



How to Access SCAN's Supplemental Benefits and Resources





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SCAN 2022

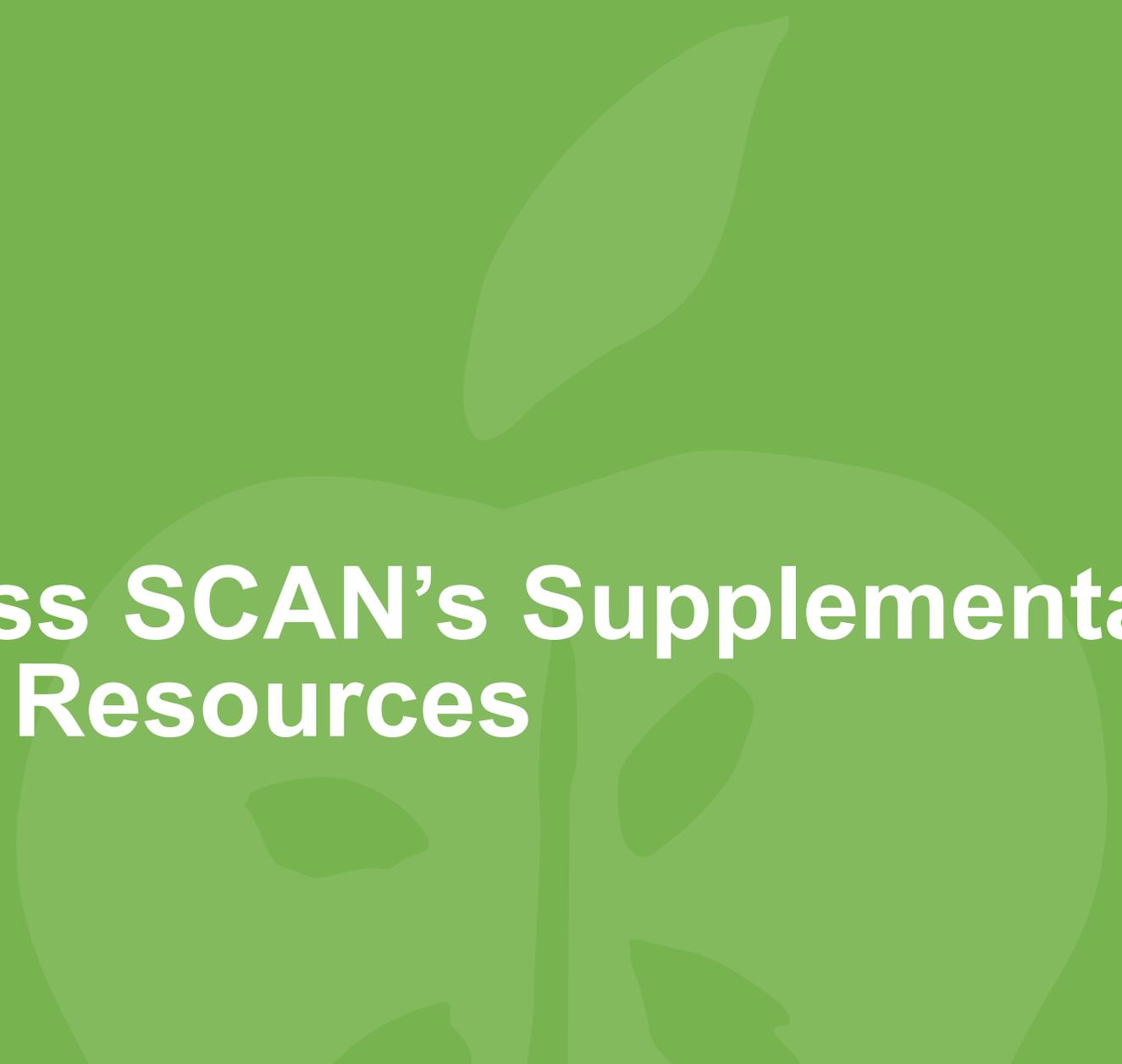
The logo features three stylized upward-pointing chevrons in blue, green, and purple. To the right of these chevrons, the word "BEYOND" is written in large, bold, green capital letters, and the word "EXPECTATIONS" is written in smaller, bold, purple capital letters below it.

BEYOND
EXPECTATIONS

Agenda

By the end of the presentation, you will know how to:

- ▶ Obtain Dental fee schedule and registering online
- ▶ Order Over-the-Counter (OTC) benefits
- ▶ Order your Fitbit
- ▶ Use the Pharmacy benefit
- ▶ Use the acupuncture benefit and choose an acupuncturist
- ▶ Access SCAN Member and Broker resources



How to Access SCAN's Supplemental Benefits and Resources

SCAN Quick Start Guide

All new SCAN members will receive a *Quick Start Guide*

The guides provides helpful resources such as:

- Connecting to your doctor
- Prescription tips
- Checking your benefits
- A phone number to call if there are questions

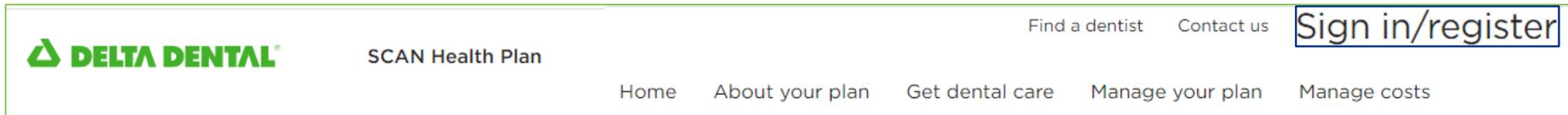
Has anyone received their Quick Start Guide?



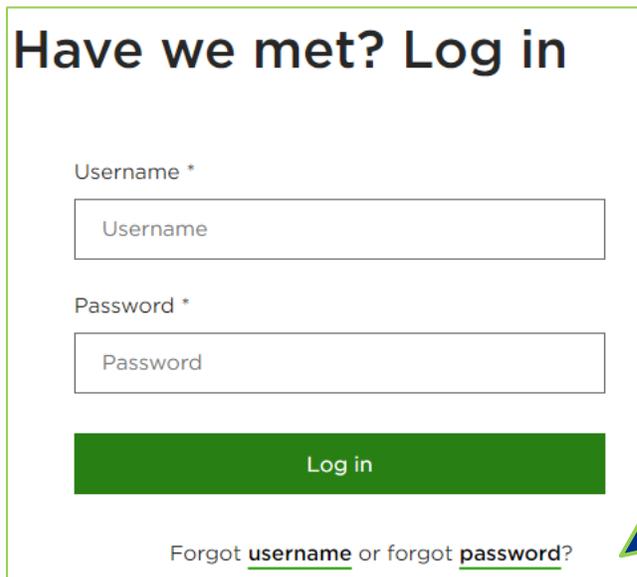
How do Members Log In on Delta Dental

To register or login on the Delta Dental website:

1. Click on the **Sign in/Register** link



2. Enter your **Username and Password**

A screenshot of the Delta Dental login form. The title is 'Have we met? Log in'. It contains two input fields: 'Username *' and 'Password *'. Below the fields is a green 'Log in' button. At the bottom, there is a link: 'Forgot username or forgot password?'. A blue arrow points from the 'Forgot username or forgot password?' link to the text box on the right.

If the member does not remember their username or password, they can click on:

- **Forgot username or Forgot password link**

Register at Delta Dental

To register on the Delta Dental website:

1. Click on the **Register Now** button

Get started with your Delta Dental plan

Get the most value from your Delta Dental online resources by creating a secure online account. Registering is optional and does not prevent you from using your dental plan should you choose not to register, but it can help you! Register now to review the specific details of your plan:

- Find a network dentist near you (registration not required)
- Select your network dentist (DeltaCare® USA enrollees only)
- Check your benefits and eligibility
- View or print your ID card (Note: An ID card is not needed to receive services.)
- Go paperless. Sign up to discontinue your mailed statements and instead receive email notifications when a dental benefit statement is available online (Delta Dental PPO™ and Delta Dental Premier® members only).

Register now

2. Select **Enrollee/Adult Dependent**
3. Then click **NEXT**

4. Enter **First and Last Name**
Enrollee ID (same a SCAN ID), &
Date of Birth

5. Click **NEXT**

Complete step 3 by following the instructions.

Over the Counter (OTC)



OTC benefit allows SCAN members to place up to two orders per quarter using their OTC allowance provided. The orders are mailed to the member's home.



There are 3-different ways to access the OTC catalog:

1. Call (877) 494-2892 (TTY: 771)
2. otc.scanhealthplan.com
3. Use the **QR Code** below or in brochure

Members can order items such as:

Vitamins and personal care, Cough syrup, antacids, toothpaste, diabetic socks, first aid kit, hand sanitizer, pain relievers, fever reducers, and much more.



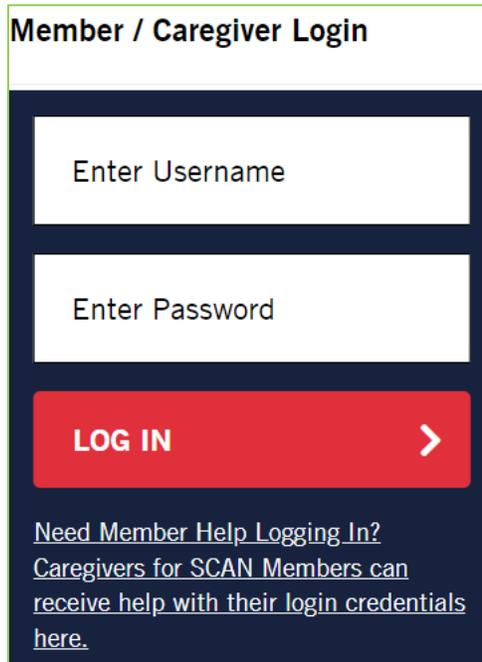
Both website and QR Code will direct you to log in or register online.

**Not accepted under the OTC benefit:
Cash, checks, credit cards, or money orders**

How Do Members Order OTC Items

SCAN Member Portal

1. Enter Username and Password.



Member / Caregiver Login

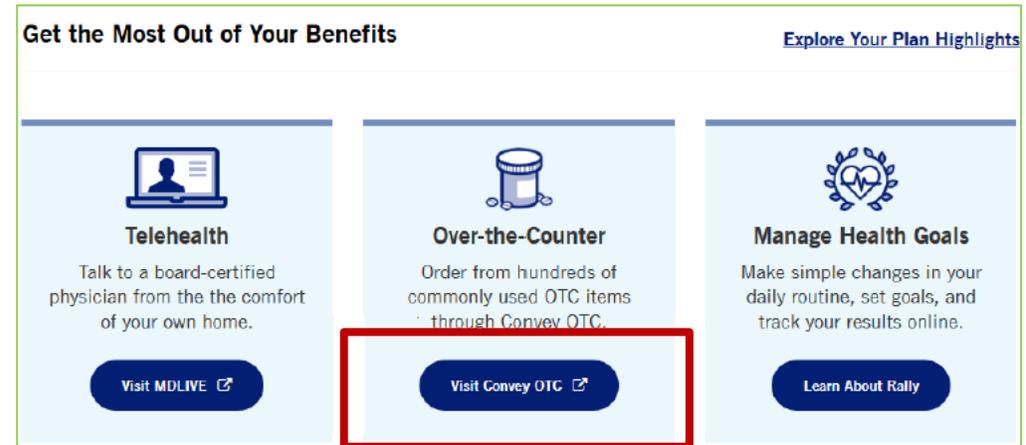
Enter Username

Enter Password

LOG IN >

[Need Member Help Logging In?](#)
Caregivers for SCAN Members can receive help with their login credentials [here](#).

2. Click **Visit Convey OTC** button.



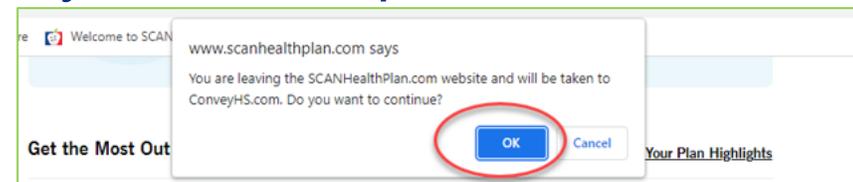
Get the Most Out of Your Benefits [Explore Your Plan Highlights](#)

Telehealth
Talk to a board-certified physician from the the comfort of your own home.
[Visit MDLIVE](#)

Over-the-Counter
Order from hundreds of commonly used OTC items through Convey OTC.
[Visit Convey OTC](#)

Manage Health Goals
Make simple changes in your daily routine, set goals, and track your results online.
[Learn About Rally](#)

3. Click **OK**. – Members will be directed ConveyHS.com to place their OTC order.



Welcome to SCAN

www.scanhealthplan.com says
You are leaving the SCANHealthPlan.com website and will be taken to ConveyHS.com. Do you want to continue?

[OK](#) [Cancel](#)

Get the Most Out of Your Plan Highlights

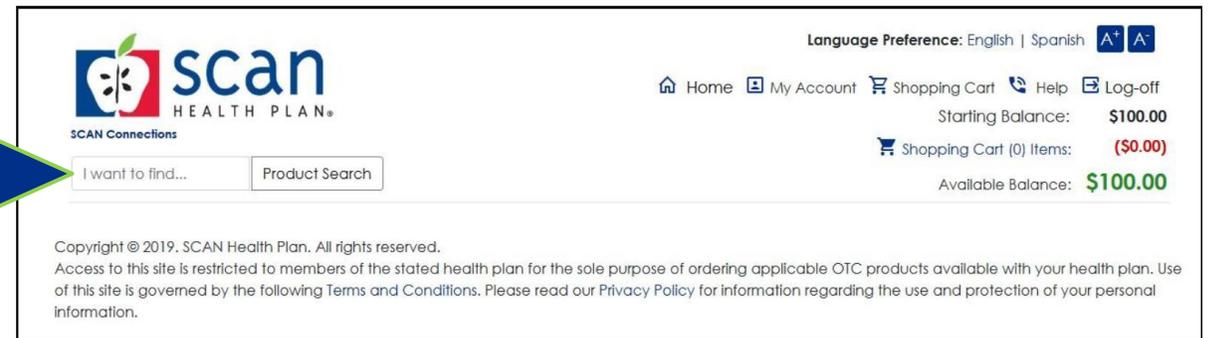
How Do Members Order OTC Items

Convey Website

4. Members will briefly see the message below.



5. Members can **search for items** and place orders on this site.



6. When members find the eligible item they want to order, they will need to click **add item** to add the item the Shopping Cart.

알레르기

품목	상품명	포장 단위	용량	가격
1927	Benadryl 알레르기 증상 경구정	24정	25mg	\$11.00
1090	제타리진알레르기 알레르기 정제	14정	10mg	\$7.00
2003	제타리진알레르기 알레르기 정제	45정	10mg	\$10.00
1008	클로르페니라민알레르기 항히스타민제 알레르기 정제	100정	4mg	\$8.00
1009	디펜히드라민 항히스타민제 알레르기 정제	24정	25mg	\$6.00
1308	디펜히드라민 항히스타민제 알레르기 정제	100정	25mg	\$10.00
2021	디펜히드라민 항히스타민제 알레르기 정제	400정	25mg	\$15.00
1804	페소페나딘 알레르기 정제	30정	180mg	\$16.00
1946	플루티카손 프로피오네이트 (알레지 코 스프레이, 244건)	144건		
2033	로라타딘 알레르기 정제			
1611	로라타딘 알레르기 정제			
2020	로라타딘 알레르기 정제			
1881	나사코트			
1922	코작힐 완화 용기 - 케프맥알버틴			
1091	코작힐 재개 스프레이, 12시간			
1052	코 스프레이, 식염수			

It is recommended that the members use their OTC Catalog to help them search for eligible items.

How Do Members Order a Fitbit Online

SCAN Member Portal

1. Enter your **Username and Password**

Member / Caregiver Login

Enter Username

Enter Password

LOG IN >

[Need Member Help Logging In?](#)
Caregivers for SCAN Members can receive help with their login credentials [here](#).

2. Once logged in, select **Your Fitness Tracker**

Get the Most Out of Your Benefits Explore Your Plan Highlights

 <p>Telehealth</p> <p>Talk to a board-certified physician from the the comfort of your own home.</p> <p>Visit MDLIVE</p>	 <p>Over-the-Counter</p> <p>Order from hundreds of commonly used OTC items through Convey OTC.</p> <p>Visit Convey OTC</p>	 <p>Your Fitness Tracker</p> <p>You can order a free Fitbit® to monitor your fitness and activity goals.</p> <p>Order Fitbit Now</p>
 <p>Join Rally</p> <p>Manage your health, set goals, track results and take a health survey</p>	 <p>BrainHQ</p> <p>Improve your brain health with clinically proven brain-training exercises</p>	 <p>Vision Benefit</p> <p>Manage your routine vision care with EyeMed.</p>

How Do Members Order a Fitbit Online

3. Fill out the Fitbit order form

Fitbit® Order Form

You are eligible for a Fitbit! Enter your shipping address and email below and we will send your request to Fitbit.

Your Shipping Address

Street Address*	Address Line 2	
123 Fitbit Road	Unit/Apt #	
City*	State*	ZIP*
LONG BEACH	CA	90806

Your Email*

SCAN_member@123.com

4. Select Fitbit color

Device Options

For your Fitbit, you have a choice of colors. Please select your color preference below.



luxe Lunar White

5. Read and Accept the terms and conditions

I understand that SCAN will submit my order, on my behalf, to Fitbit after verifying my eligibility. I also understand that by submitting my order, I agree to [Fitbit's Terms of Sale, Return Policy and Warning](#), and the [Privacy Policy](#).*

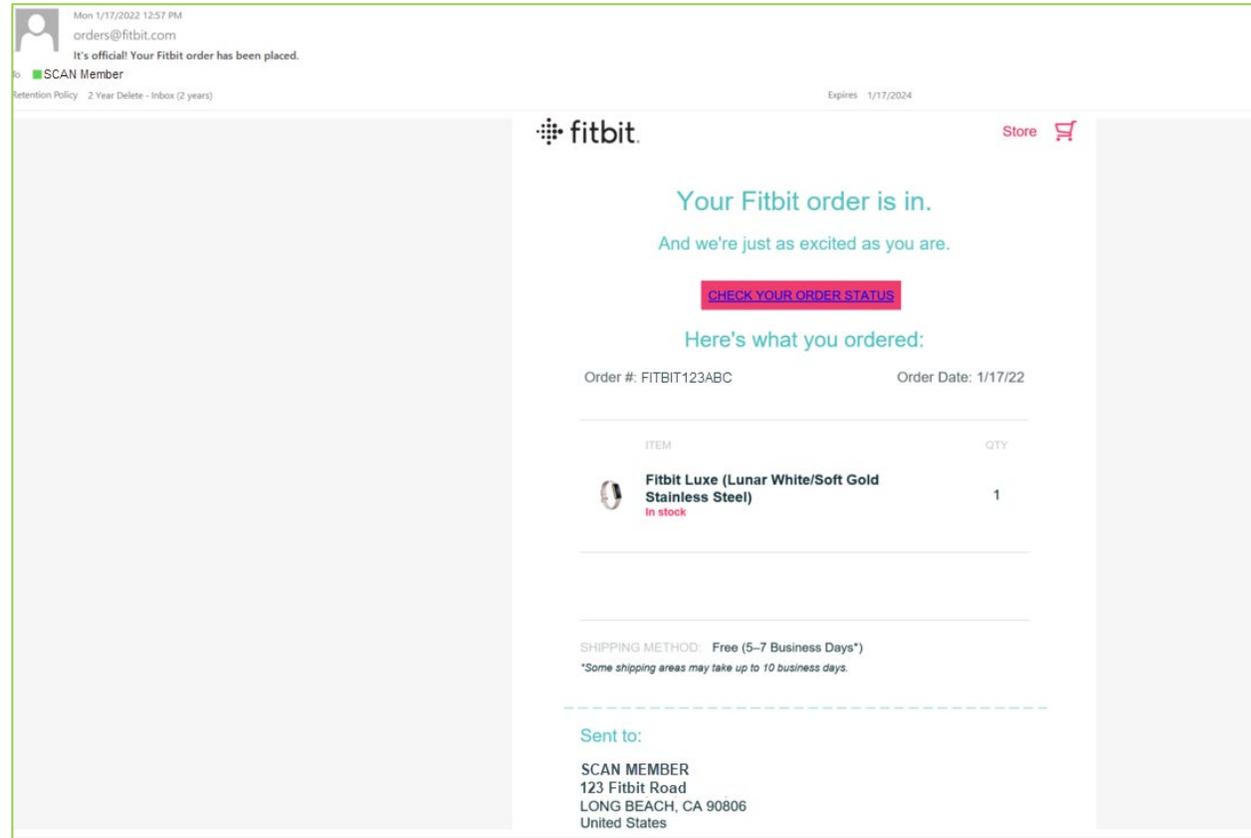
I understand that SCAN is responsible for confirming my eligibility and submitting my order, and that Fitbit is responsible for providing my device and any and all support, warranties, or inquiries regarding the device.*

6. Review the form, and then click **Complete Request** button

Complete Request >

How Do Members Order a Fitbit Online

7. Confirmation email will be sent to the member's email address.



Pharmacy



There are 3-ways to get more from your Rx benefits by using Preferred Pharmacies, Standard Pharmacies, and Mail-order.



SCAN Member can lookup medication(s) on the covered list of drugs or call member services for assistance.

- (800) 559-3500 (TTY: 711)
- <https://www.scanhealthplan.com/scan-resources/pharmacy>

Show your SCAN ID card at a Preferred and Standard Pharmacy.

Members can save money and time by getting a 3-month supply (up to 100 days) of maintenance medication (taken on an ongoing basis).

Preferred Pharmacies

- CVS
- Express Scripts Pharmacy
- Rite Aid
- Walmart
- Costco
- Ralphs/Kroger
- Safeway/Albertsons
- Many Independent Pharmacies
- Kaju Pharmacy
- Plaza Pharmacy

Standard Pharmacies

- Walgreens
- Medicine Shoppe
- Select Independent pharmacies

There are over 66,000 pharmacies in the SCAN Pharmacy Network.

Express Scripts Mail-Order Personal Enrollment Specialist

Seamless Onboarding to Mail Order



Take Advantage of the Savings and Convenience of Home Delivery, plus the Added Benefits of:



Free standard shipping



Online Tracking



Automatic Refills



Payment Flexibility



24/7 phone access to a pharmacist

Acupuncture



Routine acupuncture available on the most plans. This benefit is a self-referred benefit, which means no need to get a doctor's referral



SCAN Member can call American Specialty Health (ASH) or go online to find an acupuncturist

- (800) 678-9133 (TTY: 877-710-2746)
- [Ashlink.com/ash/SCAN](https://www.ashlink.com/ash/SCAN)

How do I use this benefit or choose an acupuncturist?

- ✓ Go online to find a by selecting **Acupuncture** from the drop-down list.
- ✓ Enter your **address, city, state or Zip Code**
- ✓ Click **Search**

Members can download a list of providers or find a provider from the list. At the first visit, SCAN members should show their SCAN ID Card.

The screenshot shows the ASHLink website interface for finding a provider. At the top, the ASHLink logo is displayed. Below it, the heading 'Find A Provider' is centered. There are three main input sections: 1. 'Specialty' with a dropdown menu currently set to 'Acupuncture'. 2. 'Location' with a text input field containing the placeholder 'Address, City, State or Zipcode'. 3. 'Advanced Search' with a dropdown arrow. At the bottom of the form is a blue 'Search' button.

Need assistance?

Call ASH and speak to a representative

Monday thru Friday 5:00 a.m. – 6:00 p.m. Pacific Time

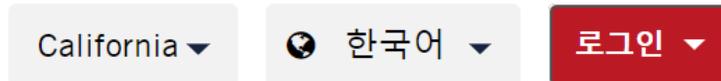
Members can also use the SMG Acupuncturists network

SCAN Health Plan Member Portal

Members can access to their SCAN Plan materials and much more!

Encourage members to register at:
www.SCANHealthPlan.com

1. Select **Language**, and then click on **Login**.



2. Click **Register Now**

회원 계정이 없으신가요?



3. Enter member information and follow the steps to completion.

1/3단계:
회원 세부 정보

SCAN 회원 ID 카드에 나와 있는 정보를 정확히 입력해 주세요.
 모든 항목이 필수입니다.

이름

이름 성

여기에 이름... 여기에 성...

멤버십 ID

회원 ID를 여기에 입력하세요...

회원 번호는 SCAN ID 카드에 나와 있습니다.
[예시 카드 보기](#)

생년월일 - MM/DD/YYYY

다음 : 2단계 >

Registration is Quick & Easy!





SCAN Website

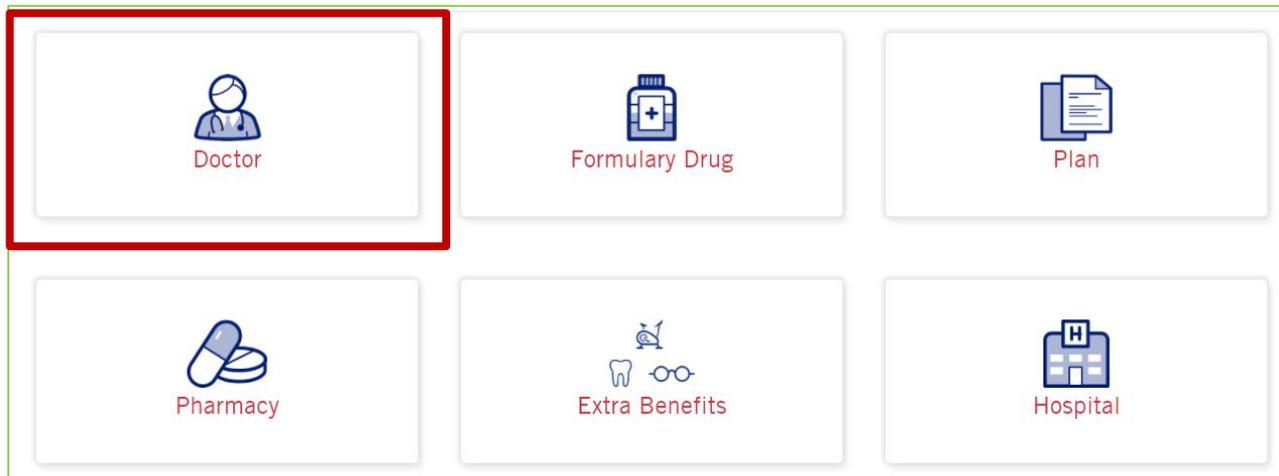
How to Search for Doctors

Members search for doctors and specialists using the provider search tool at www.SCANHealthPlan.com

1. Click on Find a Doctor & More tile.



2. Click the Doctor tile



How to Search for Doctors

Provider search tool on www.SCANHealthPlan.com

3. Fill out the required information. The asterisk * shows fields are required to perform a search.

검색 Doctor ▾

제공자 데이터 업데이트 일자
01-18-2022

필터 [재설정](#)

*state
California ▾

*우편번호 또는 주소
5 Miles (0)

*제공자명
*제공자명 🔍

1차 진료의
 PCP만 확인하기

검색을 시작하려면 검색 필터 기준을 입력하거나 선택하세요. 우편번호, 주소 또는 제공자명이 필요합니다.

+ 확인하기 디렉터리 데이터 연락처 정보

+ 확인하기 면책 조항 및 추가 정보

추가 정보가 필요하시면 (877) 452-5900 TTY: 711번으로 회원 서비스에 전화해 주세요. 10월 1일~3월 31일까지는 요일에 관계없이 오전 8시~오후 8시까지 가능합니다.

4월 1일~9월 30일까지는 월~금요일, 오전 8시~오후 8시까지 가능합니다. 휴일 및 운영 시간 이외에 수신된 메시지는 영업일 기준 1일 이내에 회신해 드립니다.

- Select the **State**
- Enter the **Zip Code** of the provider
- Enter the **Provider's or Specialist** name

(if searching for a Primary Care Physician, click the Show PCP Only box)

How to Search for Doctors

Provider search tool on www.SCANHealthPlan.com

4. Once the State, Zip code, and provider name is entered, it will display a list of providers. Additionally, will display availability.

*state
California

*우편번호 또는 주소
90006 | 5 Miles (1)

*제공자명
hung

1차 진료의
 PCP만 확인하기

전공
 FAMILY MEDICINE (1)

제공자 이용 가능성
 신규 환자 수락 (1)
 No Preference

Male 26863
DOAN, HUNG DINH, MD
가장 가까운 장소
5970 S CENTRAL AVE
LOS ANGELES, CA 90001
323-234-3280
Specialty
FAMILY MEDICINE
3 그룹 1 장소 4.84 마일 떨어진 곳

This radio button option is set to **No Preference**. If one would like to see if the provider is accepting patients, then selection **Accepting New Patients**.

Search for Preferred & Standard Pharmacies

Pharmacy Tool

1. Click on the **Find a Doctor & More.**

회원: [1-800-559-3500](tel:1-800-559-3500) (TTY 711) California



2. Click the **Pharmacy** tile.

 Doctor	 Formulary Drug	 Plan
 Pharmacy	 Extra Benefits	 Hospital

Search for Preferred & Standard Pharmacies

Pharmacy Tool

3. Enter the **Zip code** or **Address** of the pharmacy.

 Find a Pharmacy ▼ Pharmacies data updated on 01-18-2022

Filter [Reset](#)

*ZIP Code or Address

Pharmacy Name

— Hide Additional Disclaimer

◀ To begin your search please enter or select search filter criteria. A ZIP code or address is required.

Search for Preferred & Standard Pharmacies

Pharmacy Tool

4. Pharmacy name allows members and brokers to type in the name of the Pharmacy. Or check the details of the type of pharmacy

Find a Pharmacy 215 Pharmacies Found
Pharmacies data updated on 01-18-2022

Filter **Reset** | Sort By: **Distance** Email Results Download Print

*ZIP Code or Address
90028 | 5 Miles (215)

Pharmacy Name
*Pharmacy Name

Details

- ★ Preferred Pharmacies (92)
- ⌚ Open 24 Hours (10)
- 📅 100-Day Supply Available (210)
- 🚚 Delivery Available (118)

★ Preferred Pharmacy	★ Preferred Pharmacy
CVS #10433 6201 HOLLYWOOD BLVD STE 126 LOS ANGELES, CA 90028 Retail Pharmacy 📞 (323)467-7954 📍 0.06 Miles Away	WALGREENS #15278 1501 VINE ST LOS ANGELES, CA 90028 Retail Pharmacy 📞 (323)467-7916 📍 0.22 Miles Away
★ Preferred Pharmacy	★ Preferred Pharmacy
CVS #09624	RITE AID #5438

Option to search by Pharmacy name.

Options to search by details.

Preferred Pharmacies will display a **Star** in dark blue.



Broker Resources

Accessing SCAN Broker Resources

SCAN brokers have access to many resources. The commission guide provides lots of valuable information!

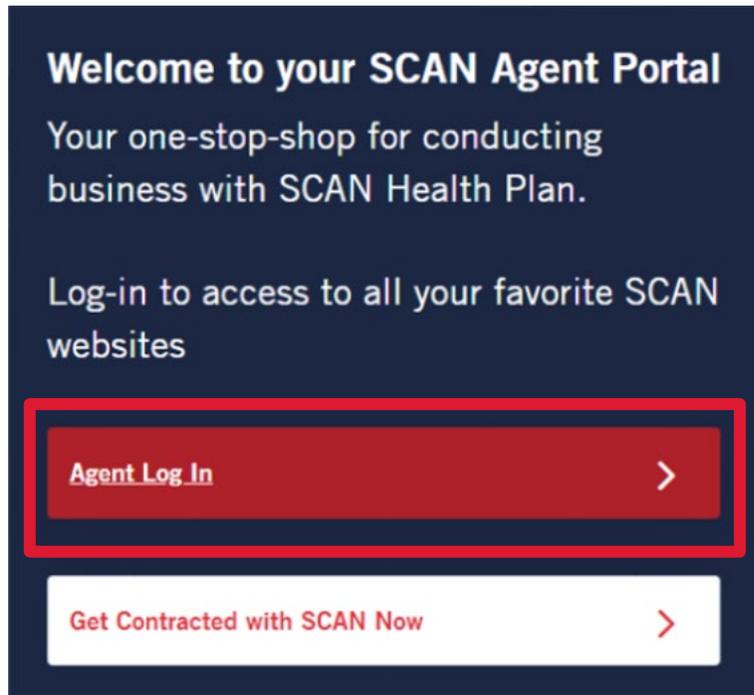
▶ **SCAN Agent Portal**
(<https://agentportal.scanhealthplan.com/>)

- ☐ Getting started
- ☐ Training
 - Sales Agent Guide
 - Job Aids
 - Click and Learn (Self-Paced training)
 - Register for training webinars
- ☐ Enrollment
 - Information on the different types of enrollment
 - How to Access your Book of Business
- ☐ Marketing
 - How to order SCAN materials online
- ☐ Commissions
 - 2022 Commission Guide
 - Direct Deposit
- ☐ Resources
 - Who to contact

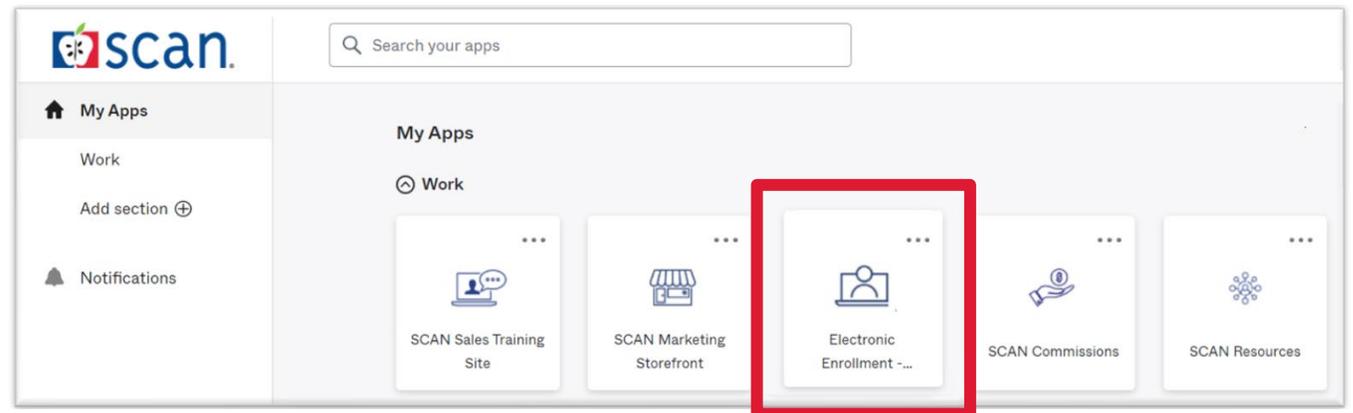
SCAN Agent Portal Training Site

How to access your Book of Business on SCANAgentPortal.com

1. Click on **Agent Log in** button to log into your account.



2. Click on **Electronic Enrollment**.

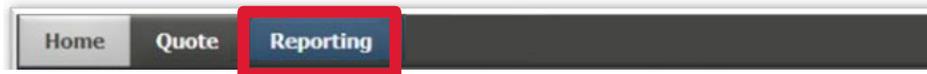


Clicking on the Electronic Enrollment tile will direct you to SCANcubed.

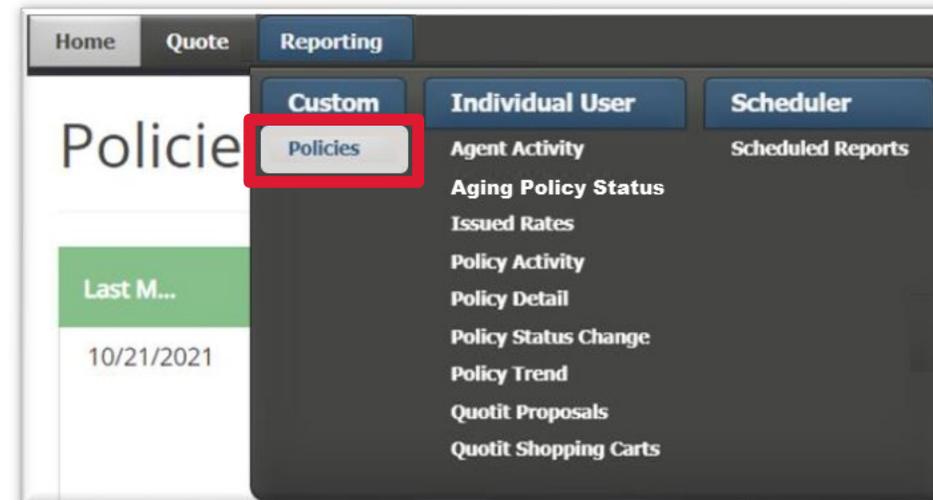
SCAN Agent Portal Training Site

How to access your Book of Business on SCANAgentPortal.com

3. At the policies screen, click on the **Reporting** button.



4. Then click on the **Policies** button.



SCAN Agent Portal Training Site

How to access your Book of Business on SCANAgentPortal.com

Step 5: Select Brokers Policies Report template.

Step 6: Select the Date Range of the policies you'd like to see. (Date is Policy Application Date)

Step 7: Click Download the report to Excel.

Report Type	Applicant First Name	Applicant Middle Name	Applicant Last Name	Applicant Email	Lead Address 1	Address 2	Lead City	State	Zip/Postal Code	Lead County	Policy Status	Policy Carrier Reference ID 01	Policy Carrier Reference ID 02	Policy Carrier Plan	Policy Submitted Date	Policy Effective Date	Agent of Record 1 Full Name	Record Count
Policy	TONY		STARK	iamironman@gmail.com	1 Avenger St		PHOENIX	AZ	85015	MARICOPA	Pending Active	YA88	400XXXXXXXXX	SCAN Classic (HMO) (H1822-001-0)	10/20/2021	01/01/2022	Alex Rubio	1
Policy	FORREST		GUMP	bubbagump@aol.com	123 That Ave		TUCSON	AZ	85712	PIMA	Pending Active	GAB8	400XXXXXXXXX	SCAN Venture (HMO) (H1822-002-0)	11/23/2021	01/01/2022	Alex Rubio	1

2022 Commission Guide

To setup your **DIRECT DEPOSIT**:

- ▶ Log into the **SCAN Agent Portal**
- ▶ Click on **SCAN Commissions**



- ▶ Click on **Broker Bank Account Maintain**

1 Once you login click on **Broker Bank Account Maintain** from the Home Page



2022 Commission Guide

To setup your **DIRECT DEPOSIT**:

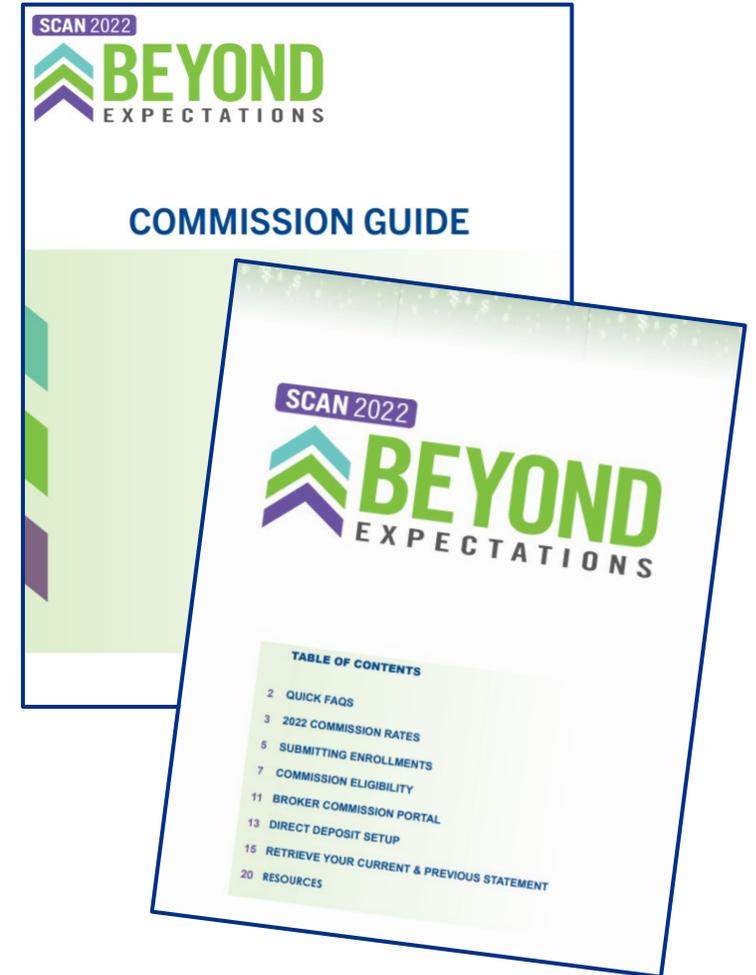
- ▶ Click **Search** at the bottom of the screen

2 Click **Search** at the bottom of the screen



- ▶ Click **view**

3 When the results come up, click **View** on the left side



2022 Commission Guide

To setup your *DIRECT DEPOSIT*

- ▶ Fill out all fields in **Red**, and then click Save.

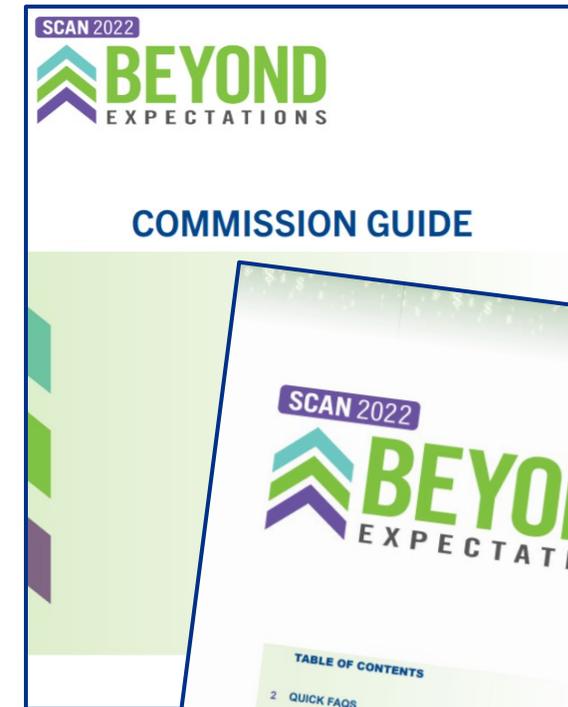
4

Fill out ALL items in RED and click Save. Don't forget to change the **Payment Type** to **ACH**

+ Open History
- Close Data Section

Vendor Number: _____ Address2: _____
Vendor Name: _____ City: _____
Broker Bank Name: Enter Your Bank Name Here State: _____
Routing Number: 999999999 Postal Code: _____
Account Number: 999999999 Country: UNITED STATES - US
Account Type: _____ Date Created: 05/07/2015 19:14:03
Payment Type: ACH Location Name: C000004
Currency: USD Date Updated: 02/13/2018 07:56:43
Broker Name: _____ **Active:** Y
Address1: _____

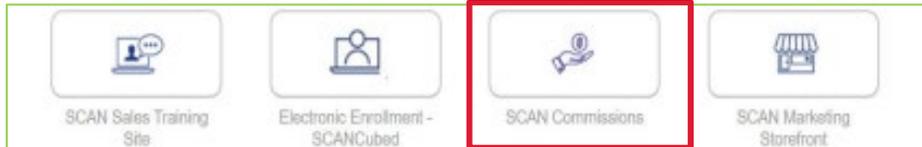
SAVE



2022 Commission Guide

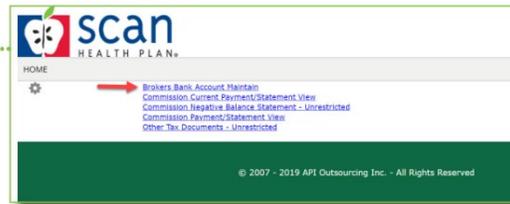
To retrieve your MONTHLY STATEMENT:

- ▶ While logged into the **SCAN Agent Portal**
- ▶ Click on **SCAN Commissions**



- ▶ Click on **Current Payment/Statement View**

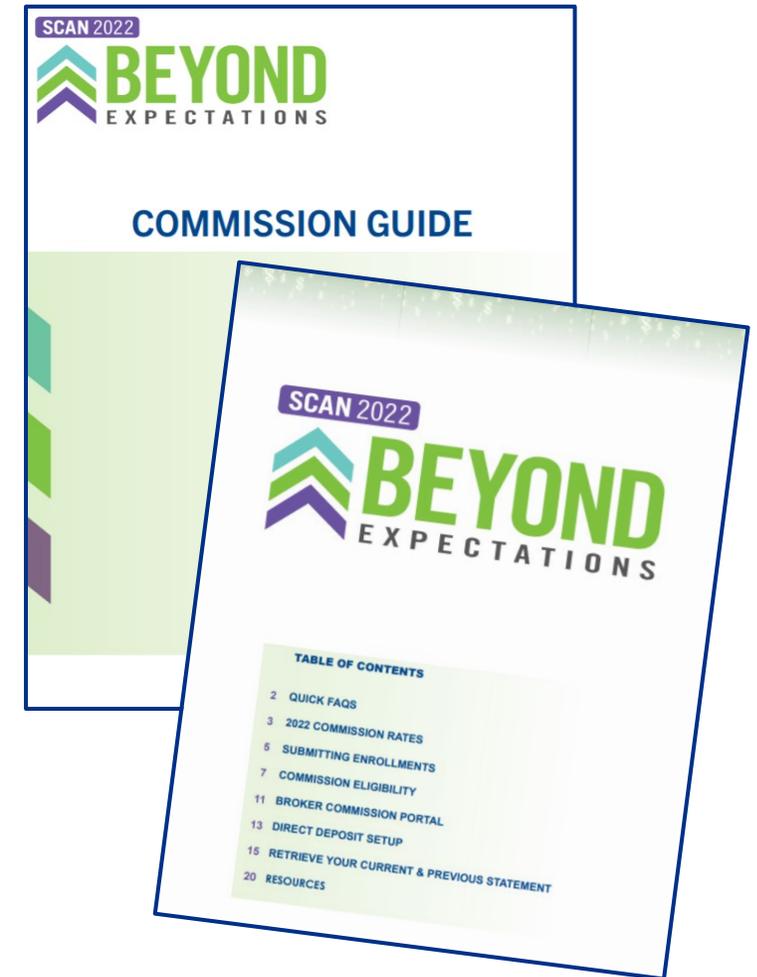
1 Once you login click on **Broker Bank Account Maintain** from the Home Page



- ▶ Click **View** in the **ACTION** column

2 To view the image of the statement, click on **View**, which provides an option to save or print the statement. The first page will be an image of your check and the statement thereafter.

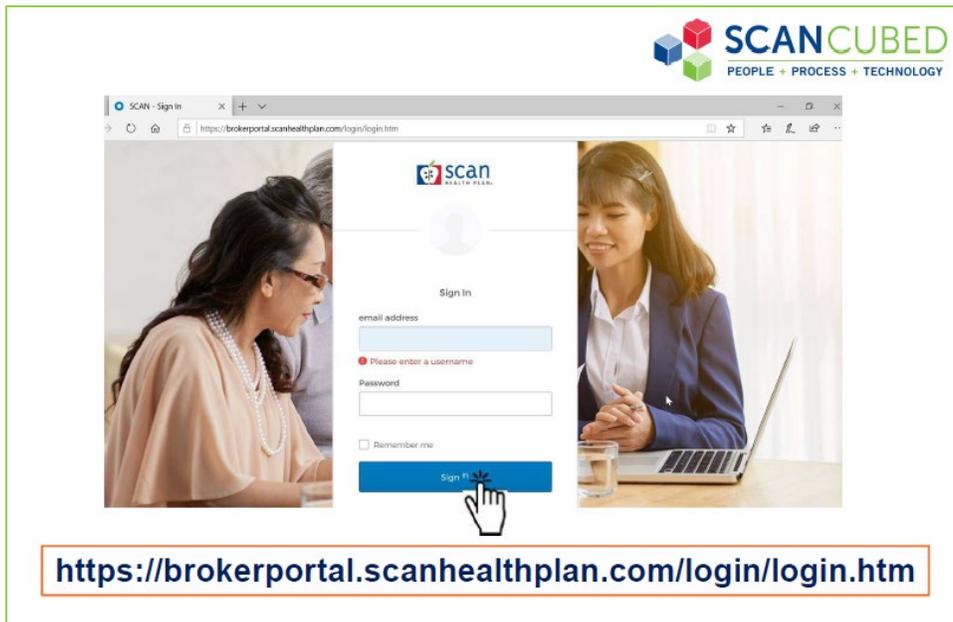
Notes	Action	Payment Date	Payor Bank Name	Broker/Vendor Number
	View	2018-04-20	US Bank - CA	



SCANCubed

To enroll a client electronically:

1. Logged into the **SCAN Agent Portal**.



2. Click on the **Electronic Enrollment-SCANCubed** tile.



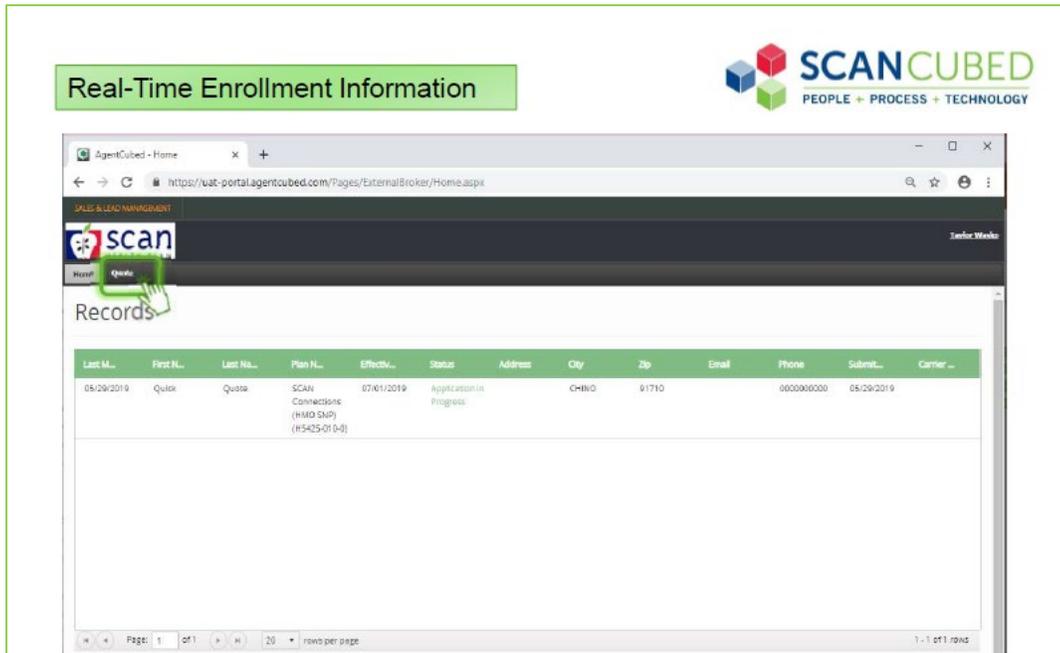
3. First-time SCAN brokers will need to *verify their account*. When information is confirmed, click **Continue**.

A screenshot of the "Verify Account Information" form. The form title is "Verify Account Information" and it includes the SCAN logo and the text "SCANCUBED PEOPLE + PROCESS + TECHNOLOGY". Below the title is a sub-header "Verify Account Information" and a note: "Please take a moment and verify your account information is correct." The form fields include: "Username: SHP_TaylorbrokerAdmin" (with a green arrow pointing to it), "E-mail: twasio@scanhealthplan.com", "First Name: Taylor", "Last Name: Waslo", "Primary Phone: (562) 989-5331", "Fax Phone:", "Mobile Phone:", "Time Zone: Pacific Time" (with a dropdown arrow), and "Languages Spoken" (with checkboxes for Armenian, Chinese, English, Farsi, Korean, Russian, Spanish, and Vietnamese). A green box with the text "One-Time Only Verify your account information, then continue" is positioned to the right of the form. A green "Continue" button is at the bottom right, with a hand cursor pointing to it. The copyright notice "© 2019, AgentCubed LLC" is at the bottom left.

SCANCubed

To enroll a client electronically:

4. Click on **Quote** for new enrollments.



Real-Time Enrollment Information

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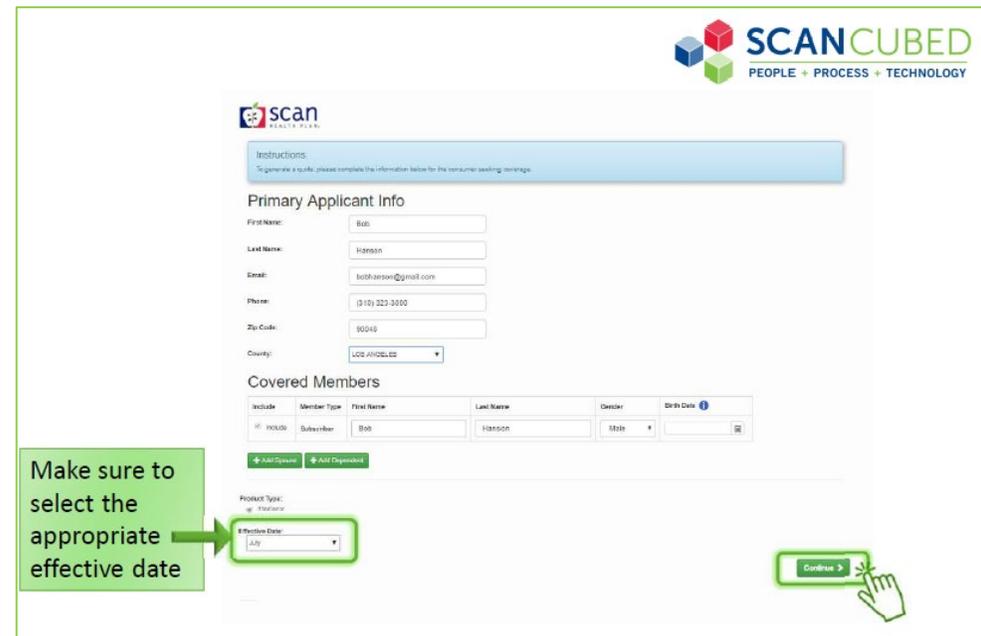
AgentCubed - Home
https://uat-portal.agentcubed.com/Pages/ExternalBroker/Home.aspx

Records

Last N...	First N...	Last N...	Plan N...	Effecti...	Status	Address	City	Zip	Email	Phone	Submit...	Carrier ...
05/29/2019	Quick	Quote	SCAN Connections (HMO S&P) (#3425-01-0-1)	07/01/2019	Application in Progress		CHINO	91710		0000900000	05/29/2019	

Page: 1 of 1 20 rows per page 1 - 1 of 1 rows

5. Enter the **Primary Applicant Information**, select the **Effective Date**, and click **Continue**.



SCANCUBED
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scan

Instructions
To generate a quote, please complete the information below for the consumer seeking coverage.

Primary Applicant Info

First Name: Bob
Last Name: Hanson
Email: bobhanson@gmail.com
Phone: (310) 222-3000
Zip Code: 90049
County: LOS ANGELES

Covered Members

Include	Member Type	First Name	Last Name	Gender	Birth Date
<input checked="" type="checkbox"/>	Subscriber	Bob	Hanson	Male	

Product Type:
or: Insurance

Effective Date: July

Continue

Make sure to select the appropriate effective date

SCANCubed

To enroll a client electronically:

6. Select the plan by clicking **Add to Cart**.

7. The Add to cart button will change to In Cart. The plan selected will display in the shopping cart on the top right corner of the screen. Click on **Shopping Cart**.

Other features can help narrow selection by selecting the product type and cost range.

The screenshot shows the SCANCUBED website interface. At the top, there's a navigation bar with 'Product Types' (STM, Dental, Vision, Cancer, Accident, Critical Illness, Limited Medical, A&D, Medicare, Health, HSM) and a 'Shopping Cart' icon showing 0 items. Below this is a 'Sort By' dropdown menu with options: Carrier, Plan Type, Cost, Metal Tier, None. The main content area displays a list of health plans. The first plan is 'SCAN Classic (HMO) (H5425-006-0)' with a Plan Rating of 4.5, Deductible of No Ded, Maximum Annual Copay of \$600, Long Term Care - Rx of \$7, Monthly Premium of \$0, Office Visit Primary of \$0, and Office Visit Specialist of \$0. The cost is \$0.00/mo. There are buttons for 'View Similar Plans', 'Plan Details', 'Compare', and 'Add to Cart'. The 'Add to Cart' button is highlighted with a green box and a hand cursor. The second plan is 'SCAN Classic (HMO) (H5425-006-0) includes Essentials Dental' with a Plan Rating of 4.5, Deductible of No Ded, Maximum Annual Copay of \$600, Long Term Care - Rx of \$7, Monthly Premium of \$0, Office Visit Primary of \$0, and Office Visit Specialist of \$0. The cost is \$10.00/mo. There are buttons for 'View Similar Plans', 'Plan Details', 'Compare', and 'Add to Cart'. The 'Add to Cart' button is also highlighted with a green box and a hand cursor. On the left side, there are filters for 'Product Types' (Medicare, Medicaid, Rx), 'Cost Range' (Below \$100, \$101 - \$250, \$251 - \$500, \$501 - \$750, \$751 or more), and 'Additional Resources' (SCAN Formulary 2019, SCAN Formulary 2020).

The screenshot shows the SCANCUBED website interface after a plan has been added to the cart. The 'Shopping Cart' icon in the top right corner now shows 1 item. The 'Add to Cart' button for the selected plan has changed to 'In Cart'. A green arrow points to the 'In Cart' button. The rest of the page content is the same as in the previous screenshot.

SCAN Agent Portal Training Site

Self-paced training on Enrolling clients can be found on the Training site.

CLICK AND LEARN

Click here to view SCAN's recorded training webinars...



Click on the **Click and Learn** button to view the Self-Paced Trainings.

SELF-PACED TRAININGS		
Click on the ICON to view our interactive training		
Duals SEP	Electronic Enrollment	OEP Medicare Advantage Open Enrollment Period
Helping Your Clients Enroll in Part B	Building a Referral Based Business	Medicare Basics Training
2022 SoCal Benefit Roll Out Recording	Low Income Subsidy & Extra Help	SCAN Advantage

Electronic Enrollment will provide step-by-step instructions on how to electronically enroll a client.



Wrap-Up

Wrap-Up

Quick Start Guide

All SCAN members newly enrolled onto a plan will receive a **Quick Start Guide**

Over the Counter (OTC)

Place two orders per quarter. Unused allowance will roll-over to the next quarter but within the same benefit year.

- (877) 494-2892 (TTY: 771)
- otc.scanhealthplan.com
- SCAN **QR Code** from the brochure

Dental Fee Schedule

Download the dental fee schedule, request an ID card, find a dentist, and much more from the Delta Dental website:

- <https://www1.deltadentalins.com/medicare/scan/dhmo.html>

Or call:

- 1-855-830-6583 | (TTY: 711)

Fitbit

Call SCAN Member Services or login to the SCAN Health Plan Member Portal to request a Fitbit

Pharmacy

Use SCAN's Preferred, Standard, and/or mail-order pharmacy and save.

Acupuncture

To find a network acupuncturist:

- Call (800) 678-9133 (TTY: 877-710-2746)
- Or go online at Ashlink.com/ash/SCAN

Wrap-Up

Additional resources for members are available online through the SCAN Member Portal, and tools for brokers can be accessed online resources using the SCAN Agent Portal.

Members

Can access supplemental benefits and much more on the SCAN Member Portal site.

Brokers

Can access tools and resources on SCAN Agent Portal.



THANK YOU for attending!

**What questions do
you have?**

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