

2023 BENEFITS PREVIEW



Exclusively for  **INTEGRITY**
MARKETING GROUP

Friendly Reminders

Plan designs and service areas described in this document are pending government approval and are subject to change. For agent use only. Not intended for use as marketing materials for the general public.

Do not distribute, reproduce, edit or delete any portion without the express permission of SCAN Health Plan.

Not all benefits available in all SCAN plans; please refer to plan materials for specific coverage. Members must meet criteria for certain benefits. Not all benefits, services areas and plans illustrated.

Prescription copayments may vary by plan, county, pharmacy type, day supply, benefit stage, or in members who receive “Extra Help”.

2018 – 2022 Star rating applies to all plans offered by SCAN Health Plan except SCAN Healthy at Home and VillageHealth. Medicare evaluates plans based on a 5-Star rating system. Star ratings are calculated each year and may change from one year to the next.

Our Mission To Keep Seniors Healthy & Independent



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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.**



CREATING A SENIOR-FOCUSED ORGANIZATION

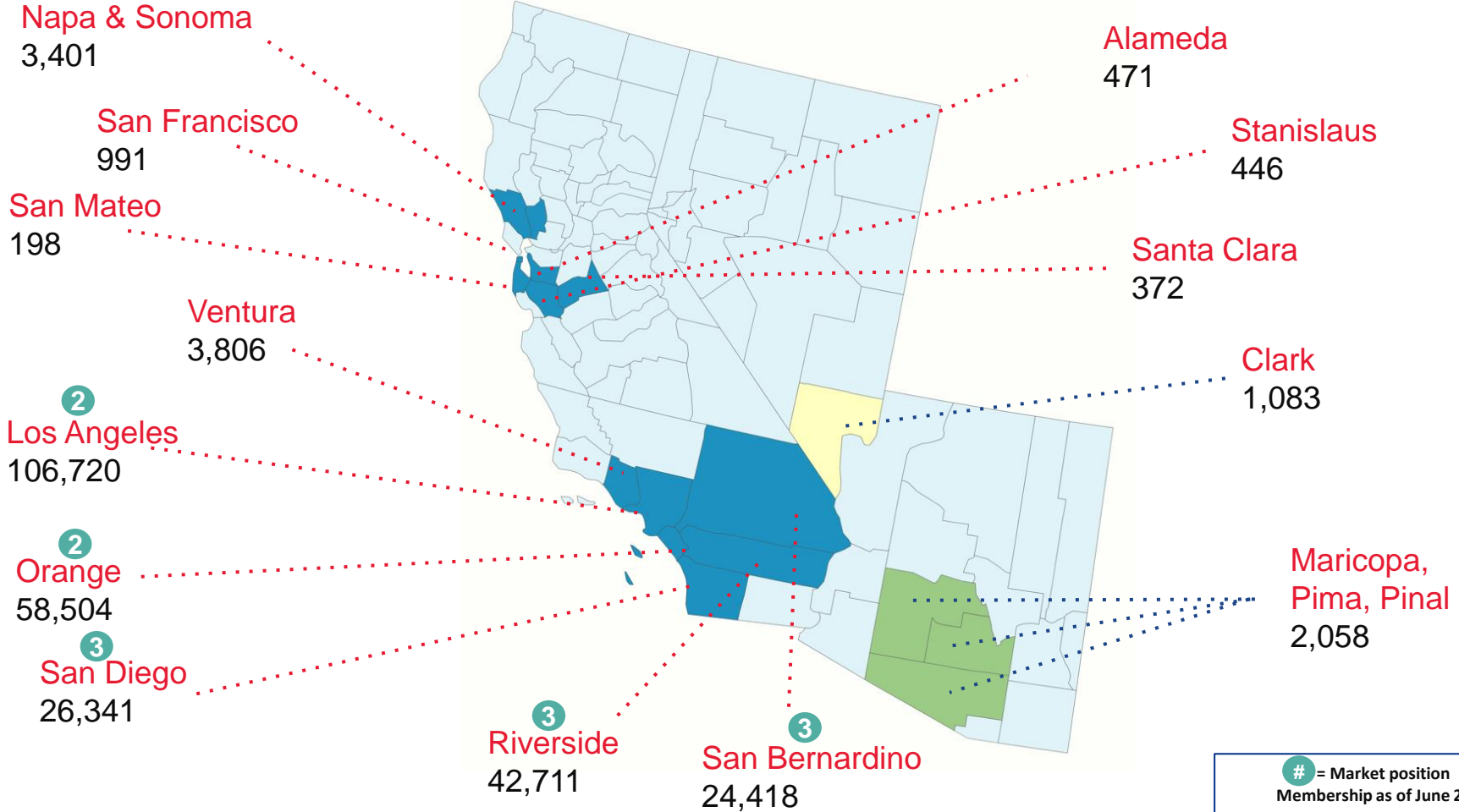


THE TRUTH ABOUT THE 12 ANGRY SENIORS

- Petitioned the city of Long Beach to improve access to the services they needed to age in place
- Formed the Long Beach Area Geriatric Healthcare Council
- Renamed the organization and introduced Senior Care Action Network, now SCAN

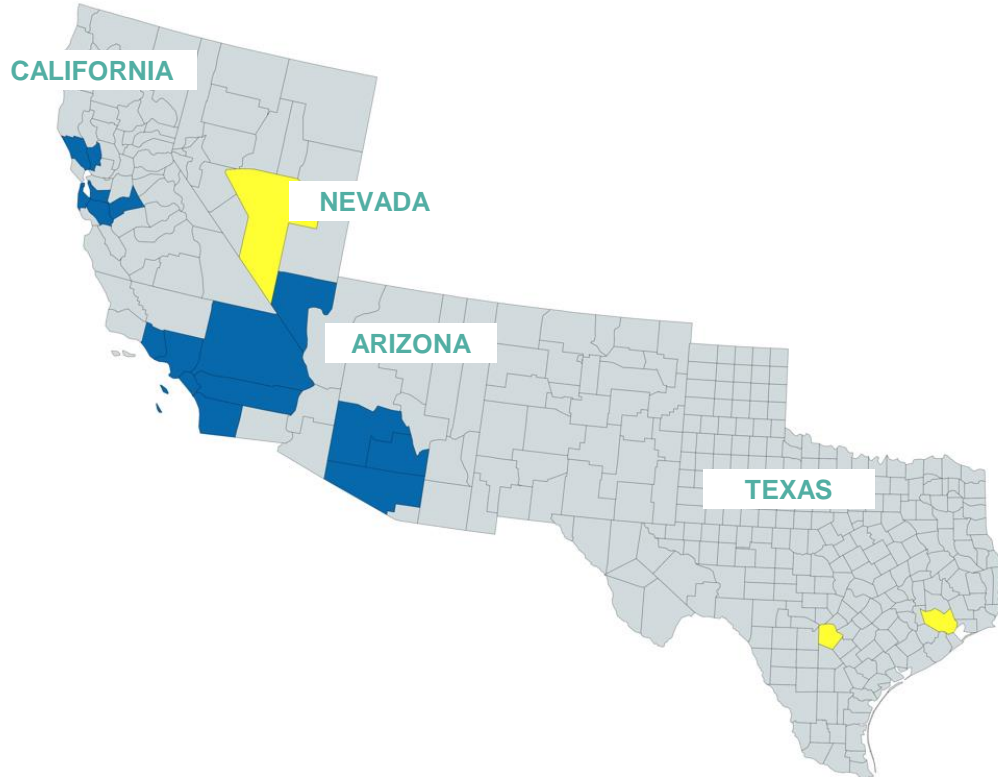


Growing Market Presence



= Market position
Membership as of June 2022

GROWING our footprint in 2023



In 2023, SCAN will serve Medicare beneficiaries in more counties than ever:

- **6 counties** in Southern California
- **7 counties** in Northern California
- **3 counties** in Arizona
- **2 counties** in Nevada
- **2 counties** in Texas

LEADING THE INDUSTRY



2nd Largest in CA /
3rd 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.

2023 SCAN approach to benefit design

SCAN members are loyal. We know that once they experience the SCAN service difference, they are likely to stay.

This year we've created plans with prospective members in mind, while still staying true to our existing members—improving benefits across the board to help keep all our members healthy and independent.



Attract

Designed plans to grow membership—including a premium “give-back” option!



Retain

Design plans for increased member satisfaction and retention!

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TEXAS

2023 texas highlights

	SCAN Classic	SCAN Balance (C-SNP)	SCAN Heart First (C-SNP)	SCAN Venture
Service Area	Harris	Harris	Harris	Harris
Premium	\$0	\$0	\$0	\$0
Part B Give back	\$0	\$0	\$0	\$75
Max OOP	\$2,900	\$2,900	\$2,900	\$5,000
PCP/Specialist	\$0/\$15	\$0/\$15	\$0/\$15	\$0/\$40
Inpatient Hospital	\$200 (days 1-2)	\$200 (days 1-3)	\$200 (days 1-3)	\$275 (days 1-3)
Outpatient Hospital	\$150	\$150	\$150	\$275
DME	20%	20%	20%	20%
Vision	\$250 every two years	\$250 every two years	\$250 every two years	\$150 every two years
OTC	\$50 quarterly	\$50 quarterly	\$50 quarterly	\$30 quarterly
Dental	Embedded comprehensive dental w/PPO buy-up option	Embedded comprehensive dental w/PPO buy-up option	Embedded comprehensive dental w/PPO buy-up option	Embedded comprehensive dental
Preferred Rx: Deductible Retail (30-day) Insulins Savings (T3)* Gap Coverage	\$0 \$0/\$0/\$35/\$90/33% \$25 T1, T2, T3 (insulin)	\$0 \$0/\$0/\$35/\$95/33% \$0 T1, T2, T3 (insulin)	\$0 \$0/\$0/\$35/\$95/33% \$25 T1, T2, T3 (insulin)	\$0 \$0/\$0/\$40/\$95/33% \$25 T1, T3 (insulin)
Supplemental Benefits	<i>Transportation, Chiro/Acu, Podiatry, Hearing, SCAN Travel Assurance, SCAN on the go, Abridge, Telehealth, HEALTHtech, Nurse Advice Line, Fitness, FitBit, BrainHQ, Returning to Home, PERS, Caregiver Training, Chronic Condition Meals, Headspace, SCAN Learning Communities</i>	<i>Transportation, Chiro/Acu, Podiatry, Hearing, SCAN Travel Assurance, SCAN on the go, Abridge, Telehealth, HEALTHtech, Nurse Advice Line, Fitness, FitBit, BrainHQ, Returning to Home, PERS, Respite Care, Caregiver Training, Chronic Condition Meals, Headspace, SCAN Learning Communities</i>	<i>Transportation, Chiro/Acu, Podiatry, Hearing, SCAN Travel Assurance, SCAN on the go, Abridge, Telehealth, HEALTHtech, Nurse Advice Line, Fitness, FitBit, BrainHQ, Returning to Home, PERS, Respite Care, Caregiver Training, Chronic Condition Meals, Headspace, SCAN Learning Communities</i>	<i>Transportation, Chiro/Acu, Podiatry, Hearing, SCAN Travel Assurance, SCAN on the go, Abridge, Telehealth, HEALTHtech, Nurse Advice Line, Fitness, FitBit, BrainHQ, PERS, Caregiver Training, Chronic Condition Meals, Headspace, SCAN Learning Communities</i>

*Insulin pens & vials: Humalog, Humulin, Lantus, Lyumjev, Soliqua, Toujeo
 These insulin copays apply to members with no "Extra Help" and may change in the Catastrophic Coverage

2023 texas highlights

	SCAN Classic	SCAN Balance (C-SNP)	SCAN Heart First (C-SNP)	SCAN Venture
Service Area	Bexar	Bexar	Bexar	Bexar
Premium	\$0	\$0	\$0	\$0
Part B Give back	\$0	\$0	\$0	\$75
Max OOP	\$2,900	\$2,900	\$2,900	\$5,000
PCP/Specialist	\$0/\$15	\$0/\$15	\$0/\$15	\$0/\$40
Inpatient Hospital	\$95 (days 1-5)	\$95 (days 1-5)	\$95 (days 1-5)	\$250 (days 1-6)
Outpatient Hospital	\$175	\$175	\$175	\$275
DME	20%	20%	20%	20%
Vision	\$310 every two years	\$310 every two years	\$310 every two years	\$200 every two years
OTC	\$85 quarterly	\$85 quarterly	\$85 quarterly	\$30 quarterly
Dental	Embedded comprehensive dental w/PPO buy-up option	Embedded comprehensive dental w/PPO buy-up option	Embedded comprehensive dental w/PPO buy-up option	Embedded comprehensive dental
Preferred Rx: Deductible Retail (30-day) Insulins Savings (T3)* Gap Coverage	\$0 \$0/\$0/\$35/\$90/33% \$25 T1, T2, T3 (insulin)	\$0 \$0/\$0/\$35/\$95/33% \$0 T1, T2, T3 (insulin)	\$0 \$0/\$0/\$35/\$95/33% \$25 T1, T2, T3 (insulin)	\$0 \$0/\$0/\$40/\$95/33% \$25 T1, T3 (insulin)
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MORE EXTRAS for greater support

Core Extras

- **BETTER:** Vision
- **BETTER:** Dental
- Transportation
- **BETTER** Acupuncture
- **BETTER** Chiropractic
- Podiatry
- Hearing
- Travel Assurance

Solutions for Healthy Living

- **BETTER:** Over-the-Counter
- **NEW!** Healthy Foods Card
- Fitbit
- Gym benefit
- BrainHQ

Solutions for Independence

- **BETTER:** Returning to Home
- Home Advantage
- Emergency Response System
- **NEW!** Included Communities
- **NEW!** Papa Pals

Solutions for Virtual Care Access

- Telehealth (urgent care)
- **NEW!** Telehealth (behavioral health)
- **NEW!** Nurse Advise Line
- Health*tech*
- Health*tech+*
- Abridge (health conversations app)

Solutions for Caregivers

- Caregiver training & support
- Home-delivered meals
- Respite Care

Solutions for Togetherness

- SCAN Learning Communities
- Headspace (mindfulness app)

DENTAL it's everywhere



California*

- Limited Embedded ----- Limited preventive services
- Comprehensive Embedded ----- Robust preventive and restorative services
- Optional PPO Buy-Up ----- Obtain greater coverage for a premium

Arizona*

- Comprehensive Embedded ----- Robust preventive and restorative services
- Optional PPO Buy-up ----- Obtain greater coverage for a premium

Nevada*

- Comprehensive Embedded ----- Robust preventive and restorative services
- Optional PPO Buy-Up ----- Obtain greater coverage for a premium

Texas*

- Comprehensive Embedded ----- Robust preventive and restorative services
- Optional PPO Buy-Up ----- Obtain greater coverage for a premium

*not available in all plans; refer to benefit grids

DENTAL what's new in 2023



OPTIONAL PPO DENTAL PLAN

California*

Premium: \$42
Dental Maximum: \$0 In-Network; \$2,000 Out-of-Network

Arizona*

Premium: \$32
Dental Maximum: \$0 In-Network; \$2,000 Out-of-Network

Nevada*

Premium: \$22
Dental Maximum: \$0 In-Network; \$2,000 Out-of-Network

Texas*

Premium: \$25
Dental Maximum: \$0 In-Network; \$2,000 Out-of-Network



*not available in all plans; refer to benefit grids

Core Extras

VISION

SCAN offers a routine vision care benefit for all plans. Plans vary, but in general, this benefit includes an eye exam and coverage for eyewear every 12 months.

Improved in 2023: every year allowances

DENTAL

All SCAN plans provide medically needed dental services that are covered by Original Medicare. In addition, most SCAN plans include preventive dental services and/or an option to sign up for supplemental dental coverage for an additional monthly premium.

Improved in 2023: Dental PPO optional buy up

TRANSPORTATION

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

ACUPUNCTURE, CHIROPRACTIC & MASSAGE THERAPY

Many SCAN plans include self-directed access to routine acupuncture and chiropractic; some plans also offer therapeutic massage services. **Improved in 2023**

PODIATRY

SCAN covers routine podiatry services that usually aren't covered by Original Medicare. This routine care includes services such as removing calluses and trimming toenails.

HEARING

This benefit includes hearing exams and gives members a choice of hearing aids at a reduced cost.

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.

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

Solutions for Virtual Care Access

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 for help can include:

- Skype/Zoom/FaceTime training for doctor visits
- telehealth visit overview
- setup on personal equipment (phone, tablet, or computer)
- prescription delivery setup
- *and more.*

SCAN HEALTH^{tech+}

SCAN's existing technology support line helps members use a computer, tablet or smartphone to access healthcare—and health-related information

ABRIDGE (Health Conversations App)

Abridge - health conversations app 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.

TELEHEALTH *Urgent Care and Behavioral 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.

Improved in 2023: Added behavioral health professionals

NEW! NURSE ADVISE LINE

Connect with a Nurse for advice based on your current symptoms, 24 hours a day, 7 days a week. Confer with qualified nurses to help decide where and how to seek medical care.

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

Solutions for Healthy Living

OVER-THE-COUNTER (OTC)

Members receive a quarterly over-the-counter (OTC) benefit to purchase commonly used OTC health products.

Improved in 2023: Increased allowances and better selection

FITBIT FITNESS TRACKER

Members can receive a Fitbit brand activity tracker every two years at no cost, helping them build and track healthy habits.

HEALTH CLUB

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

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.

NEW! FOOD CARD

Members receive a quarterly food card allowance to purchase healthy groceries at local retail locations.

● ————— **Benefits that support a healthy and active lifestyle.**

Solutions for Independence

EMERGENCY RESPONSE SYSTEM

A personal emergency response system (PERS) provides peace of mind and enables members to remain at home, living safely and independently. Another no-cost benefit.

RETURNING TO HOME

This benefit provides help with support and personal care services immediately following a discharge from a hospital or skilled nursing facility, including meals.

HOME ADVANTAGE

Members who have experienced a recent fall or illness that has caused them decreased capability can ask for a no-cost Home Advantage assessment and safety recommendations.

HOME DELIVERED MEALS

This program offers fully prepared meals, delivered to our members' doorstep when needed. Nearly 60 meal choices to select from at no cost.

NEW! INCLUDED COMMUNITIES

Connect with an Included Communities LGBTQ+ care navigator to find and receive affirming care and resources that meets the unique needs of the LGBTQ+ community.

Care navigation services including accessing affirming care, lifestyle support, peer groups, community resources and advocacy

NEW! PAPA PALS

Members have access to personal companions to assist with instrumental activities of daily living, such as transportation, household chores and companionship

● ————— **Benefits that can help members stay independent in their own homes for as long as possible.**

Solutions for Caregivers

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.

RESPIRE CARE SERVICES

This benefit provides caregiving hours for members who experience a debilitating health condition, allowing their regular full-time, unpaid caregiver to take a break.

Improved in 2023: more in-home caregiving hours

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

Solutions for Togetherness

SCAN LEARNING COMMUNITIES

SCAN Learning Communities bring 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 side effects of loneliness, stress and anxiety.

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

SCAN 2023 product grid

New 2023 markets

Plan Name	Southern California						Northern California						Arizona			NV		TX	
	Los Angeles	Orange	Riverside	San Bernardino	San Diego	Ventura	Napa/Sonoma	Santa Clara	San Francisco	Stanislaus	Alameda	San Mateo	Maricopa	Pima	Pinal	Clark	Nye	Harris	Bexar
Classic	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Options						X		X											
Venture	X	X	X	X									X	X	X	X	X	X	X
Signature Alta					X														
Prime	X	X	X	X															
Compass							X									X	X		
Heart First		X	X	X	X		X			X	X	X	X	X	X	X	X	X	X
Balance	X	X					X		X	X	X	X	X	X	X	X	X	X	X
Connections / Connections at Home	X		X	X	X														
Affirm	X		X																

X = new in 2023

The Future is BRIGHT...

270,000+ members and growing

- 4 states
- 20 counties
- New diversity focused products
- Competitive benefits
- Over 750 \$0 medications on the formulary

Let's grow together

- Get certified for 2023
- Attend a local area training
- Pre-order your AEP materials
- Count on your Broker Account Executive
- **SELL, SELL, SELL**



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