

scan club

A NEWSLETTER FOR SCAN MEMBERS

JULY/AUGUST 2017



SCAN members James and Irma Murphy

Meet Our Model Member

Spend a few minutes talking to SCAN Health Plan® member James Murphy about his experiences and interests and you begin to wonder if there is anything the man hasn't done in his 70 years. His résumé reads like that of a modern-day Renaissance man, with occupations that include serving in the Marine Corps and as a San Diego County Sheriff's Deputy, traveling the world tracking criminals and working undercover as a U.S. Marshal, and teaching courses in firearms and security. For the past 35 years, he has been a private investigator, and since the 1990s James has been a model, actor and voice-over talent appearing in numerous publications, commercials, videos and TV shows.

When not conducting an investigation, modeling or acting, he stays fit and active with another long list of adventures. James enjoys scuba diving, biking, in-line skating, waterskiing, jogging, playing racquetball and basketball, taking photographs, sketching,

Continued on page 2



TABLE OF CONTENTS:

Take Some Chances, Just Not With the Flu	2	Safer Ways to Manage Pain	5
CEO Message: SCAN at 40	3	We've Changed, but Our Mission Hasn't	6
A Smart Guide for Sun-Lovers	4	New Medication? Get Answers First	7

“Obstacles are going to be there regardless, so it’s best just to deal with them and move on.”

Continued from front page

reading, practicing martial arts, cooking, swimming and horseback riding!

The key to being able to do so much, he says, is attitude. “You wake up every morning looking to experience something new in life. It’s just about keeping a positive attitude about everything.”

When pressed, the man who has fast-roped out of a helicopter into frigid waters and rubbed elbows with celebrities admits there are some things he will not do: bungee jumping (“That’s just crazy”) and eating one of his favorite foods, bacon, in unusual ways (“Bacon ice cream or chocolate-covered bacon? No way!”).

Most other experiences in life, though, James sees as opportunities, even the struggles.

“Obstacles are going to be there regardless, so it’s best just to deal with them and move on,” he says. “There is always an opportunity; you just have to decide whether or not you want to take it.”

One “opportunity” James had to face recently is injury. While playing racquetball four years ago, he took a hard fall onto his shoulder. He kept playing over the years, but increasing pain led to surgery to repair two vertebrae in his back last year and rotator cuff surgery in January of this year. Today, although his shoulder isn’t yet strong enough to return to strenuous activities, James is in physical therapy and continues to exercise, keep active and stay positive.

“After what I have been through in my past, I feel lucky to be here anyway, so I am going to enjoy the life that I have,” he says. “This is like the second portion of my life. I don’t plan on going anywhere until I am about 130 years old. If I make it further, that’s even better, but I plan on being around until at least then.”

So, what hasn’t James done yet that he wants to add to the long and varied list of his experiences? “Skydiving,” he says. “And whatever comes up. If it’s something that piques my interest, I will do it.”

Unless, of course, it involves bungee jumping or bacon ice cream.



SCAN member James Murphy says, “I enjoy life. Period. That’s just the way I am.”

CEO Message: SCAN at 40



Chris Wing at “Aging Reimagined” in April

If you read my column in SCAN Club regularly, you’ll recall that SCAN is celebrating its 40th anniversary this year. We kicked off the celebration in April, with a day-long event in partnership with the City of Long Beach and Long Beach State University.

Titled “Aging Reimagined: A Community Approach to Health and Independence,” the event’s goal was not just to talk about the challenges facing seniors, but to focus on what’s being done, what’s still to do and how best to do it. We brought together nationally recognized experts as well as movers and shakers from across the city, including representatives from fellow non-profit organizations that serve seniors.

We left the event excited about the renewed commitment from everyone present to, in the words of Long Beach Mayor Robert Garcia, “make Long Beach the premier city in the region—even the country—for healthy aging.”

Long Beach is our hometown, so we’re pleased to be a driving force in this local effort. But our commitment extends beyond our own backyard. Our goal is to take what we’re learning locally and share it with others. We believe all seniors should have the opportunity to remain healthy, independent and safe in their own homes.

That’s why SCAN is more than a health plan. You may not know that, in addition to your Medicare Advantage benefits, we also provide community services to seniors and their caregivers throughout the state. We’ll highlight some of these programs in future issues of this newsletter.

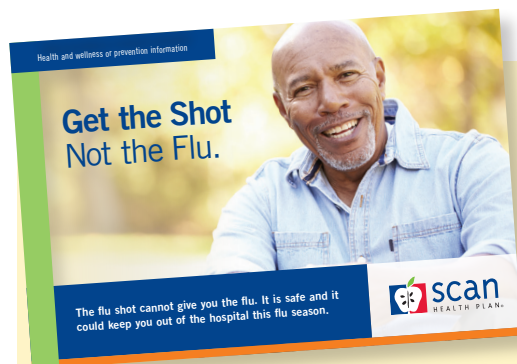
In the meantime, thank you for being part of SCAN and allowing us to serve you.

WITH appreciation,

Chris Wing
Chief Executive Officer
SCAN Health Plan

What Were You Doing in 1977?

We’ve put together a brief history of SCAN on page 6. Take a look at how the determination of a group of 12 seniors became the company that today offers your health plan—and more.



If James looks familiar, it’s because you’ve met him before, sort of. His photo has appeared in materials reminding SCAN members to get a flu shot, including the November/December 2016 issue of this newsletter. James didn’t know that his picture, which was taken by a stock photo company several years ago, was being used by SCAN until he was at

Scripps Medical Center one day with his wife, Irma, also a SCAN member. On one of the display boards by the elevator, they saw James looking back at them from a SCAN flyer. After that, “I kept seeing my photo in different places and getting calls from friends who saw them, too,” he laughs. “I was popping up everywhere.”

Take Some Chances, Just Not With the Flu

James is the adventurous sort, but he doesn’t take chances with his health. He gets all his necessary immunizations, including a flu shot every year.

This year, it will be easier than ever for you to be protected against the flu, too. In the upcoming flu season, you’ll be able to get your flu shot at your local pharmacy or at your doctor’s office, wherever is more convenient. Watch for more details coming soon.

ASK MEMBER SERVICES

My doctor said she was referring me to a specialist. Who do I call for an update?

Your primary care doctor will submit the referral request to the medical group she works with. You can usually expect to get a response from your doctor’s office or medical group within two weeks after your doctor submits the request. If you have any questions in the meantime, or if you haven’t heard about the referral after two weeks, call your doctor’s office for an update. If your medical group has a patient service office, they might be able to get an answer for you, too. Still need help? Call SCAN Member Services.

TIP: We have more information about how referrals work—including a video starring our own Senior Advocates—on the SCAN website. Take a look: www.scanhealthplan.com/scan-resources/referral-information.

I am going to be traveling this summer. Am I covered if I need to see a doctor while away from home?

No one wants to go to the doctor when they are traveling. However, if you need urgent or emergency care, you are covered. All SCAN plans cover emergency and urgent care anywhere in the United States, while some also provide that coverage worldwide. Check your benefits before you head out of town so you know your options. Remember, preventive care is only covered through your primary care team, so be sure to schedule any routine care and appointments before you leave town.

TIP: Find examples of conditions that need urgent or emergency care on page 14 of your Health Check Record (the personalized booklet we mailed to you in June).



A Smart Guide for Sun-Lovers

We Californians love our sunshine. While bad weather often keeps people in other areas of the country indoors, we are golfing, gardening, skiing and bicycling under sunny skies. Being bathed in sunlight almost year-round has its healthy rewards. In addition to active lifestyles, we get our daily doses of Vitamin D and a cornucopia of locally grown fresh fruits and vegetables. But as California native and SCAN member Kathy Furlan discovered, a longtime relationship with the sun has its hazards, too.

Growing up in Riverside in the 1950s and 1960s, Kathy, fair-skinned and slathered in cocoa butter and baby oil, spent hours under the sun working on a signature California-girl tan. “There was no such thing as sunscreen,” she says. Her days of baking under the sun gradually lessened over the years, but Kathy continued to spend time outdoors on weekends and vacations camping and hiking with her family.

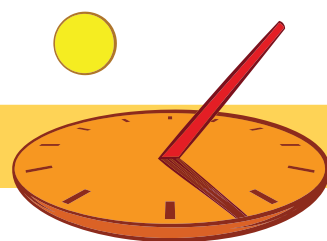
Then, at age 60, Kathy realized the effect of all those years spent unprotected from the sun’s ultraviolet rays. It was in the form of a small, hard bump above her upper lip, diagnosed as a common but fast-growing type of skin cancer. Kathy had it removed in outpatient surgery. Five years later, when she noticed a new and different tiny growth on her lower eyelid, her primary care doctor referred her to an ophthalmologist who confirmed that it, too, was a type of skin cancer. Because Kathy caught it early, the growth was easily removed before it could spread.

Kathy’s experience is not unusual. Nearly 5 million people in the United States—of all skin tones—are treated for skin cancer each year. The good news is that while skin cancer is the most common of all cancers, it is also the easiest to treat, if diagnosed early. The most common sign of skin cancer is a noticeable change on your skin, so the Skin Cancer Foundation recommends doing a complete head-to-toe examination at least once a month.

After two close calls with skin cancer, Kathy does regular self-exams and sees her doctor regularly. An outdoorswoman at heart and a travel agent by trade, she still spends time camping, hiking and in other activities in the sun, but she does so safely, wearing a hat and sunglasses. And these days, instead of slathering herself in cocoa butter, Kathy makes sure she is covered head to toe in a broad-spectrum sunscreen.



SCAN member Kathy Furlan and husband, Mark



Take 10 for the Skin You’re In

A head-to-toe exam of your skin doesn’t take much time—about 10 minutes once a month. Two tests can help you recognize moles or other growths on your skin that could be skin cancer: the ABCDE test and the Ugly Duckling test. Use a mirror to help you check all areas of your body (even where the sun doesn’t shine!).

- **Does the mole look Asymmetrical?**
If you were to draw a line through the mole, would one side be larger than the other?
- **Look at its Borders.**
Are the edges blotchy and uneven?
- **What is its Color?**
Does it have variations of different shades of brown or black, or even red, white and blue?
- **What about its Diameter?**
Is it bigger than a pea?
- **Is it Evolving?**
If you noticed the mole or growth before, has it changed in any way—in size, shape, color or height? Are there any new symptoms—bleeding, itching or crusting?
- **Lastly, is it an Ugly Duckling—the one mole or growth that stands out from others on your skin?**

What if the answer is “yes” to one or more of the questions above? Call your primary care doctor. “Most of the time, you’re looking at skin damage, and that’s something your primary care doctor is well-equipped to treat,” advises Dr. Romilla Batra, SCAN’s chief medical officer. “If your doctor thinks it may be something more, he or she will refer you to a dermatologist.” What if, like Kathy, you have a history of skin cancer? “Keep up a good routine of self-checks,” Dr. Batra says, “and see your doctor if you notice a change that worries you.”



Safer Ways to Manage Pain

A nagging headache, throbbing in your knee, aching in your fingers. If you’re in constant pain, it’s understandable that you want something to make the pain end as quickly as possible. Sometimes, though, what provides short-term relief might also create more problems with serious, long-term consequences to your health and safety.

If you have pain that won’t quit, talk with your primary care team about treatments that can give you relief without added risks. Some people have found that non-medication treatments—like massage, spinal manipulation or tai chi—help them get control of their pain. The American College of Rheumatology, for example, recommends tai chi for some people with pain in their knees from osteoarthritis. (Source: “Tai Chi Found to Be as Effective as Physical Therapy for Knee Osteoarthritis,” www.rheumatology.org)

Depending on your condition, your doctor might recommend combining medication and alternative therapy to help you manage pain. Talk with your doctor. He or she can help you develop a treatment plan that’s effective—and safe—for you.

Recommended Treatments for Common Chronic Pain Conditions

For pain from...	Non-medication treatments	Common medications
Lower back problems	<ul style="list-style-type: none"> • Remain active and limit bed rest • Exercise, cognitive behavioral therapy and physical therapy 	<ul style="list-style-type: none"> • Acetaminophen • Non-steroidal anti-inflammatory drugs (NSAIDs), such as ibuprofen and naproxen • Certain antidepressants
Osteoarthritis	<ul style="list-style-type: none"> • Exercise • Weight loss 	<ul style="list-style-type: none"> • Acetaminophen • NSAIDs • Hyaluronic acid • Capsaicin cream
Fibromyalgia	<ul style="list-style-type: none"> • Low-impact aerobic exercise (e.g., walking, swimming, bicycling, gentle yoga) • Cognitive behavioral therapy • Biofeedback • Physical therapy 	<ul style="list-style-type: none"> • Pregabalin • Duloxetine • Gabapentin

Source: Centers for Disease Control and Prevention, www.cdc.gov, “Non-Opioid Treatments for Chronic Pain”

We've Changed, but Our Mission Hasn't



In the late 1970s, a group of Long Beach seniors got together with city officials, healthcare providers and community organizations to create something that was missing in their city (and most other places in the country): a healthcare system that offered the services and support they needed in order to stay healthy and continue to live safely at home.

That was the beginning of the Senior Care Action Network, and we at SCAN have been working to keep seniors healthy and independent ever since.

There have been some significant milestones along the way. In 1978, not long after we began, we were one

Original proposal, 1977

of the first companies chosen by the State of California to deliver a program designed to keep low-income seniors out of nursing homes. That program continues today.

In 1984, SCAN was one of just four Health Maintenance Organizations (HMOs) in the nation chosen by the federal government to offer a specialized set of benefits to people with Medicare. That program required a great deal of hands-on, one-on-one work with our members. And while that specific program ended in 2004, we took those 20 years of experience and channeled it into the SCAN you know today.

There are now 186,000 SCAN Health Plan members, and we serve thousands of seniors and caregivers through our community programs. But we are as committed today as we were 40 years ago to one thing: keeping you healthy and independent.



Early print advertisement

ARE THERE SAVINGS WAITING FOR YOU?

Take advantage of Preferred pharmacies

If you aren't already filling your prescriptions at a Preferred pharmacy, you may be paying more for your medications than you need to. The exact amount you can save at a Preferred pharmacy will depend on your SCAN plan and the medication(s) you take, but most members save an average of \$3 to \$5 for each 30-day supply of medications on tiers 1 through 4 of the Formulary—and those savings add up when you get 90-day refills! (Check your benefit materials for 90-day savings.) Ready to switch to a Preferred pharmacy and start saving?

1. Visit www.scanhealthplan.com to find a Preferred pharmacy close to you. Click on "Find Providers and Drugs," and search for the pharmacies near your zip code. (Be sure to click on the box to show only Preferred pharmacies.)
2. Either take your medication bottle in person to the new pharmacy or call the new pharmacy and ask that the pharmacist there get the prescription from the pharmacy you use now.

Preferred Pharmacy Network Lower copayments for many of your prescription drugs	Standard Pharmacy Network Regular copayments for many of your prescription drugs
<ul style="list-style-type: none"> ■ Albertsons ■ Costco ■ Express Scripts Home Delivery ■ Rite Aid ■ Walgreens ■ And select independent network pharmacies 	<ul style="list-style-type: none"> ● CVS ● Medicine Shoppe ● Ralphs ● Target ● And select independent network pharmacies

For a complete list, visit www.scanhealthplan.com/scan-resources/pharmacy, or call SCAN Member Services.

A Prescription for New Medication

Get Answers First

Your doctor has just prescribed a new medication, so you're planning to start using it as soon as it is filled at the pharmacy. But hold on just a minute. Before you take the first pill or apply that cream, be sure you know the answers to these questions.

How should I use the medication? Is it taken by mouth or applied externally? What time of day should I take it? How many times a day? Do I take it when I eat or on an empty stomach?

Are there any medications or foods I should avoid? Certain things like other medications, specific types of foods, sunlight and vitamins can affect the way some medicines work. Make sure to let your primary care team know everything you are taking, including non-prescription drugs and nutritional supplements. Also, ask if it's OK to drive, exercise and continue other daily activities while taking the medication.

What can I expect to happen once I start using it? How will it make me feel? How long will it take for the medication to work? Could there be any side effects? If I don't feel differently, how will I know if it's working or not? Some medications can still be working even if you don't feel any changes.

If there are side effects, what should I do? Should I stop taking the medication, or will the side effects just go away with time? Is there anything I can do to cope with them? Knowing before about possible side effects and how to deal with them can reduce anxiety you might feel if they occur.

Is there a less-expensive option? If your new medication is a brand-name drug or on tier 3 or 4 of the SCAN Formulary, ask your doctor if there is a generic alternative for a lower cost.

What's the next step? How soon should my next follow-up appointment be? How does this medication fit into the overall treatment for my condition? This is especially important if you have an ongoing condition, such as diabetes, high blood pressure or high cholesterol.

When your doctor prescribes a new medication, ask him/her or your pharmacist to explain what the medicine is for, how to use it and what to expect. Knowing the answers to these questions can help you get the treatment you need and with the best possible results.



There's Still Time to Go Green With e-Delivery

It's almost time for the Annual Notice of Changes to be sent to all SCAN members, as it is every fall. If you haven't signed up for e-delivery yet, you have until mid-August to let us know that this year you want be eco-friendly and have the materials sent to your email address, instead of receiving the bulky package in the mail.

Sign up for e-delivery in two easy steps:

1. First, go to www.scanhealthplan.com and click on the "Members" tab at the top of the page. Register for an account if you don't already have one by going to www.scanhealthplan.com/members/register.
2. Next, click on "Yes, sign me up for e-delivery."

Simple, right? It gets even easier once you're signed up—when the annual notice, your monthly summary or other material is ready for you to read, you will receive an email with a link to the document. More convenience, less paper!



Need Assistance? SCAN Health Plan® is here to help.



Sales Information

1-800-547-1317; TTY: 711

8 A.M. – 8 P.M. Pacific Time (PT)
Monday–Friday



Member Services

1-800-559-3500; TTY: 711

8 A.M. – 8 P.M. Pacific Time (PT) Monday–Friday
Note: Between February 15 and September 30,
messages received during weekends and holidays
will be returned within one business day



Follow us on Facebook

www.facebook.com/scanhealthplan



Visit our web site

www.scanhealthplan.com

The Formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, premiums and/or copayments/co-insurance may change on January 1 of each year. SCAN Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. 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). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-559-3500 (TTY: 711). 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)。



SCAN Club Editor
3800 Kilroy Airport Way, Suite 100
Long Beach, CA 90806-5616
SCANClub@scanhealthplan.com

NON PROFIT ORG
U.S. POSTAGE
PAID
PERMIT 1333
SANTA ANA CA

SCAN Health Plan® is an HMO plan with a Medicare contract. Enrollment in SCAN Health Plan depends on contract renewal. Other providers are available in our network.

Health and wellness or prevention information

Y0057_SCAN_10368_2017F File & Use Accepted 06272017

G10458 07/17

scanclub

JULY/AUGUST 2017



4 A Smart Guide for Sun-Lovers

5 Safer Ways to Manage Pain

7 New Medication? Get Answers First