



LACERS 2023 Open Enrollment



Agenda

- History - SCAN Health Plan
- Awards and Recognition
- Medical Benefit Highlights
- Supplemental - Benefits beyond Original Medicare
- Wellness
- Q&A



History

Senior Care Action Network

was founded in Long Beach, California by a group of *passionate* seniors in 1977

Today, we're known as

SCAN Health Plan

The SCAN Story

SCAN has been keeping retirees healthy and independent for 46 years. With quality, low-cost benefits – plus award winning service when they need it. You can count on SCAN to help your retirees stay healthy, vibrant, and independent for years to come.



Leading the Industry



2nd Largest in CA /
3rd Largest in Nation
Not-for-profit MAPD
285,000 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

MAPD

- Fully Insured Medicare Advantage Prescription Drug Plan
- Contract with private doctors, medical groups and hospitals
- Part D (prescription coverage)
- Urgent and Emergency care covered world-wide
- Comprehensive benefits above and beyond original Medicare
 - Independent Living Power Services/Long Term Care Services

California Service Area

➤ Southern California Counties:

- Los Angeles
- Orange
- Riverside
- San Bernardino
- San Diego
- Ventura

➤ Northern California Counties:

- Santa Clara
- San Francisco
- Alameda
- San Mateo
- *New*
 - *Fresno*
 - *Madera*

Medical Benefit Highlights

- Primary Care Physician/Specialist \$10 copay
- Hospital Admission \$ 0 copay
- Emergency \$50 copay (waived if admitted)
- Urgent Care \$10 copay

Prescription Drugs - 30-day supply

- Generic \$5/10 copay (preferred/standard pharmacy)
- Brand \$20 copay
- **New Select Care Drugs \$11 copay**

- **Heart: Eliquis, Xarelto, Entresto**

- **Diabetes/Heart: Jardiance, Farxiga**

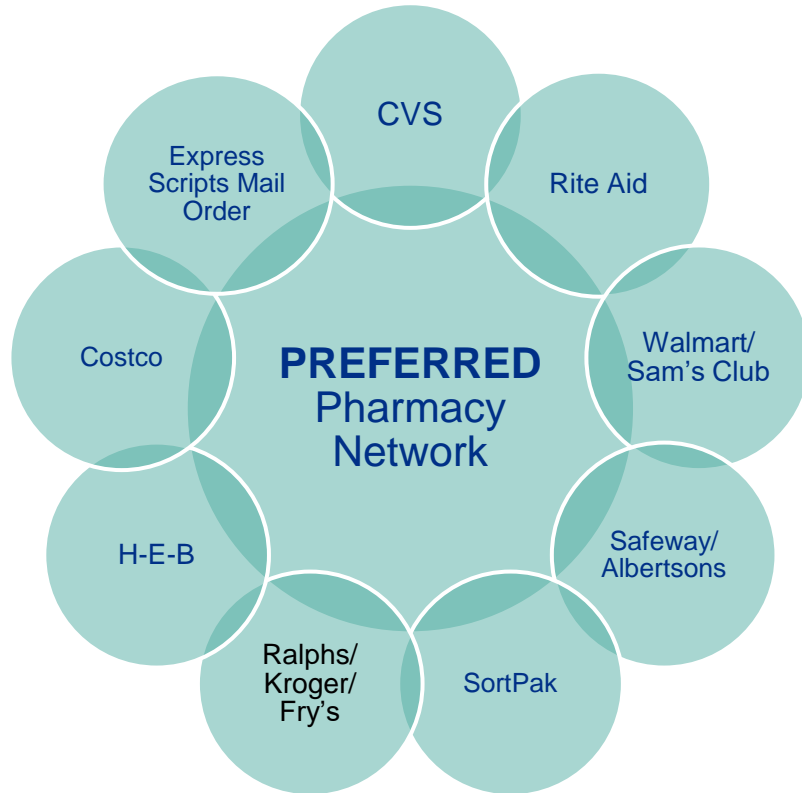
- **Diabetes: Januvia, Tradjenta, Janumet, Synjardy, Xigduo, Trijardy, Glyxambi, Jentadueto**

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

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



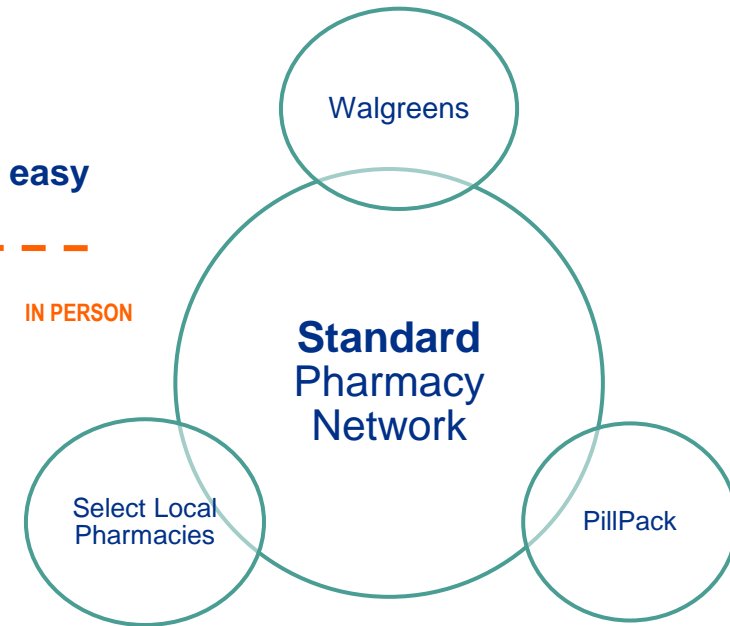
Switching is easy



BY PHONE



IN PERSON



Managing Medications with Ease

SortPak

- All medications sorted into easy to tear single use pouches
- Helps members to stay on track with multiple medications
- Preferred copays AND shipped right to members' home
- One-month & Three-month supplies are available
- 1-877-570-7787 or visit Sortpak.com
- Many languages supported: English, Spanish, Chinese, Korean, Vietnamese, etc.



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.co



ACCUPUNCTURE/CHIROPRACTIC

\$10 copay with 20 self-referred visits

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 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 it 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

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



TELEHEALTH dr. + on demand

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 call 1-888-993-4087 (TTY: 1-800-770-5531) 24 hours a day, 7 days a week

NURSE ADVICE LINE by Included Health

- \$0 copay

Solutions For Healthy Living

Benefits that support a healthy and active lifestyle.



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.

99.5%
Network
Match
from
Silver
Sneakers

Premium
Fitness
Studios

LIFETIME

Orangetheory
FITNESS

STRETCH
LAB

pure barre

STRIDE

CLUB PILATES*

CYCLERAR

YOGASIX

ROW HOUSE

*visit limits may apply to premium fitness studios

NEW



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



Home Kits

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



Social Activities

Over 20,000 free events &
classes



Brain Training

Cognitive training program

ONE PASS - Fitness

Seamless
transition
for
existing
members

<https://www.youronepass.com>

The background is a solid teal color. A large, faint, light-teal silhouette of an apple is centered in the background, with several leaves attached to its stem. The text is white and positioned to the left of the apple's main body.

Independent Living Power Services®

Independent Living Power Services® (ILP)

- *\$850 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

(ILP services available in the following counties: Los Angeles, Orange, Riverside, San Bernardino and San Diego Counties.)

Solutions For Caregivers

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

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

Thank you...

It's a pleasure to continue serve you!



Q&A

