2022 Benefit Preview

Arizona

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DESERT HEALTH PLAN

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.

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

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

2018 – 2021 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.

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The SCAN Brand: Quality, Service and Expertise

QUALITY

4.5 Stars

Quality care & service

Four years in a row!

90% Satisfaction

(Medicare & You, 2020)

Three years in a row!

SERVICE

Award-winning Service

2021 Stevies for Customer Service

Great Place To Work

93% of employees are proud to tell others they work here!

EXPERTISE

3rd Largest in U.S.

Not-for-profit MAPD

"Best" MAPD in CA

Three years in a row!

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In-language Support Services

Available in Spanish, Chinese and Korean

- From enrollment to renewal, our in-language resources will help you better meet the needs of the communities you serve.
- Provide your clients with culturally relevant reference materials tailored to the communities you serve.

Websites in other languages

scanhealthplan.com/es/ *(Spanish)*
scanhealthplan.com/zh/ *(Chinese)*
Korean: *coming soon!*

Broker Portal

Customized materials and self-service options

Broker Support Team

Dedicated to your success

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Retain and Attract: the Best of Both Worlds in 2022

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.

Retain

Improved existing plans for increased member satisfaction and retention!

Attract

Designed new plans to grow membership—including a premium "give-back" option!

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2022 SCAN Snapshot

New Markets

New
3 Arizona Counties

Hot Product

Popular
Part B Premium Give-Back

High Value Coverage

Low
Maximum Out Of Pocket

Rich
Pharmacy Benefits

Embedded
Comprehensive dental

Welcome Benefits

High
OTC Allowances

Included
Routine Transportation

Flexible
Vision Allowances

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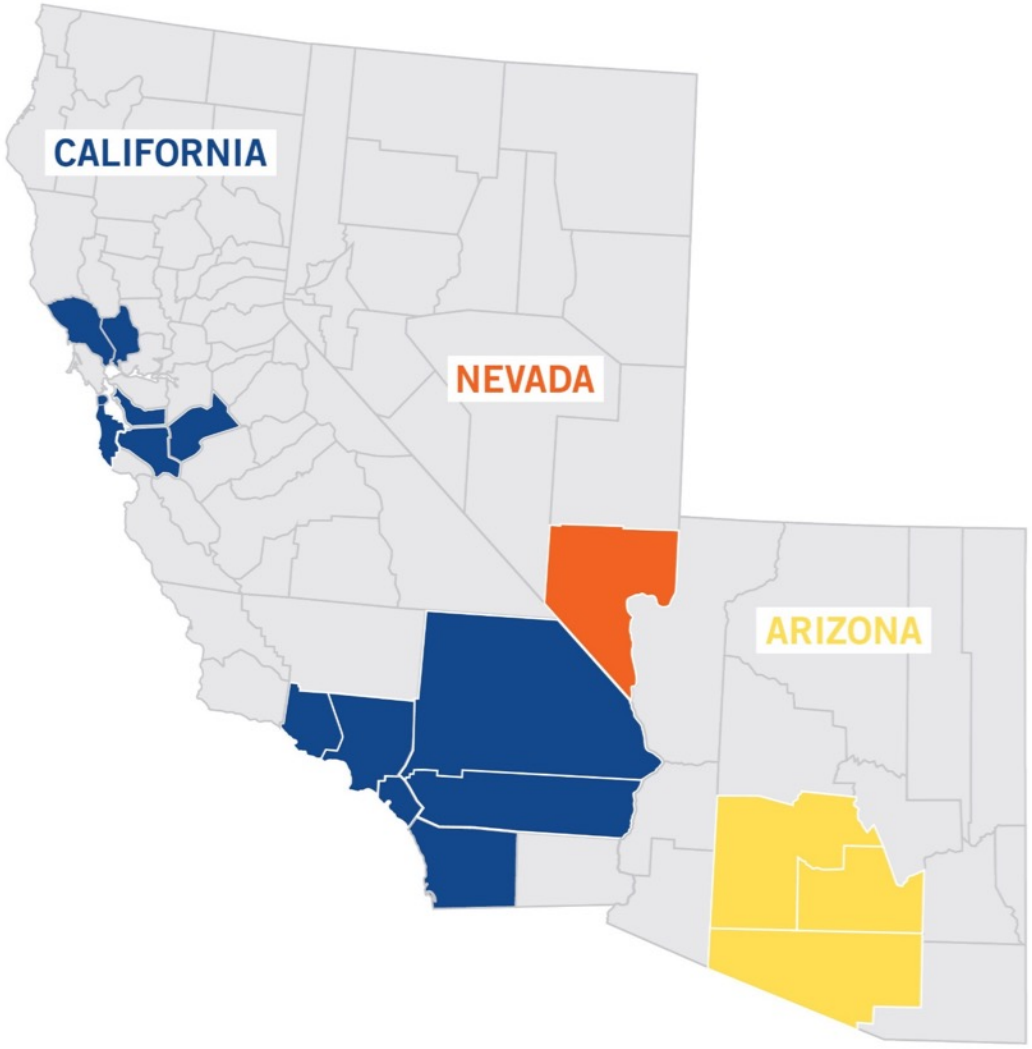
Growing Footprint in 2022



In 2022, SCAN will serve Medicare beneficiaries in more counties than ever:

- **6 counties** in Southern California
- **7 counties** in Northern California
  - Including **2 NEW**
- **NEW: 3 counties** in Arizona
- **NEW: 1 county** in Nevada

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Hello, Arizona!

SCAN is pleased to be in Arizona with SCAN Desert Health Plan. We look forward to serving your Medicare-eligible clients in 2022.

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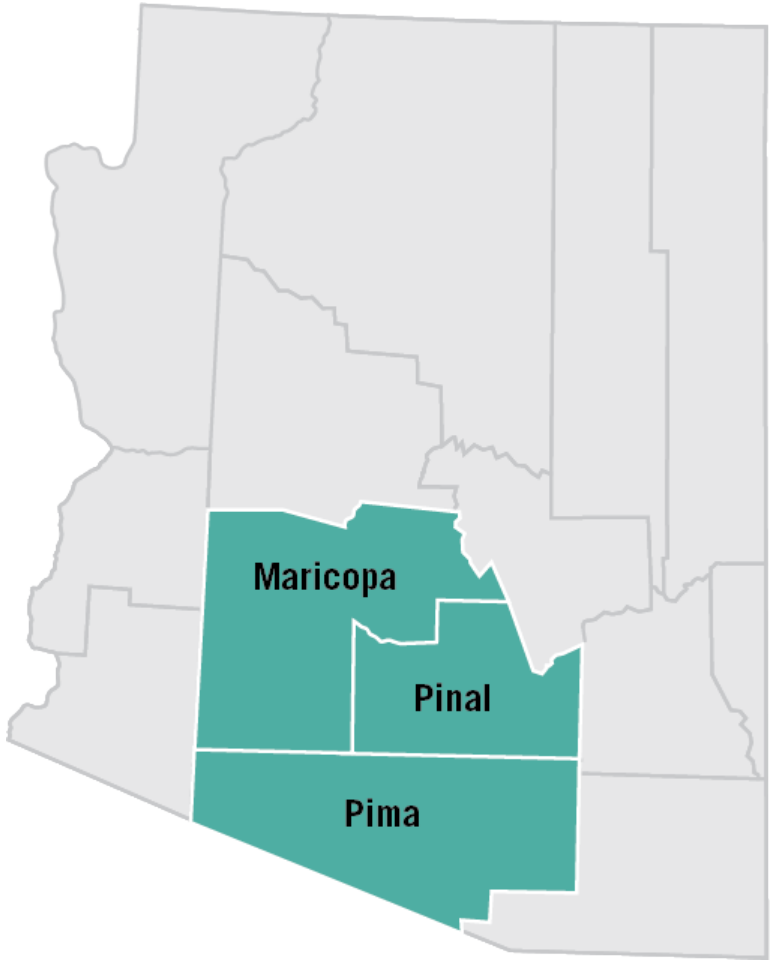
MARKET FACTS		
	Eligibles	Penetration
Maricopa	730,000	48%
Pima	235,000	54%
Pinal	92,000	30%



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Competitive Products for Strong Market Entry

	Arizona	
	Classic	**Venture**
Part B Premium Rebate	Not Covered	$75
MOOP	$2800	$2999
Dental	Embedded dental, including no-cost restorative services	Embedded dental, including no-cost restorative services
OTC Allowance	$85/quarter	$30/quarter
Transportation	36 one-way trips	24 one-way trips
Vision Allowance	$300 every 2 years	$200 every 2 years
Pharmacy Benefits	$0 Tier 1 ***and $0 Tier 2*** retail and mail	$0 Tier 1 ***and $0 Tier 2*** retail and mail
HEALTH*tech*	Covered	Covered
Caregiver Support	Covered	Covered
Togetherness	Covered	Covered

Hot Product

SCAN Venture: Part B Premium “Give Back”

- In 2021, the standard monthly Medicare Part B premium is **$148.50**
- **Venture** plans are designed to reduce member costs by **“giving back”** some or all of the Part B premium
- Give-back amount is automatically debited

Venture “Give Back” by County

Maricopa	$75
Pima	$75
Pinal	$75

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Rich Pharmacy Benefits

A comprehensive formulary that meets the needs of older adults

- 1,400 medications on formulary

$0 copay on 90% of medications older adults take

100-day supply savings

- 3 for 2 on Tier 1 & Tier 2 medications
- $20 discount on Tier 3 & Tier 4 medications

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Rich Pharmacy Benefits

$0

$0 Tier 1 & Tier 2 copays

- Available at Preferred Retail & Express Scripts Mail Order
- More than 700 medications at no cost

Insulin Savings including gap coverage

Plans	Insulin Copays
SCAN Balance	**$0**
All Other SCAN Plans	**$25** Preferred / **$35** Standard

Low Tier 3 Preferred copays

- $37 - $40 copay on ~250 medications!

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Embedded Comprehensive Dental

						New 2022 markets			
	Southern California					Arizona			NV
Plan Name	Los Angeles	Orange	Riverside	San Bernardino	Ventura	Maricopa	Pima	Pinal	Clark
Classic	X	X	X	X		X	X	X	X
Options					X				
Venture	X	X	X	X		X	X	X	X
Heart First		X	X	X		X	X	X	X
Balance	X	X				X	X	X	X

X = New comprehensive dental. Most robust embedded coverage; no buy-up necessary.

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Welcome extras for greater support

Core Extras

- Vision
- Dental
- Transportation
- Acupuncture
- Chiropractic
- Podiatry
- Hearing
- Travel Assurance

Solutions for Healthy Living

- Over-the-Counter
- Fitbit
- Gym benefit
- Brain HQ

Solutions for Independence

- Respite Care
- Returning to Home
- Home Advantage
- Personal Emergency Response System

Solutions for Virtual Care Access

- Telehealth
- Health*tech*
- Abridge (health conversations app)

Solutions for Caregivers

- Caregiver training & support
- Home-delivered meals

Solutions for Togetherness

- SCAN Learning Communities
- Headspace (mindfulness app)

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Core Extras

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

VISION

SCAN offers a routine vision care benefit for all plans. Plans vary, but in general, this benefit includes an eye exam every 12 months and coverage for eyewear every 24 months.

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.

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.

MASSAGE THERAPY, ACUPUNCTURE & CHIROPRACTIC

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

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.

Solutions For Virtual Care Access

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

SCAN HEALTHtech

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

A few areas where **HEALTH***tech* can help include:

- Skype/Zoom/FaceTime training for doctor visits
- Telehealth visit overview
- Setup on personal equipment (phone, tablet, or computer)
- Prescription delivery setup
- And more!

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

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.

Solutions For Healthy Living

Benefits that support a healthy and active lifestyle.

OVER-THE-COUNTER (OTC)

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

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.

Features with this benefit include:

- Mental games that focus on attention, memory, brain speed, intelligence, navigation, and people skills exercises.
- A useful and meaningful workout tailored to a member's unique brain. Using a special method, each exercise adapts in difficulty as the member continues to use it so they are always working at an optimum level to improve performance.

Solutions For Independence

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

RESPITE CARE SERVICES

This benefit provides 40 hours of caregiving for members who experience a debilitating health condition, allowing their regular full-time, unpaid caregiver to take a break.

SCAN 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.

SCAN 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.

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.

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.

Solutions For Caregivers

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

CAREGIVER TRAINING

A series of classes that provide information, skills training and support for caregivers.

CHRONIC CONDITION MEALS

Helping members manage chronic health conditions includes ensuring they have proper nutrition. This benefit provides $0 home-delivered meals.

Solutions For Togetherness

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

SCAN LEARNING COMMUNITIES

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

HEADSPACE

Headspace is a mindfulness and meditation app that can help counteract the negative side effects of loneliness, stress and anxiety.

2022 Benefits by County

Arizona

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DESERT HEALTH PLAN

Maricopa, Pima & Pinal

Plan Name	SCAN Classic	SCAN Venture
MOOP	$2,800	$2,999
Premium	$0	$0 ($75 Part B Rebate)
PCP/SPC Copay	$0/$0	$0/$30
Inpatient Hospital	$125 per day (1-5) $0 per day (6-90+)	$250 per day (1-6) $0 per day (7-90+)
ASC/Outpatient Hosp	$0/$0	$200/$250
Diag. Radiology	$0 - Ultrasounds $200 - All other services	$0 - Ultrasounds $200 - All other services
Urgent Care	$0	$20
RX Copays: Preferred	$0/$0/$37/$95/33%	$0/$0/$40/$95/33%
Standard	$7/$15/$47/$100/33%	$10/$20/$47/$100/33%
Insulin (T3)	$25/$35	$25/$35
Core Extras	Vision, Dental, Transportation, Chiro/Acupuncture, Podiatry, Hearing, SCAN Travel Assurance, SCAN *on the go*	Vision, Dental, Transportation, Chiro/Acupuncture, Podiatry, Hearing, SCAN Travel Assurance, SCAN *on the go*
Solutions for Virtual Care Access	Telehealth, HEALTH*tech*, Abridge	Telehealth, HEALTH*tech*, Abridge
Solutions for Healthy Living	Gym, OTC, Fitbit, BrainHQ	Gym, OTC, Fitbit, BrainHQ
Solutions for Independence	Returning to Home, PERS	
Solutions for Caregivers	Caregiver Training, Chronic Condition Meals	Caregiver Training, Chronic Condition Meals
Solutions for Togetherness	Headspace, SCAN Learning Communities	Headspace, SCAN Learning Communities

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Maricopa, Pima & Pinal

Plan Name	SCAN Heart First	SCAN Balance
MOOP	$2,800	$2,800
Premium	$0	$0
PCP/SPC Copay	$0/$0	$0/$0
Inpatient Hospital	$125 per day (1-5) $0 per day (6-90+)	$125 per day (1-5) $0 per day (6-90+)
ASC/Outpatient Hosp	$0/$0	$0/$0
Diag. Radiology	$0 - Ultrasounds $200 - All other services	$0 - Ultrasounds $200 - All other services
Urgent Care	$0	$0
RX Copays: Preferred	$0/$0/$37/$95/33%	$0/$0/$37/$95/33%
Standard	$5/$9/$47/$100/33%	$5/$9/$47/$100/33%
Insulin (T3)	$25/$35	$0/$0
Core Extras	Vision, Dental, Transportation (incl. non-medical trips), Chiro/Acupuncture, Podiatry, Hearing, SCAN Travel Assurance, SCAN *on the go*	Vision, Dental, Transportation (incl. non-medical trips), Chiro/Acupuncture, Podiatry, Hearing, SCAN Travel Assurance, SCAN *on the go*
Solutions for Virtual Care Access	Telehealth, HEALTH*tech*, Abridge	Telehealth, HEALTH*tech*, Abridge
Solutions for Healthy Living	Gym, OTC, Fitbit, BrainHQ	Gym, OTC, Fitbit, BrainHQ
Solutions for Independence	Respite Care, Returning to Home, Home Advantage, PERS	Respite Care, Returning to Home, Home Advantage, PERS
Solutions for Caregivers	Caregiver Training, Chronic Condition Meals	Caregiver Training, Chronic Condition Meals
Solutions for Togetherness	Headspace, SCAN Learning Communities	Headspace, SCAN Learning Communities

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DESERT HEALTH PLAN

Maricopa, Pima & Pinal

NOTABLE

Classic	Venture	Balance	Heart First
$0 Monthly Premium	$0 Monthly Premium	$0 Monthly Premium	$0 Monthly Premium
$0 Primary/Specialty Care OV	$75 Part B Give Back	$0 Primary/Specialty Care OV	$0 Primary/Specialty Care OV
Comprehensive Dental	Comprehensive Dental	Comprehensive Dental	Comprehensive Dental
OTC Allowance	OTC Allowance	OTC Allowance	OTC Allowance
Routine Transportation Trips	Routine Transportation Trips	Routine Transportation Trips	Routine Transportation Trips
Vision Allowance	Vision Allowance	Vision Allowance	Vision Allowance
$0 Tier 1, $0 Tier 2; Low Tier 3 copays	$0 Tier 1, $0 Tier 2; Low Tier 3 copays	$0 Tier 1, $0 Tier 2; Low Tier 3 copays	$0 Tier 1, $0 Tier 2; Low Tier 3 copays
$0 Telehealth	$0 Telehealth	$0 Telehealth	$0 Telehealth
$0 PERS	Insulin through the Gap	$0 PERS	$0 PERS
Insulin through the Gap	Fitbit included in Silver&Fit	$0 Insulin through the Gap	Insulin through the Gap
Fitbit included in Silver&Fit	100-Day Rx Supply (retail/mail)	Fitbit included in Silver&Fit	Fitbit included in Silver&Fit
100-Day Rx Supply (retail/mail)	Healthtech	100-Day Rx Supply (retail/mail)	100-Day Rx Supply (retail/mail)
Healthtech	Solutions for Caregivers/Togetherness	Healthtech	Healthtech
Solutions for Caregivers/Togetherness	Abridge - health conversations app	Solutions for Caregivers/Togetherness	Solutions for Caregivers/Togetherness
Abridge - health conversations app		Abridge - health conversations app	Abridge - health conversations app

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The SCAN Portfolio

											New 2022 markets					
	Southern California						Northern California						Arizona			NV
Plan Name	Los Angeles	Orange	Riverside	San Bernardino	San Diego	Ventura	Napa/ Sonoma	Santa Clara	San Francisco	Stanislaus	Alameda	San Mateo	Maricopa	Pima	Pinal	Clark
Classic	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
Signature					X											
Alta					X											
Prime	X	X	X	X												
Compass							X									
Heart First		X	X	X	X		X				X	X	X	X	X	X
Balance	X	X					X			X	X	X	X	X	X	X
Embrace	X	X														
Connections / Connections at Home	X		X	X												
Plus	X	X	X	X	X	X		X	X	X						
VillageHealth	X		X	X												
Healthy at Home	X	X	X	X												

X = new in 2022

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THANK YOU

We look forward to serving you and your clients.

Please let us know how we may be of assistance.

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