SCAN Health Plan in California.



SCAN Ranked in
Top
25 of 100
Companies



Member Services for
Sales and Customer
Service



Great Place to
Work Certified



CMS 4.5 Star
Rating*



Member
Satisfaction
Award*



U.S News and World
report Best
Insurance
Companies
for Medicare
Advantage 2025



Why we believe we are best positioned to serve you

How we are different



Quality matters to you – and we are at the top: Our state-leading CMS Stars rating (4.5 Stars) and market leading retention rate (90%) is evidence of our quality as a plan.



People over profit, every time: As one of the largest non-for-profit MA plans in the country, we prioritize investment into benefits and service, before profits.



Pure-focus on Senior care: Every aspect of our business is focused on seniors and their care.



Top-tier member service: Our member services organization is one of the most awarded in the industry (14 Stevie Awards across categories in last 7 years).



We are local: We have been established locally in Southern California since 1977 – we know the community where you live.



Top-team engagement: Our top leadership is hands-on, ensuring direct support and partnership success.

How it serves you

High quality health plans mean healthier and happier retirees.

Better benefits (such as ILP - in-home care) and service translate to better care, better health, and better experience.

That singular focus gives us a deeper understanding of what you need.

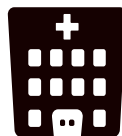
You get your problems solved faster and with better experience.

We know how to ‘get things done’ with the stakeholders that serve you.

You'll receive a level of support that sets us apart from the rest.



SCAN Health Plan



Part A
Hospitals

Part B
Doctors

Part C
Part A+B+D+
Additional
Benefits

Part D
Prescription
Coverage

Original Medicare

Medicare Advantage

Medicare Advantage
Prescription Drug Plan
(HMO)

SCAN Contracts With:

Doctors

Medical Groups

Hospitals

<https://www.scanhealthplan.com/Plans-and-Benefits/employer-groups/lacers>

Service Area

Southern California

Los Angeles

Orange

Riverside

San Bernardino

San Diego

Ventura

Northern California

Alameda

Fresno

Madera

San Mateo

San Francisco

Santa Clara

Stanislaus

New in 2026

Kings

Placer

Sacramento

San Joaquin

Tulare

Yolo

Medical Benefit Highlights

Services	
Primary Care Physician/Specialist	\$10 copay
Hospital Admission	\$0 copay per admission
Emergency	\$50 copay
Urgent Care	\$10 copay
Telehealth + Behavioral Telehealth	\$0 Copay
Worldwide Coverage – Emergency (copay waived if admitted)	\$50 Copay

Prescription Drugs - 30-day supply	
Generic	\$10 copay / \$5 preferred pharmacies
Brand	\$20 copay

100-day supply is available at retail pharmacies or mail order (ESI), 50% discount on many generic drugs when using our preferred pharmacy network.

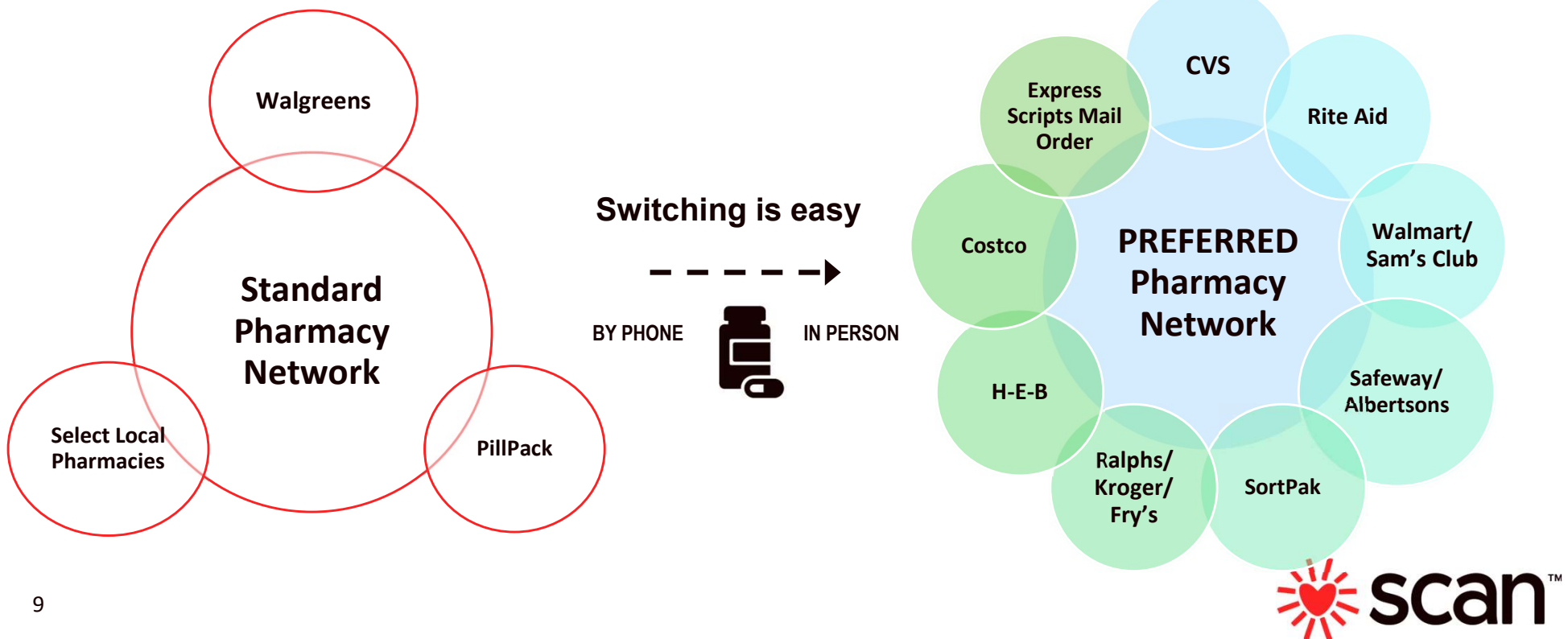


And More... for a complete list of benefits review the SCAN LACERS Summary of Benefits book.



SCAN Pharmacy Network

- ▶ Over 66,000 network pharmacies available for members to use
- ▶ To locate a SCAN preferred pharmacy, go to www.scanhealthplan.com/findapharmacy



Benefits Beyond Original Medicare

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.com



CHIROPRACTIC

\$10 copay with **20 self-referred visits** for either services. Access to routine chiropractic services• 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



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 each one-way ride). To schedule a ride call 1-844-714-2218



URGENT CARE

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.



INCLUDED LGBTQ+ HEALTH

This benefit connects retirees with a dedicated care coordinator, who will work with retirees one-on-one to answer questions and help with their LGBTQ+ care needs.



Solutions For Virtual Care Access

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



SCAN HEALTHtech

SCAN's technology support line helps members use a computer, tablet or smartphone to access healthcare—and health-related information. A few areas where **HEALTHtech** can help include: Skype/Zoom/FaceTime training for doctor visits, telehealth visit overview, setup on personal equipment, prescription delivery setup and more. To access technology support assistance call: 1-833-437-0555



TELEHEALTH dr. + on demand by Included Health

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 copay**.

Request a telehealth visit call 1-888-993-4087

New

Behavioral TELEHEALTH dr. + on demand by Included Health

This benefit allows the retirees to connect with a licensed Psychologist, Master's level therapists, or Psychiatrists via video 7 days a week by appointment. **\$0 copay**

NURSE ADVICE LINE by Included Health

24/7 access to speak with a Registered Nurse (RN) by phone. **\$0 copay**

One Pass

\$0 copay

Premium Fitness Studios



LIFETIME



Fitness Networks

25,000+ fitness locations including premium & boutique studios



Digital Solutions

Thousands of on-demand & livestreaming fitness classes plus a workout builder to walk through exercises



Social Activities

Over 20,000 free events & classes



Healthy Meal Delivery

Free shipping through Mom's Meals for healthy, home delivered meals



Home Kits

Fitness kits designed for members who are unable to access a gym location



Brain Training

Cognitive training program

<https://www.youronepass.com>



Independent Living Power Services® (ILP)

Qualifying members are eligible for up to **\$1,200 per month** of these additional services.

Personal Care Coordinator	\$0 copay	Inpatient Custodial Level Care	\$0 copay
Homemaker Service	\$15 copay/visit	In-Home Caregiver Relief	\$15 copay/visit
Personal Care Services	\$15 copay/visit	Adult Day Health Care	\$15 copay
Home Delivered Meals	\$0 copay	Hygiene supplies	\$0 copay
Transportation	\$0 copay	Emergency Response System	\$0 copay
Transportation Escort	\$15 copay/visit	Select Bathroom Safety Equipment	\$0 copay

Note: ILP only available in Los Angeles, Orange, Riverside, San Bernardino and San Diego Counties

A blurred office scene with two people raising their hands in a meeting. The person in the foreground is a man in a blue shirt, and the person in the background is a woman in a white top and black vest. They are both raising their right hands. The scene is set in a modern office with a laptop and papers on a desk.

Thank You