



QUALITY BEYOND STARS

What You Need to Know
About Star Ratings, Your
Health Care and Coverage.

THIS DOCUMENT IS PROVIDED FOR EDUCATIONAL PURPOSES.



Why Did You Choose SCAN?

Did a friend or family member tell you about some of the extra benefits beyond Original Medicare they were getting with SCAN?

Was it because of the low costs and many \$0 copays?

Maybe you appreciated that your medications were covered.

Or was it learning that you could keep your same doctor with SCAN's large network of quality providers?



But here's something you might not know:

The Centers for Medicare and Medicaid Services (CMS) has rated SCAN 4.5 out of 5 stars for 2023 making SCAN the only plan in California to maintain 4.5 stars for six straight years.*

* 4.5 out of 5 stars rating applies to all plans offered in California by SCAN Health Plan from 2018 to 2023 except SCAN Healthy at Home (HMO SNP) and VillageHealth (HMO-POS SNP). Every year, Medicare evaluates plans based on a five-star rating system.



Are you new to SCAN?

If you're new to SCAN, you may also have heard that SCAN is among the highest-rated Medicare Advantage plans in California in 2023!** While Star Ratings may not be at the top of your list when looking for a Medicare Advantage plan, they deserve consideration.

**So, what are Star Ratings,
and why should they matter to you?**

** U.S. News & World Report Best Medicare Advantage Plan Companies of 2023



Star Ratings Come from Medicare

Each year, CMS evaluates the quality of care and service provided by Medicare Advantage plans. They measure how each plan performs on the same set of quality measures. CMS then tabulates its overall findings to come up with a Star Rating for each plan. Ratings range from one to five stars, with five being the highest.

The Star Ratings system is designed to help people with Medicare easily compare health plans. This can be a helpful tool for making apples-to-apples comparisons of how health plans are treating their members and supporting their members' health.

CMS stands for **Centers for Medicare and Medicaid Services**, which we sometimes refer to simply as *Medicare*.



Star Ratings and Your Healthcare

**A high Star Rating isn't just a badge of pride for a health plan.
When SCAN receives a high Star Rating, you reap the benefits.**

That's because CMS pays a bonus to Medicare Advantage plans that earn at least four stars. As a Medicare Advantage plan, SCAN relies on our Medicare funding to deliver the benefits and services you depend on. As a not-for-profit, the bonuses we earn from our high Star Rating enable us to offer comprehensive benefits of real value to you year after year.



Your Part in Star Ratings

We work hard to provide you with the quality benefits, coverage and support to help you take care of your health and well-being. When deciding on Star Ratings, Medicare doesn't just look at what SCAN provides its members, though. They want answers to specific questions about how we're serving your healthcare needs:

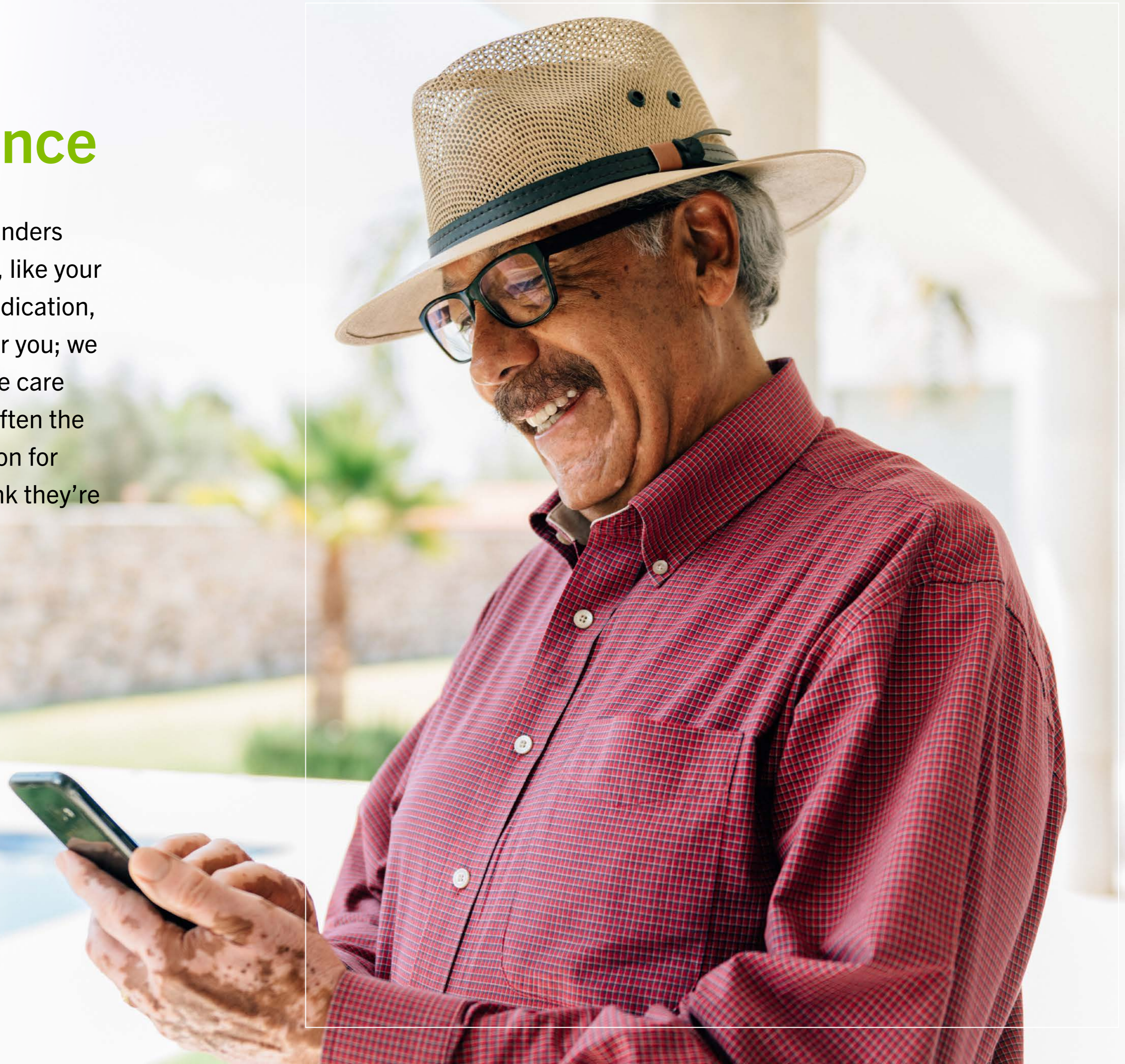
- 1 Are you getting the doctor appointments, services, and preventive care you need to be healthy?
- 2 If you have a chronic condition, are you getting the care and treatments needed to manage your condition?
- 3 How happy are you with your health plan overall?
- 4 How easy is it for you to get answers or assistance when you need help using your SCAN benefits?

You play an important role in SCAN's Star Rating. When you visit your doctor for a check-up, for example, or answer a survey from Medicare, you're helping SCAN continue to be one of the highest-rated Medicare Advantage plans.



How You Can Make a Difference

You may have noticed we send reminders when you're due for important care, like your yearly flu shot or to pick up your medication, for example. We don't do it to bother you; we want to make sure you're getting the care you need to be healthy! These are often the things CMS includes in the evaluation for Star Ratings, which means they think they're important for your health, too.



Go for Preventive Care

We're happiest when you're at your healthiest. When you follow through with all the care recommended by your doctor, you're helping SCAN continue to earn high Star Ratings. Even more important, you're protecting your physical and mental health. See your primary care doctor regularly for:

Remember, you can change your doctor at any time and for any reason—and we're happy to help.



Preventive Screenings



Vaccines



Lab work



Regular Check-ups



Medication updates

Not sure what preventive care you're due for?

We track it for you in your digital Health Check Record. Find it now in your [SCAN online member account](#).



Manage Chronic Health Conditions

Medicare looks at whether a health plan's members are getting recommended tests and treatments to manage their chronic conditions. So, if you have diabetes and have your A1c levels checked regularly, that counts. The same goes with having your prescription for ACE inhibitors filled at the pharmacy if you have high blood pressure, for example.

Do you have a chronic condition but don't know what care is needed or how to get it? Talk with your doctor. You can also find information on care you're due for in the personalized Health Check Record in your SCAN online account.



Get the Most Out of Your SCAN Benefits

Read your plan materials to find out everything your plan includes. Don't miss out on using benefits like annual vision exams, gym memberships, telehealth for urgent care, hearing aid discounts and fitness trackers that can help you feel your best and be your healthiest!

Find it fast!

Your SCAN online account has everything about your plan in one convenient place.





Take Prescription Drugs as Prescribed

Are you taking your medications the way your doctor prescribed them? We want it to always be easy for you to get the medications you need. **SCAN's Formulary includes hundreds of covered prescription medications, with many for \$0 copays in most SCAN plans.** If you're having trouble getting or taking a medication prescribed by your doctor, let your doctor know, and call Member Services if you need more help.

90%
of drugs
SCAN members
take cost
\$0*

* SCAN Pharmacy utilization data of Tier 1 and Tier 2 medications filled at Preferred retail or mail-order pharmacies for \$0 copay in 2022



Give Feedback

We want our Star Rating to truly reflect the care and service our members receive. If you receive a survey from Medicare, please respond. Medicare sends surveys only to a handful of SCAN members each year, so your answers will represent thousands of other members. We hope you'll share your thoughts and experiences about what needs improving and about what's working, too. This not only tells us the right areas to focus on, but positive feedback helps us to maintain our high Star Rating.

Please don't wait for a survey if you ever have a question or concern about your benefits, coverage or care. We always want to hear from you—even if it's just to let us know about a good experience you've had.

91%
member
satisfaction
2023*

* Member rating as reported in the California edition of 2023 Medicare & You.

Aiming Beyond the Stars

We're proud of the high Star Ratings SCAN has earned for the past six years, and we strive to make sure these ratings reflect the quality care and experiences you've come to know as a SCAN member.

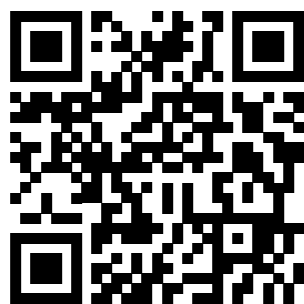
While receiving high marks is always welcome, what truly matters to us is that you receive the high-quality, personalized care and helpful, caring service you need to be healthy and independent.





**For information, resources and tools
to help you get the most from your SCAN plan, visit:**

scanhealthplan.com



For a more personalized experience and tools to manage your benefits and care, sign up for an easy-to-use SCAN online member account.

Go to: scanhealthplan.com/register or scan this code with your smartphone camera.