BROKERS AS HEALTH NAVIGATORS PROGRAM

Frequently Asked Questions

HTTPS://WWW.SCANPRODUCERPORTAL.COM/

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HEALTH NAVIGATORS PROGRAM

Overview

The Brokers as Health Plan Navigators Program is a SCAN initiative designed to support and recognize the vital role brokers play in guiding and advocating for members throughout their health journey. Eligible brokers who complete the required training and sign the program addendum can participate in select health-focused activities through the Producer Portal. Once a member completes an activity and it is verified by SCAN, the broker receives compensation.

This Frequently Asked Questions (FAQ) document provides clear, high-level guidance on program eligibility, completion of required training and the addendum, available activities, compensation, and use of the Producer Portal. The information is intended to ensure consistent messaging, clarify broker responsibilities, and help brokers understand how to best support members while participating in the program.

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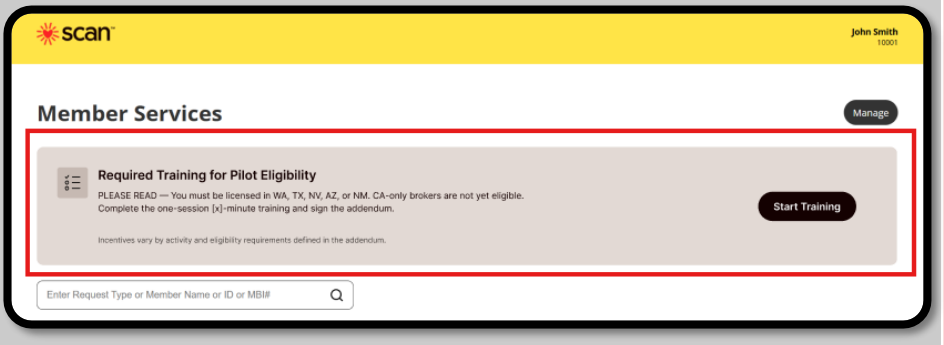
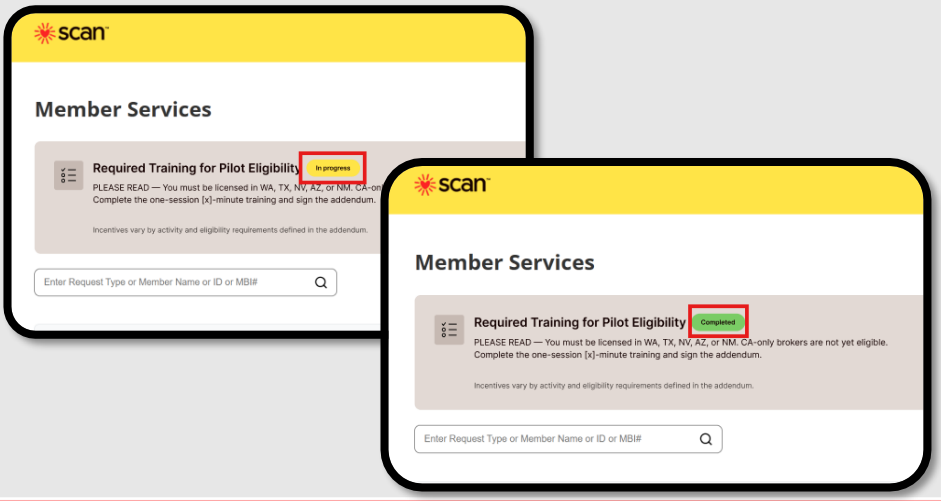
PROGRAM AND TRAINING

QUESTION	ANSWER
What brokers and service areas are eligible for this program?	Brokers licensed and certified to sell in **Texas, New Mexico, Arizona, Nevada, or Washington** are eligible for this program. To participate in program activities, brokers must also have members residing in those same states.
What are the eligibility requirements for brokers to participate in this program?	To participate in this program, brokers must: • Be licensed in one of SCAN's eligible states • Have an active SCAN contract • Complete the program training • Sign the addendum agreement upon training completion
Will other activities be added in the future?	Additional activities may be added in the future; however, details about future **activities** are not available at this time. **Please refer to addendum for terms and conditions related to adding activities**
How do I access the training?	The training can be accessed on SCANProducerPortal.com under the **Member Services** tile. A link to the training appears at the top of the Member Services page (see screenshot below). 
How do I know I completed the training?	A green **Complete** status appears next to the training in the **Member Services** page of the Producer Portal. If the training has not been completed, an **In Progress** status appears instead (see images below). 

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PROGRAM AND TRAINING CONTINUED

QUESTION	ANSWER
What types of members are eligible for each activity?	• The **Welcome Call** activity is only available for new members with effective dates of 4/1/2026 and later. • The **Flu Vaccination** activity applies to all members in a broker's book of business, provided the member resides in one of SCAN's eligible states (CA members are not eligible).
Are Annual Wellness Visits reimbursed?	The **Annual Wellness Visit** activity is currently not included in the Brokers as Health Navigators program; however, SCAN may consider introducing the activity in a future phase.
Will I be notified when a member completes an activity?	Starting Summer 2026, brokers will be able to track the status of their members' activities in the **Member Services** tile within the Producer Portal. Activities are labeled as **Complete** once SCAN receives confirmation from the member's provider that the activity has been completed.

ACTIVITY INFORMATION: WELCOME CALL

What am I attesting to by scheduling a Welcome Call?	By scheduling a **Welcome Call**, a broker attesting that they have: • Educated the member on the value of completing their scheduled **Welcome Call** • Provided the member with a comprehensive overview of benefits available to them as a new SCAN member **Note:** A **Welcome Call** between the member and a SCAN Peer Advocate must be completed before payment for the activity can be made to the broker.
What happens if the member doesn't answer the Welcome Call?	Compensation is only issued if a member answers and completes the scheduled **Welcome Call**. Members receive a reminder text one hour before the scheduled call. If a SCAN Peer Advocate is unable to reach the member on the first attempt, two additional attempts will be made within 5-10 minutes of the scheduled time.
What time zone are Welcome Calls scheduled in?	**Welcome Calls** are scheduled in Pacific Time (PT). • For members in Mountain Time, add 1 hour to the requested time. • For members in Central Time, add 2 hours to the requested time.

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ACTIVITY INFORMATION: WELCOME CALL CONTINUED

QUESTION	ANSWER

Are there marketing materials, resources, or talking points I can use with my members about the Welcome Call activity?	**Yes.** The following talking points can be used to support conversations with members about the **Welcome Call**:
	
	• As noted on the SCAN website, the **Welcome Call** helps new SCAN members learn more about their health plan. During the call, a SCAN Senior Peer Advocate—a fellow SCAN member—answers questions and helps members understand how to make the most of the resources and services available through SCAN.
	
	• The **Welcome Call** is focused on educating members about their benefits and accessing care. Conversations are tailored to each member's needs and questions and may include:
	  • Primary Care Provider (PCP) questions or changes
	  • ID card questions or replacements
	  • Access to Care topics, such as referrals and PA's
	  • Member benefits & questions, including:
	  • Dental
	  • Vision
	  • Over The Counter (OTC)Card and Flex Card
	  • Transportation
	  • Pharmacy
	  • Fitness Benefits (e.g., One Pass Fitness)
	
	• Support with engagement and communication preferences, including:
	  • Language and communication preferences,
	  • Help with registering for member portal,
	  • Update to email and communication preferences,
	  • Links to valuable resources

When can I schedule a Welcome Call, and why might the option not appear?	Brokers can schedule a **Welcome Call** only up to **45 days after the member's effective date**. (For example, this means that a broker can on Day 40 schedule a welcome call for several weeks after Day 40. However, on Day 46, a broker will not be able to schedule a welcome call for any time). The scheduling option will only display in the Producer Portal before the 45th day after the member's effective date. If a broker does not see the scheduling option, the member is likely **outside the 45-day scheduling window**. Additionally, the scheduling option may not appear if the member has **already scheduled a Welcome Call through another system**, such as the SCAN website or member-facing tools.

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ACTIVITY INFORMATION: WELCOME CALL

QUESTION	ANSWER
Can a Welcome Call be rescheduled by the member or the broker?	It is not possible for a broker to reschedule a member's **Welcome Call** after it has been scheduled, but members may **cancel** their existing welcome call and schedule a new welcome call. The functionality for brokers to reschedule may be added in future phases of the program. Members may cancel their scheduled **Welcome Call** by responding with **Cancel** to the reminder text they receive. Afterwards, members may access the SCAN website themselves to schedule a new Welcome Call for a desired date/time. The Quick-Start-Guide on scanhealthplan.com is where members can schedule a Welcome Call for themselves. Please note: Brokers will NOT be compensated for calls members schedule for themselves through the SCAN website.
What member / client phone number should I use when scheduling a welcome call?	When brokers schedule a welcome call, brokers should use the same phone number on file that the member used when enrolling with SCAN. Although the welcome call can still be completed with a different phone number, using the same phone number allows our Peer Advocates to look up the member prior to the call and provide a more tailored experience.
What number will the Welcome Call be coming from?	For the welcome call, SCAN's Peer Advocates will be calling members from the 800-559-3500 with caller ID: SCANHEALTH. Brokers should have their clients save this phone number when scheduling the welcome call.

ACTIVITY INFORMATION: FLU VACCINE

What am I attesting to when I check off the Flu Vaccine attestation box in the Producer Portal?	When checking the **Flu Vaccine attestation box**, brokers are attesting to having a conversation with the member about the importance of getting a Flu Vaccine. And during this call the broker has: • Educated the member on the health benefits of obtaining a **Flu Vaccine** during flu season • Directed the member to additional resources if they have questions about vaccine safety, effectiveness, or other concerns • Provided the member with the necessary information and resources to support them in scheduling their **Flu Vaccination**

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ACTIVITY INFORMATION: FLU VACCINE CONTINUED

Will Flu Vaccines count if they are administered by the member's PCP? Or only at the pharmacy?	A member may receive a **Flu Vaccine** from either their PCP or a pharmacy. To be compensated, a broker must have had the conversation with the member and submitted the attestation before the member receives their Flu Vaccine.
Are members charged for getting their Flu Vaccine?	There is **no cost** to the member for receiving a **Flu Vaccine** at the doctor's office or pharmacy. However, members **may be charged a copayment** if they get their Flu Vaccine at their doctor's office during a visit for something else.
Are there any marketing materials, resources, or talking points I can use with my members about the Flu Vaccine activity?	**Yes.** The following talking points and resources can be used to support conversations with members about the **Flu Vaccine**: • The SCAN website provides information about Flu Vaccines, including FAQs on safety and effectiveness. • The CDC offers information about influenza and Flu prevention • Flu Vaccines are available at a doctor's office or pharmacy. Use the SCAN Look-Up Tool to find a pharmacy. • There is no cost to the member for receiving a Flu Vaccine at the doctor's office or pharmacy. However, members **may be charged** a copayment if they get their Flu Vaccine at their doctor's office during a visit for something else.

PAYMENT INFORMATION

When is the first payment?	**April 30th, 2026**, will be the first time the payment for this initiative appears on broker commission statements. To be included in that payment, activities need to be completed and verified before April 20th.

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PAYMENT INFORMATION CONTINUED

QUESTION	ANSWER
How soon will brokers receive payment after scheduling and attestation?	Members must complete activities before the broker is compensated. This means the member must successfully complete a **Welcome Call** with a Peer Advocate or receive a **Flu Vaccine**. Both activities must be verified by SCAN before payment is issued through completion data and provider claims (encounter) data. **Note:** Claims (encounter) data for Flu Vaccines may take up to 6 months to be received by SCAN, as pharmacies and medical groups may take up to 6 months to submit claims. • Payments for this program are **issued with regular broker commission statements** at the **end of each month.** To be included in that month's payment, an activity **must be verified by the 20th of the month**. For example, if SCAN receives confirmation of a Flu Vaccination by May 20th, 2026, a broker will receive the $20 payment on their May 31st, 2026 commission statement.
When is the first payment?	**April 30th, 2026**, will be the first time the payment for this initiative appears on broker commission statements. To be included in that payment, activities need to be completed and verified before April 20th.
How will payments be listed on commission statements?	Payments will be listed under the **Activity** section of a broker's commission statements. Consistent with the process for HRA payments, this activity will be included in a broker's payment at the end of the month.
What is the compensation for each activity?	• You will earn a $15 payment for each completed Welcome Call. • You will earn a $20 payment for each completed Flu Vaccination.
Who can I call if I have a question about payments received or not received?	For payment questions, please call the Commissions Line at: (562) 637-1220. Alternatively, send an email to salescompensation@scanhealthplan.com.

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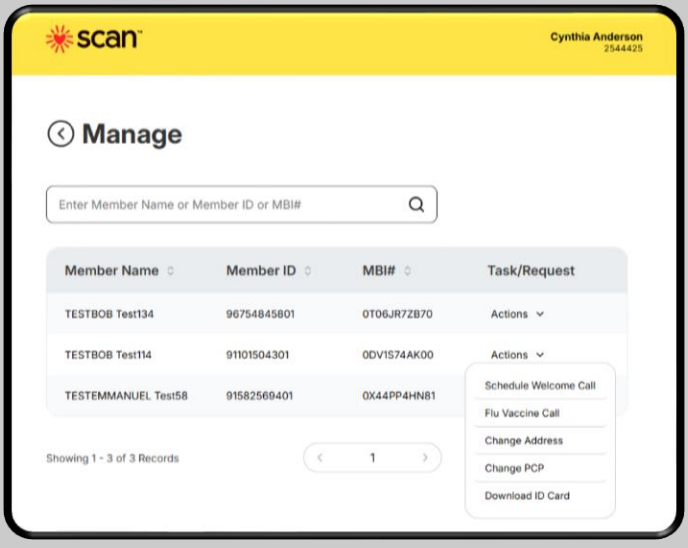
TECHNOLOGY AND SUPPORT

QUESTION	ANSWER
Who do I call if I encounter an issue with the training?	For training questions, please call the SCAN Sales Support Team at: (888) 445-2038 and remain on the line. **Note:** Calls received before 9 a.m. and after 5 p.m. PT have shorter wait times. Alternatively, send an email to salessupportteam@scanhealthplan.com.
Who can I call if I have a question about payments received or not received?	For payment questions, please call the Commissions Line at: (562) 637-1220. Alternatively, send an email to salescompensation@scanhealthplan.com.
What happens if I receive a 403 error message attempting to access the Member Services Tile in the Producer Portal?	First, clear your cache/cookies on your browser. • If the 403 error persists after clearing your cache/cookies, close out of the browser and try again. • Next, try the following: 1. Login to SCANProducerPortal.com 2. Click the **Member Services tile** 3. Notice the **403 error** opens on another tab 4. Close only the **tab with the error** 5. Click the **Member Services** tile to reopen the application in another tab • If you are still experiencing difficulties, call the SCAN Sales Support line at (888) 445-2038 and **request a 1209 transfer** to speak with technology support. Alternatively, send an email to producerportal@scanhealthplan.com.
Are there more functions available on the Member Services Tile?	**Yes.** In addition to the Health Navigators program, brokers can do the following for their members: • Download a digital ID card • Change a member's PCP and Medical Group • Change a member's address 

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