



COORDINATION OF CARE



The SCAN Continuity of Care (COC) team has a process for assisting members who are within 30 days of their effective date and have one of the following COC needs:

- A newly enrolled member with SCAN Health Plan.
- A returning member to SCAN Health Plan from another health plan.
- An existing member with a recent medical group change.



COC interventions include coordinating care for services authorized by a previous health plan or a previous medical group, including, but not limited to, a scheduled surgery, specialty appointments, home health, chemo/radiation, durable medical equipment and medication coordination needs.



The goal is to ensure that new enrollees or existing members who are transitioning to a new medical group/PCP continue receiving services with no disruption by working with the new provider organization to obtain new authorizations.



SCAN has a great network of doctors throughout our service area to name a few in Orange County: St. Joseph Medical Group, Greater Newport Physicians (GNP) Newport Beach, GNP Memorial Care, Hoag Medical Group, Hoag Physicians Partners, and Optum Care.



CONTACT US

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