



SCAN Sales Benefits Meeting

SCAN Health Plan is an HMO plan with a Medicare contract.
Enrollment in SCAN Health Plan depends on contract renewal.



SCAN Sales Representative Contact

- I'm state licensed and authorized as a Sales Representative for SCAN Health Plan
- I do not represent any branch of the federal or state government

What You Should Know About SCAN...

Senior Care Action Network
was founded in Long Beach,
California by a group of
feisty & passionate seniors in 1977

Today, we're known as
SCAN Health Plan



2021 Recognition & Awards

AWARDS AND RECOGNITION

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 Health at Home (HMO-SNP) and VillageHealth (HMO-PDS-SNP) plans. Every year, Medicare evaluates plans based on a 5-star rating system.

Connect with us: www.scanhealthplan.com | www.independenceathome.org
www.facebook.com/scanhealthplan | [twitter: @scanhealthplan](https://twitter.com/scanhealthplan)



8996-3 11/2020



SCAN Welcomes You!

I'm here to be your ***knowledgeable source*** of information

▶ Today, I'll help you

- Understand how your Medicare benefits work
- Explore SCAN's coverage and benefits
- Select the plan that's right for you
- Complete your enrollment form, and prepare you for the next steps

Multi-Language Insert

SCAN Health Plan complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of, or because of, race, color, national origin, age, disability, or sex.

SCAN Health Plan provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters, and written information in other formats (large print, audio, accessible electronic formats, other formats).

SCAN Health Plan provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact SCAN Member Services.

If you believe that SCAN Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in person, by phone, mail, or fax, at:

SCAN Member Services
Attention: Grievance and Appeals Department
P.O. Box 22616, Long Beach, CA 90801-5616
1-800-559-3500 (TTY: 711)
FAX: 1-562-989-5181

Or by filling out the "File a Grievance" form on our website at:
<https://www.scanhealthplan.com/contact-us/file-a-grievance>

If you need help filing a grievance, SCAN Member Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019 (TTY: 1-800-537-7697)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

SCAN Health Plan is an HMO plan with a Medicare contract. Enrollment in SCAN Health Plan depends on contract renewal.

Y0057_SCAN_10227_2017 IA 11172017 DHCS Approved 10182017

G10330-1 11/17

English: ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-800-559-3500. (TTY: 711).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-559-3500. (TTY: 711).

Chinese Traditional: 注意：如果您使用中文，您可以免費獲得語言援助服務。請致電 1-800-559-3500。（TTY：711）。

Chinese Simplified: 注意：如果您使用中文，您可以免费获得语言援助服务，请致电 1-800-559-3500。（TTY：711）。

Vietnamese: CHÚ Ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Xin vui lòng gọi số 1-800-559-3500. (TTY: 711).

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-559-3500. (TTY: 711).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-559-3500 번으로 연락해 주십시오. (TTY: 711).

Armenian: ՈՒՇԱԿՐՈՒԹՅՈՒՆ: Եթե խոսում եք հայերեն, ապա մեզ անվճար կարող են արտահայտել լեզվական աջակցության ծախսերուհետ: Ձանգահարե՛ք 1-800-559-3500 հեռախոսահամարով: Հեռախոսի քա՛ղցիկը համարն է՝ 711:

Persian: توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با شماره 1-800-559-3500 تماس بگیرید. (TTY: 711).

Russian: ВНИМАНИЕ! Если вы говорите по-русски, вы можете бесплатно получить услуги перевода. Звоните по телефону 1-800-559-3500 (TTY: 711).

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。お問合せ先 1-800-559-3500. (TTY: 711).

Arabic: ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-559-3500 (الهاتف النصي: 711).

Punjabi: ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਡਾਕਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-800-559-3500 ਉੱਤੇ ਕਾਲ ਕਰੋ। (TTY: 711)।

Mon-Khmer, Cambodian: សូមយកចិត្តទុកដាក់! បើសិនជាអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយភ្នែកអាសាសនាជំនួយភ្នែកអាចផ្តល់ជូនអ្នកនូវសេវាជំនួយភ្នែកឥតគិតថ្លៃ។ សូមទូរស័ព្ទទៅលេខ 1-800-559-3500 ។ (TTY: 711) ។

Hmong: LUS CEEV: Yog tias koj hais lus Hmoob (Ntawv Suav - Hmoob), muaj kev pab txhais lus pub dawb rau koj. Hu rau 1-800-559-3500. (TTY: 711).

Hindi: ध्यान दें: यदि आप हिंदी बोलते हैं तो आपको लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।

कॉल करें 1-800-559-3500. (TTY: 711)।

Thai: หมายเหตุ: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-559-3500 (TTY: 711)

Laotian: ໂປດຄຳບອກ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີຜ່ອມໃຫ້ທ່ານ. ໂທລະ 1-800-559-3500 (TTY: 711).

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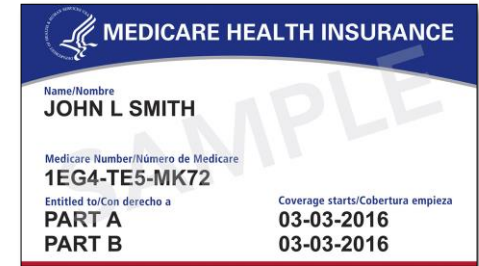
The background is a solid teal color. A large, faint, light-teal silhouette of an apple is centered in the background. The apple has a stem and several leaves. The text is positioned to the left of the apple's center.

Let's Talk About Medicare






What is Medicare?

Medicare is a federal health insurance program for US citizens, administered by the federal government's Centers for Medicare & Medicaid Services (CMS), for those:

- 65 years of age or older
- Under 65 years of age, with certain disabilities
- Of all ages with End Stage Renal Disease



Let's Understand the Four Parts of Medicare

Part A		Helps with Inpatient Hospital costs
Part B		Helps with Physician and Medical costs <ul style="list-style-type: none">• When added after initial eligibility, a late enrollment penalty may apply
Part C	 	Includes both Hospital and Physician costs Known as Medicare Advantage (MA) plan <ul style="list-style-type: none">• Available for private insurers, like SCAN Health Plan
Part D		Helps with Prescription Drug costs <ul style="list-style-type: none">• Offered as an add on to original Medicare, or as part of your MA Plan• When added after initial eligibility, a late enrollment penalty may apply

What is Medicare?

▶ Is Medicare Free?

- Whether you choose Original Medicare or another Medicare option, you may pay a portion of the cost through:

• Premiums
• Copays
• Deductibles
• Coinsurance



Help with Medicare Costs

You may be eligible to get help from the Medicare Savings Programs and/or Low-Income Subsidy (LIS) with some (*or all*) of these costs:

- Part B Premium
- Parts A & B Deductibles
- Coinsurance and Copayments
- Part D Premiums
- Part D Drug Costs

Contact your local Social Security Office at 1-800-772-1213 between 7 a.m. and 7 p.m., Monday through Friday.

TTY users should call 1-800-896-2512; or contact your state Medicaid office.

More about Part C — Medicare Advantage Plans

- ▶ **Medicare Advantage Plans are offered in several forms**

- ▶ **SCAN Health Plan specifically offers:**
 - **HMO** (Health Maintenance Organization)
 - **SNP** (Special Needs Plan)
 - **Employer Group Plans**

More on Part D – Prescription Drug Coverage

The standard Medicare Part D prescription drug benefit includes:

Prescription Drug Coverage Stages

Stage 1: Annual Deductible

Stage 2: Initial Coverage

Stage 3: Coverage Gap (known as the “Donut Hole”)

Stage 4: Catastrophic Coverage

More on Part D – Prescription Drug Coverage

New members taking “non-formulary” Part D drugs:

- ▶ May receive up to a 30-day transition supply and request an exception for future non-formulary drug coverage
- ▶ Or switch to a covered formulary alternative

And in certain situations, coverage may require:

- Prior Authorization
- Quantity Limits
- Step Therapy

Are You Eligible?

You may join a SCAN Medicare Advantage Plan if you

- ▶ Are entitled to Medicare Part A, and enrolled in Part B
- ▶ Live in SCAN's service area
- ▶ Understand you must continue to pay Part B premiums
 - If not paid for by Medicare or another third party



When Can You Enroll?

For those just turning 65

- 3 months before, the month of, and 3 months after your 65th birthday



For all others

- Annual Enrollment period (AEP)

October 15 – December 7

Other important Dates

- Open Enrollment Period (OEP)

January 1 – March 31

- Enrollment “Lock-in” Period

April 1 – December 31

Special Election Enrollment Periods...

You may be able to change plans at other times of the year if you:

- ✓ Move out of your existing plan's service area
- ✓ Leave Employer Group coverage
- ✓ Are institutionalized
- ✓ Are diagnosed with a chronic condition
- ✓ Have limited income and resources, and qualify for Extra Help
- ✓ Have Medicaid
- ✓ Have certain other circumstances

Whenever you enroll in a new Medicare Advantage plan, you are automatically disenrolled from your previous MA, MAPD or Part D plan.

The background is a solid teal color. In the center-right, there is a large, faint, light-teal silhouette of an apple with several leaves, serving as a decorative element.

Let's Talk About Your SCAN Health Plan Options

Why Consider SCAN?

You'll get more for your Medicare dollar with SCAN's high-value plans including:

- Highly rated Member Service Advocates will answer your questions
- 4.5 Star Rating four years in a row *
- 90% Member Satisfaction score



▶ **We are a not-for-profit company, therefore**

- We don't answer to shareholders or investors; **We answer only to our members**

* 4.5 out of 5 Star Rating applies to all plans offered by SCAN Health Plan for 2018, 2019, 2020, and 2021 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.]

2022 Star Rating Sheet

IMPORTANT INFORMATION:

2022 Medicare Star Ratings

Official U.S.
Government
Medicare
Information



SCAN Health Plan - H5425

For 2022, SCAN Health Plan - H5425 received the following Star Ratings from Medicare:

Overall Star Rating: ★★★★★

Health Services Rating: ★★★★★

Drug Services Rating: ★★★★★

Every year, Medicare evaluates plans based on a 5-star rating system.

Why Star Ratings Are Important

Medicare rates plans on their health and drug services.

This lets you easily compare plans based on quality and performance.

Star Ratings are based on factors that include:

- Feedback from members about the plan's service and care
- The number of members who left or stayed with the plan
- The number of complaints Medicare got about the plan
- Data from doctors and hospitals that work with the plan

More stars mean a better plan – for example, members may get better care and better, faster customer service.

The number of stars show how well a plan performs.

- ★★★★★ EXCELLENT
- ★★★★☆ ABOVE AVERAGE
- ★★★☆☆ AVERAGE
- ★★☆☆☆ BELOW AVERAGE
- ★☆☆☆☆ POOR

Get More Information on Star Ratings Online

Compare Star Ratings for this and other plans online at [medicare.gov/plan-compare](https://www.medicare.gov/plan-compare).

Questions about this plan?

Contact SCAN Health Plan 7 days a week from 8:00 a.m. to 8:00 p.m. Pacific time at 888-315-7226 (toll-free) or 711 (TTY), from October 1 to March 31. Our hours of operation from April 1 to September 30 are Monday through Friday from 8:00 a.m. to 8:00 p.m. Pacific time. Current members please call 800-559-3500 (toll-free) or 711 (TTY).

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Things you'll like about a *SCAN Plan*

We've combined all the benefits of Original Medicare - *plus more* - in a single, affordable plan. Depending on your plan, here's what "plus more" may get you:

- Prescription Drug Coverage
- Affordable and predictable out-of-pocket costs
- Maximum Out-of-Pocket amount
- Access to a large network of quality physicians & hospitals in your community
- Routine Vision
- Affordable Hearing Aids
- Transportation *
- Health Club Membership *
- Included or Optional Premium Dental Benefits *
- Over-the-Counter Medication, Telehealth, Home Safety, In-home Care Services *
- **And a Member Services team that is always with you!**

* These benefits may not be available in all SCAN plans

About SCAN's Prescription Drug Coverage

SCAN offers:

- No annual deductible* and affordable copays
- A comprehensive formulary with thousands of generic & brand name drugs
- A broad choice of conveniently located pharmacies
- Even lower copayments when you get your prescriptions from mail order or preferred pharmacies*
- And additional savings when you fill prescriptions for 3 months (100-day supply*)

Tiered drug categories	Tier 1: Preferred Generics	Tier 2: Generics
Tier 3: Preferred Brand	Tier 4: Non-Preferred Drugs	Tier 5: Specialty drugs

* May not be available for all plans.

For Those Who Have Special Needs

SCAN tailors the benefits, provider choices, and drug formularies to best meet the specific needs of these members

SCAN's Special Needs Plans (SNP's) are designed for people in one or more of these situations:

- Have both Medicare and Medi-Cal (Medicaid)*
- Have chronic conditions like congestive heart failure or diabetes*
- Live in a facility (e.g. assisted Living, board and care, etc.) or in their home, but qualify for nursing facility level of care based on formal assessment

* Only available in certain service areas

Medical Group Listing for San Diego County

New Plan in 2022 for San Diego County called “ALTA”. This is a provider specific plan.

- ▶ Mercy Physicians Medical Group
- ▶ Health Excel
- ▶ Scripps Physicians
- ▶ Primary Care Associates Medical Group
- ▶ Prospect Medical Group

Scripps Classic, Scripps Signature, Scripps Heart First and Scripps Plus

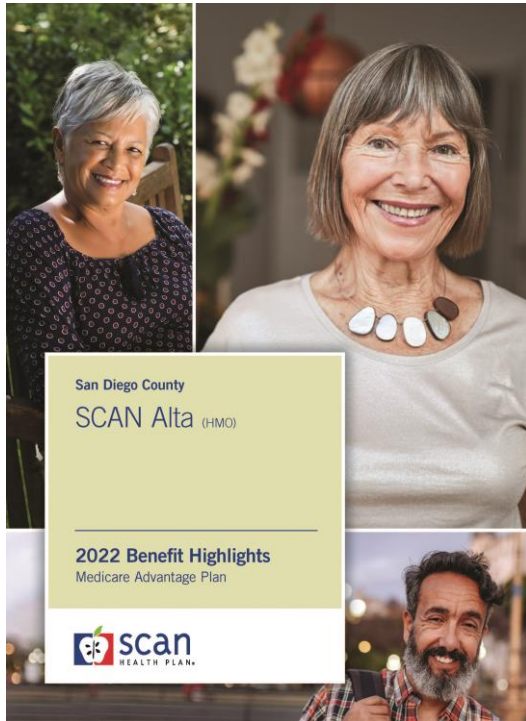
- ▶ Scripps Coastal
- ▶ Scripps Clinic
- ▶ Mercy Physicians Medical Group
- ▶ Scripps Physicians
- ▶ Primary Care Associates Medical Group

Other Pharmacies/Physicians/Providers are available in our network.



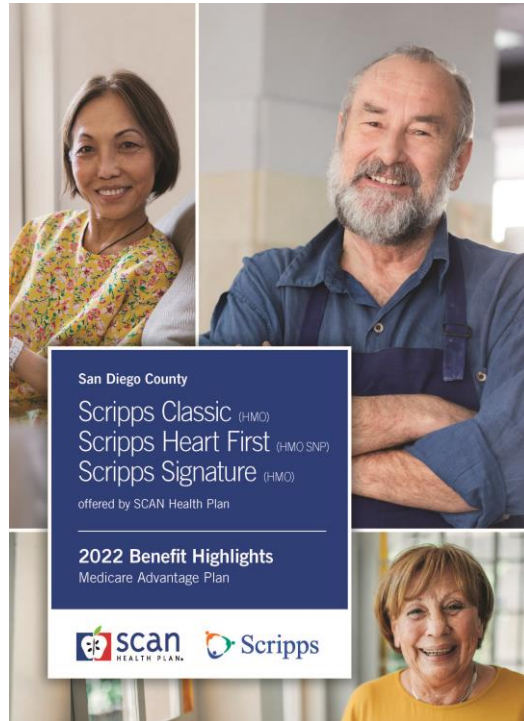

**Let's Take a Look at Your Local
Area SCAN Plan Options**

Your Region's Plans and Benefits Offering



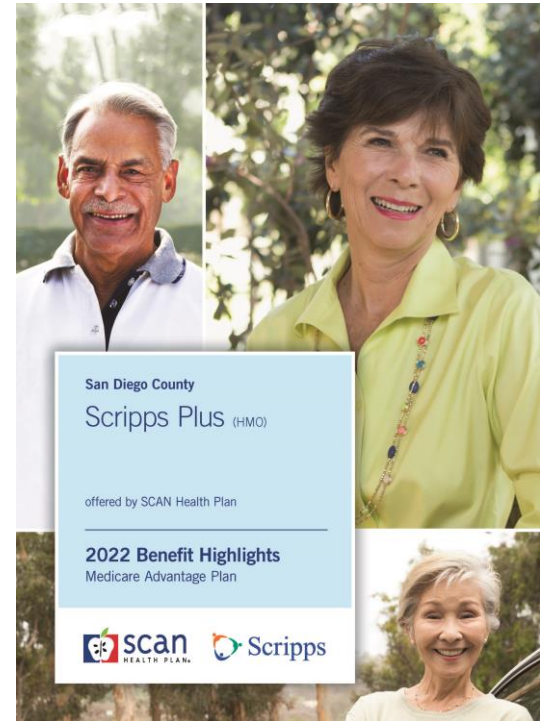


San Diego County
SCAN Alta (HMO)

2022 Benefit Highlights
Medicare Advantage Plan



San Diego County
Scripps Classic (HMO)
Scripps Heart First (HMO, SNP)
Scripps Signature (HMO)
offered by SCAN Health Plan



2022 Benefit Highlights
Medicare Advantage Plan



San Diego County
Scripps Plus (HMO)

offered by SCAN Health Plan

2022 Benefit Highlights
Medicare Advantage Plan





San Diego County

SCAN Alta (HMO)

2022 Benefit Highlights

Medicare Advantage Plan





Plan Details

SCAN Alta

Monthly Plan Premium

\$0

Annual Plan Deductible

\$0



Comprehensive Care

SCAN Alta

Primary Care Office Visits

\$0

Specialist Office Visits

\$0

Diabetic Self-Management Training

\$0

Diabetic Supplies (lancets, test strips, monitor)

\$0

Annual Physical Exam

\$0

Preventive Services (Medicare-covered screenings)

\$0

Lab Services and X-rays

\$0

Diagnostic Tests and Procedures

\$0

Outpatient Rehabilitation (e.g. PT, OT, ST)

\$0

Diagnostic Radiology (e.g. MRI, CT, ultrasound)

\$0

Durable Medical Equipment

\$0-20%

Outpatient Mental Health (Individual/Group)

\$0-\$20



Hospital and Emergency Care

SCAN Alta

Inpatient Hospital Care

\$0 per day (days 1-3)
\$50 per day (days 4-7)
\$0 per day (days 8-90+)

Skilled Nursing Facility

\$0 per day (days 1-20)
\$50 per day (days 21-100)

Outpatient Surgery

\$0-\$50

Emergency Care

\$90 (worldwide)
\$0 (if admitted immediately)

Urgent Care Services

\$0 (worldwide)

Ambulance Services

\$75



Maximum Out-of-Pocket

SCAN Alta

Annual Maximum Out-of-Pocket (MOOP)

\$900



Prescription Drug Coverage		SCAN Alta	
PHARMACY NETWORK		PREFERRED	STANDARD
Part D Deductible		\$0	\$0
Initial Coverage Stage – SCAN Contracted Retail and Mail-Order Pharmacies (1-month/30-day supply)			
TIER 1: Preferred Generic		\$0	\$7
TIER 2: Generic		\$0	\$15
TIER 3: Preferred Brand	Insulin	\$25	\$35
	Other Drugs	\$30	\$47
TIER 4: Non-Preferred Drug		\$95	\$100
TIER 5: Specialty Tier		33%	33%
Coverage Gap		Tiers 1 and 2 Tier 3 (insulin only)	Tiers 1 and 2 Tier 3 (insulin only)



\$0 Prescription Drugs

Pay \$0 for Tiers 1 and 2 (up to a 100-day supply) at preferred retail and Express Scripts mail-order pharmacies.



Dental Services	SCAN Alta	
	These dental services are included in your plan	Essential Dental
		\$10 per month
PREVENTIVE		
Oral Exam and Cleaning (2 per year)	\$0	Included in your plan
X-Rays (2 per year)	\$0	Included in your plan
Deep Cleaning (4 quadrants every year)	\$0	Included in your plan
COMPREHENSIVE		
Diagnostic (screenings, X-rays)	\$0	\$0-\$5
Restorative (fillings, crowns)	Not available	\$8-\$390
Endodontics (root canals)	Not available	\$5-\$395
Periodontics (gum care)	\$0	\$0-\$380
Prosthodontics (tooth replacement/dentures)	Not available	\$13-\$440



Included extras you get with SCAN

Core Extras	SCAN Alta
Vision Services (routine) Eye exam Coverage for eyewear	\$0 (1 every 12 months) \$300 limit every 2 years
Transportation (routine)*	\$0 (32 one-way trips/year)
Acupuncture and Chiropractic Services (routine)	\$0 per visit (30 visits/year combined)
Podiatry Services (routine)	\$0 (6 visits per year)
Hearing Services (routine) Hearing aid copay	\$450/\$750 per aid/year
SCAN Travel Assurance	Unlimited urgent/emergent worldwide coverage

*75-mile limit will apply to each one-way trip. †

Solutions for Virtual Care Access	SCAN Alta
Telehealth	\$0 (per phone or video visit)
SCAN HEALTH ^{tech+}	\$0 (phone and in-home assistance)
Abridge App	\$0 technology enabled app to help remember important health conversations
Solutions for Healthy Living	SCAN Alta
Health Club Membership	\$0 (SilverSneakers)
Over-the-Counter (OTC)	\$100 allowance per quarter with rollover
Fitbit™ Fitness Tracker	\$0 Inspire 2 (every 2 years)
Brain Fitness	\$0 Online games to keep your brain healthy and active



The SCAN Story

For more than 40 years, SCAN has been keeping seniors healthy and independent. With quality, low-cost benefits — plus concierge service when you need it — you can count on SCAN to help you stay healthy, vibrant and connected for years to come.

SCAN is committed to offering the comprehensive and affordable care you need to stay at your healthiest.

Please refer to your Summary of Benefits for more details about all the benefits and services you get with your Medicare Advantage Plan. If you have any questions, just call us. An authorized SCAN representative will be happy to help you.



877-870-4867 (TTY: 711)

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



Solutions for Independence

SCAN knows that sometimes our members need a little more care to stay independent in their own homes for as long as possible, so we've included these special benefits for \$0 in your plan to help you do just that.



SCAN Alta (HMO)

SCAN Alta is our newest and most competitive Medicare Advantage Prescription Drug Plan, it provides comprehensive medical, hospital and pharmacy coverage and the widest array of benefits not covered by Original Medicare.

*Criteria and limitations apply.

SCAN Returning to Home*

Extra help at home after a hospital stay can mean all the difference in your recovery. SCAN is there for you with:

- \$0 personal in-home care visits (bathing/dressing, etc.) up to 40 hours per year – 4-hour minimum per visit
- \$0 home-delivered meals up to 28 days per year
- \$0 telephonic personal support services

SCAN Home Advantage

As you age you want the confidence that your home can safely support your changing needs. SCAN provides you with a:

- \$0 cost in-home safety evaluation
- \$0 cost follow-up visit

Emergency Response System*

Personal emergency response system that enables members to remain at home, living safely and independently.

- \$0 (includes installation and monthly fees)

*Criteria and limitations apply.



Solutions for Togetherness

Life takes a toll on both mental and physical health. That's why SCAN is pleased to offer solutions that will help you get connected and improve your health.

SCAN Learning Communities

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

Headspace

Headspace is a mindfulness and meditation app that can help counteract the negative effects of loneliness, stress and anxiety and guide you to better health.



Solutions for Caregivers

SCAN understands the critical role caregivers play — and the challenges they face. Solutions for Caregivers is for SCAN members who are caregivers themselves, or for the unpaid caregiver to a SCAN member.

Care Coordination Sessions

This series of classes provides information, skills training and support for caregivers.

Home-delivered Meals*

Up to 28 days of home-delivered meals are available to members with chronic conditions.

*Criteria and limitations apply.



Contact an authorized SCAN
representative today

877-870-4867

Or visit:

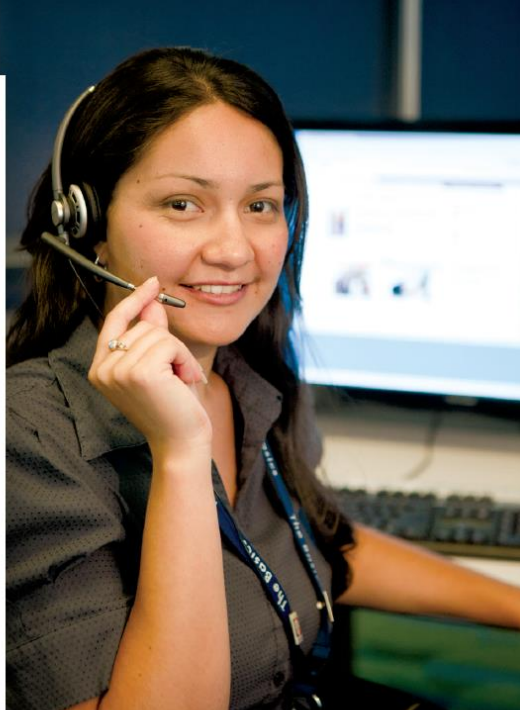


www.scanhealthplan.com

TTY users: 711

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



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SCAN Alta (HMO) is an HMO plan with a Medicare contract. Enrollment in SCAN Health Plan depends on contract renewal. You must continue to pay your Medicare Part B premium.

Insulin copayments listed in the Prescription Drug Coverage Table apply to members who do not receive “Extra Help” to pay for their prescription drugs. Your insulin copayment may change when you enter the Catastrophic Coverage. To find out which insulins are covered by SCAN, review the most recent Drug List we provided electronically. Covered products include all insulin pens and vials listed under the class name “Insulins” in our Drug List. If you have questions about the Drug List, you can also call Member Services. Prescription copay/coinsurance may vary by plan, county, pharmacy type (e.g., Preferred or Standard, etc.), day supply, Part D benefit phase, or in members who receive “Extra Help.” You can fill your prescriptions at any of our network pharmacies, but you may pay less at a Preferred pharmacy. Check your Evidence of Coverage for details.

You can get prescription drugs shipped to your home through our network mail-order delivery program. Express Scripts PharmacySM is our Preferred mail-order pharmacy. While you can fill your prescription medications at any of our network mail-order pharmacies, you may pay less at the Preferred mail-order pharmacy. Typically, you should expect to receive your prescription drugs within 14 days from the time that Express Scripts mail-order pharmacy receives the order. If you do not receive your prescription drug(s) within this time, please contact SCAN Health Plan’s Member Services. For your mail-order prescriptions, you have the option to sign up for an automatic refill program by contacting Express Scripts Pharmacy at 1-866-553-4125, 24 hours a day, 7 days a week. TTY users call 711. You may opt out of automatic deliveries at any time.

Y0057_SCAN_12458_2021F_M 09052021

R1843 0821 22C-CABHL6000



San Diego County

Scripps Classic (HMO)
Scripps Heart First (HMO SNP)
Scripps Signature (HMO)

offered by SCAN Health Plan

2022 Benefit Highlights
Medicare Advantage Plan





Plan Details	Scripps Classic	Scripps Heart First	Scripps Signature
Monthly Plan Premium	\$0	\$26	\$74
Annual Plan Deductible	\$0	\$0	\$0



Comprehensive Care	Scripps Classic	Scripps Heart First	Scripps Signature
Primary Care Office Visits	\$10	\$15	\$10
Specialist Office Visits	\$35	\$35	\$25
Diabetic Self-Management Training	\$0	\$0	\$0
Diabetic Supplies (lancets, test strips, monitor)	\$0	\$0	\$0
Annual Physical Exam	\$0	\$0	\$0
Preventive Services (Medicare-covered screenings)	\$0	\$0	\$0
Lab Services and X-rays	\$0	\$0	\$0
Diagnostic Tests and Procedures	\$0	\$0	\$0
Outpatient Rehabilitation (e.g. PT, OT, ST)	\$40	\$40	\$25
Diagnostic Radiology (e.g. MRI, CT, ultrasound)	\$50 (per procedure)	\$50 (per procedure)	\$50 (per procedure)
Durable Medical Equipment	20%	20%	20%
Outpatient Mental Health (Individual/Group)	\$20-\$35	\$20-\$35	\$25

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Hospital and Emergency Care	Scripps Classic	Scripps Heart First	Scripps Signature
Inpatient Hospital Care	\$295 per day (days 1-7) \$0 per day (days 8-90+)	\$295 per day (days 1-7) \$0 per day (days 8-90+)	\$150 per day (days 1-5) \$0 per day (days 6-90+)
Skilled Nursing Facility	\$0 per day (days 1-20) \$140 per day (days 21-100)	\$0 per day (days 1-20) \$120 per day (days 21-100)	\$0 per day (days 1-20) \$50 per day (days 21-100)
Outpatient Surgery	\$250-\$300	\$250-\$300	\$75
Emergency Care	\$90 (worldwide) \$0 (if admitted immediately)	\$90 (worldwide) \$0 (if admitted immediately)	\$90 (worldwide) \$0 (if admitted immediately)
Urgent Care Services	\$30 (worldwide)	\$30 (worldwide)	\$25 (worldwide)
Ambulance Services	\$240	\$240	\$100



Maximum Out-of-Pocket	Scripps Classic	Scripps Heart First	Scripps Signature
Annual Maximum Out-of-Pocket (MOOP)	\$3,400	\$3,400	\$2,500



Prescription Drug Coverage		Scripps Classic		Scripps Heart First		Scripps Signature	
		PREFERRED	STANDARD	PREFERRED	STANDARD	PREFERRED	STANDARD
PHARMACY NETWORK							
Part D Deductible		\$0	\$0	\$0	\$0	\$0	\$0
Initial Coverage Stage – SCAN Contracted Retail Pharmacy (1-month/30-day supply)							
TIER 1: Preferred Generic		\$0	\$9	\$0	\$7	\$0	\$9
TIER 2: Generic		\$5	\$15	\$5	\$12	\$3	\$12
TIER 3: Preferred Brand	Insulin	\$25	\$35	\$25	\$35	\$25	\$35
	Other Drugs	\$42	\$47	\$42	\$47	\$37	\$47
TIER 4: Non-Preferred Drug		\$95	\$100	\$95	\$100	\$95	\$100
TIER 5: Specialty Tier		33%	33%	33%	33%	33%	33%
Coverage Gap		Tier 1	Tier 1	Tier 1	Tier 1	Tiers 1 and 2	Tiers 1 and 2
		Tier 3 (insulin only)	Tier 3 (insulin only)	Tier 3 (insulin only)	Tier 3 (insulin only)	Tier 3 (insulin only)	Tier 3 (insulin only)



More Ways to Save on Prescriptions

Pay \$0 for a 3-month supply for Tiers 1 and 2 through Express Scripts mail-order pharmacy OR pay for 2 months when you get a 3-month supply for Tiers 1 and 2 at your local retail pharmacy.



Dental Services	Scripps Classic and Scripps Heart First		Scripps Signature	
	Basic Dental	Enhanced Dental	These dental services are included in your plan	Essential Dental
	\$6 per month	\$16 per month		\$10 per month
PREVENTIVE				
Oral Exam and Cleaning (2 per year)	\$0	\$0	\$0	Included in your plan
X-Rays (2 per year)	\$0	\$0	\$0	Included in your plan
Deep Cleaning (4 quadrants every year)	\$101	\$0	\$0	Included in your plan
COMPREHENSIVE				
Diagnostic (screenings, X-rays)	\$0-\$180	\$0-\$5	\$0	\$0-\$5
Restorative (fillings, crowns)	\$34-\$595	\$8-\$390	Not available	\$8-\$390
Endodontics (root canals)	\$35-\$615	\$5-\$395	Not available	\$5-\$395
Periodontics (gum care)	\$0-\$648	\$0-\$380	\$0	\$0-\$380
Prosthodontics (tooth replacement/dentures)	\$29-\$803	\$13-\$440	Not available	\$13-\$440



Included extras you get with SCAN

Core Extras	Scripps Classic	Scripps Heart First	Scripps Signature
Vision Services (routine) Eye exam Coverage for eyewear	\$0 (1 every 12 months) \$130 limit every 2 years	\$0 (1 every 12 months) \$130 limit every 2 years	\$0 (1 every 12 months) \$200 limit every 2 years
Transportation (routine)* Non-medical**	\$0 (36 one-way trips/year)	\$0 (22 one-way trips/year) 10 of the 22 trips	\$0 (36 one-way trips/year)
Acupuncture and Chiropractic Services (routine)	\$10 per visit (12 visits/year combined)	\$9 per visit (30 visits/year combined)	\$10 per visit (30 visits/year combined)
Podiatry Services (routine)	\$0 (6 visits per year)	\$0 (6 visits per year)	\$0 (6 visits per year)
Hearing Services (routine) Hearing aid copay	\$450/\$750 per aid/year	\$450/\$750 per aid/year	\$450/\$750 per aid/year
SCAN Travel Assurance	Unlimited urgent/emergent worldwide coverage	Unlimited urgent/emergent worldwide coverage	Unlimited urgent/emergent worldwide coverage

*75-mile limit will apply to each one-way trip. **Trips to: health club, grocery store, or senior center.

Solutions for Virtual Care Access	Scripps Classic	Scripps Heart First	Scripps Signature
Telehealth	\$0 (per phone or video visit)	\$0 (per phone or video visit)	\$0 (per phone or video visit)
SCAN HEALTH ^{tech+}	\$0 (phone and in-home assistance)	\$0 (phone and in-home assistance)	\$0 (phone and in-home assistance)
Abridge App	\$0 technology enabled app to help remember important health conversations	\$0 technology enabled app to help remember important health conversations	\$0 technology enabled app to help remember important health conversations

Solutions for Healthy Living	Scripps Classic	Scripps Heart First	Scripps Signature
Health Club Membership	\$0 (SilverSneakers)	\$0 (SilverSneakers)	\$0 (SilverSneakers)
Fitbit™ Fitness Tracker	Not covered	Not covered	\$0 (Inspire 2) every 2 years
Brain Fitness	\$0 Online games to keep your brain healthy and active	\$0 Online games to keep your brain healthy and active	\$0 Online games to keep your brain healthy and active



The SCAN Story

For more than 40 years, SCAN has been keeping seniors healthy and independent. With quality, low-cost benefits — plus concierge service when you need it — you can count on SCAN to help you stay healthy, vibrant and connected for years to come.

SCAN is committed to offering the comprehensive and affordable care you need to stay at your healthiest.

Please refer to your Summary of Benefits for more details about all the benefits and services you get with your Medicare Advantage Plan. If you have any questions, just call us. An authorized SCAN representative will be happy to help you.



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Solutions for Independence

SCAN knows that sometimes our members need a little more care to stay independent in their own homes for as long as possible, so we've included these special benefits for \$0 in your plan to help you do just that.



1 Scripps Classic (HMO)

Scripps Classic provides our most comprehensive medical and prescription drug coverage, plus extra benefits not covered by Original Medicare, and access to care from one of the nation's top health systems.

2 Scripps Heart First (HMO SNP)

Scripps Heart First offers comprehensive medical, hospital and pharmacy coverage, and extra benefits not covered by Original Medicare, from one of the nation's top health systems, for those living with cardiovascular disorder or chronic or congestive heart failure.

3 Scripps Signature (HMO)

Scripps Signature offers complete prescription drug coverage and comprehensive preventive and hospital care, plus access to one of the nation's top health systems. Scripps Signature plan offers low copayments for the services you use most.

*Criteria and limitations apply.

SCAN Respite Care Services* 2 3

Providing a short-term break from the demands of caregiving, SCAN offers respite care for full-time, unpaid caregivers caring for SCAN members.

- Up to 40 hours per year (4-hour minimum per visit) in the member's home where the primary care giving takes place

SCAN Returning to Home* 2 3

Extra help at home after a hospital stay can mean all the difference in your recovery. SCAN is there for you with:

- \$0 personal in-home care visits (bathing/dressing, etc.) up to 40 hours per year – 4-hour minimum per visit
- \$0 home-delivered meals up to 28 days per year
- \$0 telephonic personal support services

SCAN Home Advantage 2

As you age you want the confidence that your home can safely support your changing needs. SCAN provides you with a:

- \$0 cost in-home safety evaluation
- \$0 cost follow-up visit

Emergency Response System* 1 2 3

Personal emergency response system that enables members to remain at home, living safely and independently.

- \$0 (includes installation and monthly fees)

*Criteria and limitations apply.



Solutions for Togetherness

Life takes a toll on both mental and physical health. That's why SCAN is pleased to offer solutions that will help you get connected and improve your health.

SCAN Learning Communities **1** **2** **3**

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

Headspace **1** **2** **3**

Headspace is a mindfulness and meditation app that can help counteract the negative effects of loneliness, stress and anxiety and guide you to better health.



Solutions for Caregivers

SCAN understands the critical role caregivers play — and the challenges they face. Solutions for Caregivers is for SCAN members who are caregivers themselves, or for the unpaid caregiver to a SCAN member.

Care Coordination Sessions **1** **2** **3**

This series of classes provides information, skills training and support for caregivers.

Home-delivered Meals* **1** **2** **3**

Up to 28 days of home-delivered meals are available to members with chronic conditions.

*Criteria and limitations apply.



Contact an authorized SCAN
representative today

877-870-4867

Or visit:

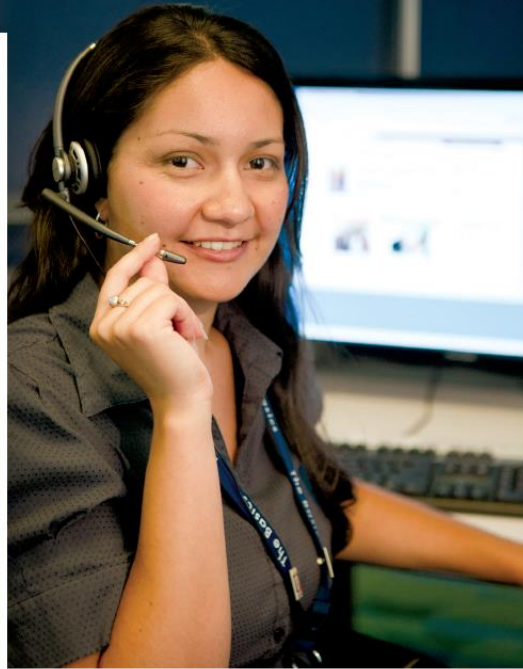


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Scripps Classic offered by SCAN Health Plan (HMO), Scripps Heart First offered by SCAN Health Plan (HMO SNP) and Scripps Signature offered by SCAN Health Plan (HMO) are HMO plans with Medicare contracts. Enrollment in SCAN Health Plan depends on contract renewal. You must continue to pay your Medicare Part B premium. Other providers are available in our network.

Insulin copayments listed in the Prescription Drug Coverage Table apply to members who do not receive “Extra Help” to pay for their prescription drugs. Your insulin copayment may change when you enter the Catastrophic Coverage. To find out which insulins are covered by SCAN, review the most recent Drug List we provided electronically. Covered products include all insulin pens and vials listed under the class name “Insulins” in our Drug List. If you have questions about the Drug List, you can also call Member Services. Prescription copay/coinsurance may vary by plan, county, pharmacy type (e.g., Preferred or Standard, etc.), day supply, Part D benefit phase, or in members who receive “Extra Help.” You can fill your prescriptions at any of our network pharmacies, but you may pay less at a Preferred pharmacy. Check your Evidence of Coverage for details.

You can get prescription drugs shipped to your home through our network mail-order delivery program. Express Scripts PharmacySM is our Preferred mail-order pharmacy. While you can fill your prescription medications at any of our network mail-order pharmacies, you may pay less at the Preferred mail-order pharmacy. Typically, you should expect to receive your prescription drugs within 14 days from the time that Express Scripts mail-order pharmacy receives the order. If you do not receive your prescription drug(s) within this time, please contact SCAN Health Plan’s Member Services. For your mail-order prescriptions, you have the option to sign up for an automatic refill program by contacting Express Scripts Pharmacy at 1-866-553-4125, 24 hours a day, 7 days a week. TTY users call 711. You may opt out of automatic deliveries at any time.

Y0057_SCAN_12448_2021F_M 09052021

R1834 0821 22C-CABHL3004



San Diego County

Scripps Plus (HMO)

offered by SCAN Health Plan

2022 Benefit Highlights

Medicare Advantage Plan





Plan Details	Scripps Plus With Medicare and Full Medi-Cal Eligibility	Scripps Plus With Medicare Only
Monthly Plan Premium	\$0	\$33.20
Annual Plan Deductible	\$0	Medicare fee-for-service deductible



Comprehensive Care	With Medicare and Full Medi-Cal Eligibility	With Medicare Only
Primary Care Office Visits	\$0	\$0
Specialist Office Visits	\$0	\$0
Diabetic Self-Management Training	\$0	\$0
Diabetic Supplies (lancets, test strips, monitor)	\$0	\$0
Annual Physical Exam	\$0	\$0
Preventive Services (Medicare-covered screenings)	\$0	\$0
Lab Services and X-rays	\$0	0%-20%
Diagnostic Tests and Procedures	\$0	20%
Outpatient Rehabilitation (e.g. PT, OT, ST)	\$0	20%
Durable Medical Equipment	\$0	20%
Diagnostic Radiology (e.g. MRI, CT, ultrasound)	\$0	20%
Outpatient Mental Health (Individual/Group)	\$0	\$0

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Hospital and Emergency Care	With Medicare and Full Medi-Cal Eligibility	With Medicare Only
Inpatient Hospital Care	\$0	Medicare fee-for-service costs
Skilled Nursing Facility	\$0	Medicare fee-for-service costs
Outpatient Surgery	\$0	20%
Emergency Care	\$0 (within U.S.) 20% (up to \$90 – worldwide)	20% (up to \$90 – worldwide)
Urgent Care Services	\$0 (within U.S.) 20% (up to \$65 – worldwide)	20% (up to \$65 – worldwide)
Ambulance Services	\$0	20%



Maximum Out-of-Pocket	With Medicare and Full Medi-Cal Eligibility	With Medicare Only
Annual Maximum Out-of-Pocket (MOOP)	\$7,550	\$7,550



Prescription Drug Coverage	Scripps Plus With Medicare and Full Medi-Cal Eligibility		Scripps Plus With Medicare Only	
	PREFERRED	STANDARD	PREFERRED	STANDARD
PHARMACY NETWORK				
Part D Deductible	\$0	\$0	\$480 (Tiers 2-5)	\$480 (Tiers 2-5)
Initial Coverage Stage – SCAN Contracted Retail and Mail-Order Pharmacies (1-month/30-day supply)				
TIER 1: Preferred Generic	\$0	\$0 or \$1.35 or \$3.95	\$0	\$9
TIER 2: Generic	Generic drugs (including drugs that are treated like a generic): \$0 or \$1.35 or \$3.95 copay 25% of the total drug cost All other drugs: \$0 or \$4.00 or \$9.85 copay			
TIER 3: Preferred Brand				
TIER 4: Non-Preferred Drug				
TIER 5: Specialty Tier				

If you receive “Extra Help” for your prescription drug costs, the “Extra Help” program will pay all or part of your monthly plan premium and your prescription drug deductibles and copay/coinsurance.



Dental Services

Scripps Plus

PREVENTIVE

Oral Exam and Cleaning
(2 per year)

\$0

X-Rays (2 per year)

\$0

Deep Cleaning (4 quadrants
every year)

\$0



Included extras you get with SCAN

Core Extras	Scripps Plus
Vision Services (routine) Eye exam Coverage for eyewear	\$0 (1 every 12 months) \$300 limit every 2 years
Transportation (routine)* Non-medical**	\$0 (48 one-way trips per year) 24 of the 48 trips
Acupuncture and Chiropractic Services (routine)	\$5 per visit (15 visits/year combined)
Podiatry Services (routine)	\$0 (6 visits per year)
SCAN Travel Assurance	Unlimited urgent/emergent worldwide coverage

*75-mile limit will apply to each one-way trip. **Trips to: health club, grocery store, or senior center.

Solutions for Virtual Care Access	Scripps Plus
Telehealth	\$0 (per phone or video visit)
SCAN HEALTH <i>tech</i>	\$0 per call/unlimited calls
Abridge App	\$0 technology enabled app to help remember important health conversations
Solutions for Healthy Living	Scripps Plus
Health Club Membership	\$0 (SilverSneakers)
Over-the-Counter (OTC)	\$85 allowance per quarter with rollover
Fitbit™ Fitness Tracker	\$0 (Inspire 2) every 2 years
Brain Fitness	\$0 Online games to keep your brain healthy and active



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Solutions for Independence

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SCAN Returning to Home*

Extra help at home after a hospital stay can mean all the difference in your recovery. SCAN is there for you with:

- \$0 personal in-home care visits (bathing/dressing, etc.) up to 40 hours per year – 4-hour minimum per visit
- \$0 home-delivered meals up to 28 days per year
- \$0 telephonic personal support services

*Criteria and limitations apply.



Scripps PLUS (HMO)

Scripps Plus provides comprehensive medical benefits and prescription drug coverage, extra benefits beyond Original Medicare, and care from one of the nation's top health systems. This is for people with Medicare Parts A and B. However, people with both Medicare and Medi-Cal may get lower costs from this plan.

SCAN Home Advantage

As you age you want the confidence that your home can safely support your changing needs. SCAN provides you with a:

- \$0 cost in-home safety evaluation
- \$0 cost follow-up visit

Emergency Response System*

Personal emergency response system that enables members to remain at home, living safely and independently.

- \$0 (includes installation and monthly fees)

*Criteria and limitations apply.



Solutions for Togetherness

Life takes a toll on both mental and physical health. That's why SCAN is pleased to offer solutions that will help you get connected and improve your health.

SCAN Learning Communities

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

Headspace

Headspace is a mindfulness and meditation app that can help counteract the negative effects of loneliness, stress and anxiety and guide you to better health.

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Care Coordination Sessions

This series of classes provides information, skills training and support for caregivers.

Home-delivered Meals*

Up to 28 days of home-delivered meals are available to members with chronic conditions.



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Or visit:

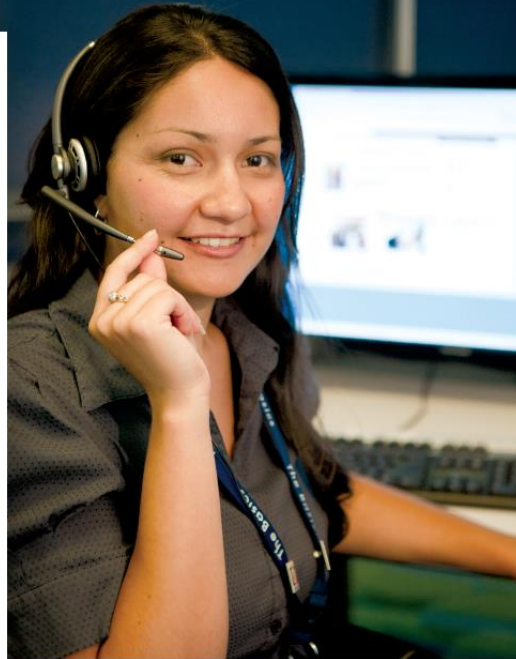


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Copay/coinsurance may vary by plan and county or depending on the pharmacy you choose (e.g., Preferred or Standard, etc.) or whether you receive a one-month or a three-month supply or when you enter another phase of the Part D benefit or if you receive “Extra Help.” You can fill your prescriptions at any of our network pharmacies, but you may pay less at a Preferred pharmacy. Check your Evidence of Coverage or call SCAN Member Services for details.

You can get prescription drugs shipped to your home through our network mail-order delivery program. Express Scripts PharmacySM is our Preferred mail-order pharmacy. While you can fill your prescription medications at any of our network mail-order pharmacies, you may pay less at the Preferred mail-order pharmacy. Typically, you should expect to receive your prescription drugs within 14 days from the time that Express Scripts mail-order pharmacy receives the order. If you do not receive your prescription drug(s) within this time, please contact SCAN Health Plan’s Member Services. For your mail-order prescriptions, you have the option to sign up for an automatic refill program by contacting Express Scripts Pharmacy at 1-866-553-4125, 24 hours a day, 7 days a week. TTY users call 711. You may opt out of automatic deliveries at any time.

Y0057_SCAN_12461_2021F_M 09052021

R1836 08/21 22C-CABHL0011

Your Enrollment Kit

▶ Choose your SCAN Primary Care Physician (PCP)

- You'll get your health care coverage from your chosen PCP
 - Choose your PCP using our Provider Directory or online at www.SCANHEALTHPLAN.com
- Any other routine care will be provided by doctors within SCAN's network
- Emergency or urgent care will be covered, even if it's outside our network*



* Emergency or urgent care coverage outside of the United States may not be available for all plans

Enrollment is Easy – Meeting In-person

1. Review, sign and date the application form
2. Inquire about your effective date of coverage
3. Keep your temporary ID card and receipt of application



Enrollment is Easy – Meeting virtually

We have several ways you can enroll...

1. We can come to your home or meet at a location of your choice
2. Call and enroll you telephonically
3. You can enroll through our personal SCAN websites
4. We can enroll you via email as well!

What is easiest for you?

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 positioned on the left side of the image, next to a vertical teal bar.

**Let's Enroll on the SCAN Plan
That's Right for You!**

As a New SCAN Member, You'll Soon Receive



- A verification letter from SCAN
- Your permanent Member ID card and Transportation card
- Quick Start Guide
- A Welcome Call that will make you feel great to be with SCAN

I Hope I Was Helpful

- ▶ **Who can YOU help to make a smart health plan choice?**
- ▶ Please share my information with:
 - Your family, friends and neighbors
 - Your organizations, groups and clubs
 - Your local church or religious organizations
 - Your adult housing and community centers

