



# LACERS 2025 Open Enrollment



# Agenda

## Topic

History - SCAN Health Plan

Awards and Recognition

Medical Benefit Highlights

Supplemental - Benefits beyond Original Medicare

Q & A



## History

### Founded by seniors, for seniors

In 1977, a group of “twelve angry seniors” in Long Beach, California got together to improve care and services for older adults. These pioneers had the simple desire to remain healthy and to age independently. So they consulted with experts in medicine and social services and formed the not-for-profit **Senior Care Action Network**, now known as **SCAN**.

Since those early days, SCAN has been a loose-knit group of activists, a federally recognized Social HMO, and an award-winning Medicare Advantage Plan. But through it all we have remained steadfastly committed to our original mission:

**TO KEEP SENIORS HEALTHY AND  
INDEPENDENT.**



# Leading the Industry



**4+ STAR Ratings**  
for 11 years in a row



“Best” MAPD in CA  
Five years in a row!



**89% Satisfaction**  
*(Medicare & You, 2024)*  
Member Rating of  
Health Plan



**#1 Medicare Advantage  
Provider for Member  
Satisfaction in California**



Great Place to Work  
Certified



Fortune Best Places to  
Work for Women

**BEST PLACES  
to WORK™ 2024**

**Modern Healthcare**  
2023-2024 Consecutive Winner

Best Places to  
Work Modern  
Health Care



Fast Company Best  
Workplaces for  
Innovators 2024

# SCAN Health Plan

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- ▶ Fully Insured Medicare Advantage Prescription Drug Plan
- ▶ Contract with private doctors, medical groups and hospitals
- ▶ Medicare Part D (prescription coverage)
- ▶ Urgent and Emergency care is covered worldwide in case of an emergency
- ▶ Comprehensive benefits above and beyond original Medicare

# California Service Area By Counties:

- ▶ Los Angeles
  - ▶ Orange
  - ▶ Riverside
  - ▶ San Bernardino
  - ▶ San Diego
  - ▶ Ventura
  - ▶ Santa Clara
  - ▶ Stanislaus
  - ▶ San Francisco
  - ▶ Alameda
  - ▶ San Mateo
- ▶ **New 1/1/2024**
    - Fresno
    - Madera



# Medical Benefit Highlights

Primary Care Physician/Specialist	\$10 copay
Hospital Admission	\$0 copay per admission
Emergency	\$50 copay
Urgent Care	\$10 copay
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.



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# ESI Mail-Order Personalized Onboarding Service

A new member has access to a Personal Enrollment Specialist who guides them through the entire process during the first 90 days of enrollment\*



\*English & Spanish-speaking Personal Enrollment Specialists

## Take Advantage of the Savings and Convenience with Home Delivery



Free standard shipping



Online Tracking



Automatic Refills



Payment Flexibility



24/7 phone access to a pharmacist

# Managing Medications with Ease

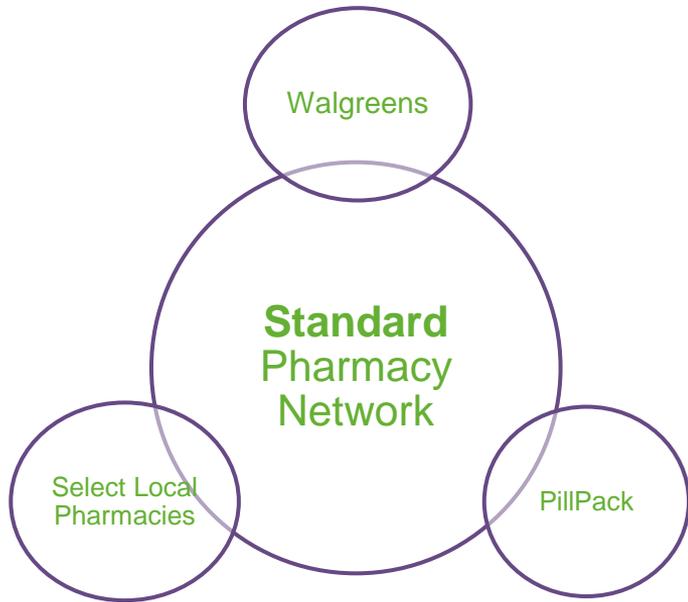
## SortPak

- ▶ All medications sorted into easy to tear single use pouches
- ▶ Helps members to stay on track with multiple medications
- ▶ Preferred generic prescriptions of \$5 copay, AND shipped right to members' home
- ▶ One-month & Three-month supplies are available
- ▶ 1-877-570-7787 or visit [Sortpak.com](http://Sortpak.com)
- ▶ Service is available in many languages: English, Spanish, Chinese, Korean, Vietnamese, etc.



# 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](http://www.scanhealthplan.com/findapharmacy)



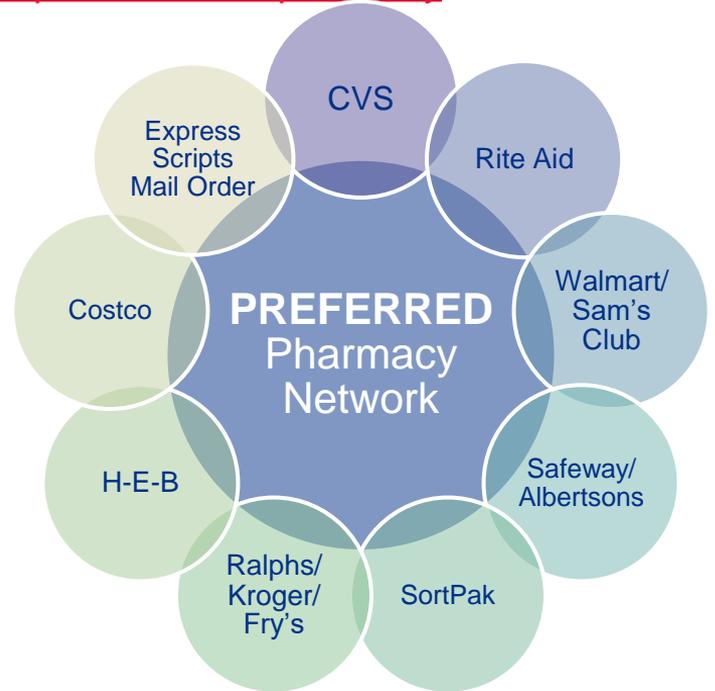
Switching is easy



BY PHONE



IN PERSON



# 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](http://www.truhearing.co)

## 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 1-844-714-2218



## CHIROPRACTIC / ACUPUNCTURE

\$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](http://www.ashlink.com/ash/SCAN)

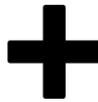
## SCAN TRAVEL ASSURANCE



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

# Partners



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



## **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 (TTY: 1-800-770-5531) 24 hours a day, 7 days a week

## **New Behavior Health 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**

- \$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](https://scan.brainhq.com).

# One Pass - Fitness

## 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

# 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	Transportation Escort	\$15 copay
Home Delivered Meals	\$0 copay	Homemaker Service	\$15 copay/visit
Personal Care	\$15 copay/visit	Inpatient Custodial Level Care	\$0 copay
Emergency Response System	\$0 copay	In-Home Caregiver Relief	\$15 copay
Enhanced Routine Transportation	\$0 copay	Adult Day Health Care	\$15 copay
Hygiene supplies	\$0 copay	Bathroom Durable Medical Equipment	\$0 copay

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

# 2025 Part D Redesign

**NO MORE  
Coverage Gap**  
(donut hole)

**\$2,000 Annual  
Maximum**  
for Rx drugs

**\$0  
Catastrophic  
Coverage**

**A Monthly  
Payment Plan  
Option (M3P)\***  
for high-cost  
drugs

**Overall Positive Member Impact**

\* M3P = Medicare Prescription Payment Plan

# Medicare Prescription Payment Plan (M3P)

## *New Monthly Payment Option in 2025\**

Pay  
Over  
Time

**For members on high-cost drugs (\$600+ per Rx) that allows to spread out member payments through the year (“Likely to Benefit” member notifications are at the pharmacies next year)**

- “Likely to Benefit” notices for members with incurred \$2,000 Rx OOP cost from Jan. to Sept. will be mailed by December 7, 2024
- **M3P is NOT beneficial for members with:**
  - “Extra Help,” aka LIS
  - **Low drug costs**
  - **Medications assistance programs, etc.**

\*All members are eligible to participate, but not all are likely to benefit from this payment option. Please visit SCAN Website for the M3P Information this AEP.

# How Does M3P Work?



Member pays \$0 at the pharmacy for all Part D drugs

Member can opt into M3P Program starting this Annual Enrollment Period effective for January 1st



An election request form



A website application



A toll-free number  
1-800-559-3500



Member pays monthly to the plan

# Q&A

Thank you...

It's a pleasure to continue serve you!