



September 2009

Dear member:

As explained in the enclosed letter from Medcore CEO Kirit Patel, M.D your health plan membership will be transferred to SCAN as of October 1st. Now, I would like to officially welcome you into the SCAN family and tell you how delighted we are to be your health plan partner.

While we know that you haven't chosen SCAN, we will work hard every day to earn your trust and confidence. This includes doing everything possible to make your transition into SCAN as easy and worry-free as possible. All of your enrollment information (including your pharmacy information) is being transferred to us and soon you will receive a new membership card. Best of all, there will be no change in benefits in 2009 and you can continue to see the same physicians and hospitals with no interruption of care.

While there is nothing you need to do to make all this happen, there is something we would like you to do. To get to know you better – and to answer any questions you might have about SCAN or this transition – we have scheduled two "Straight Talk" sessions in October. These will be held:

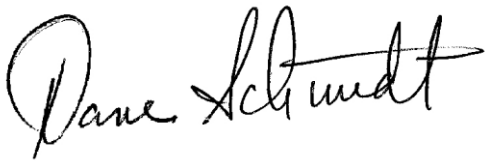
City	Date	Time	Place	Address
Stockton	Friday, October 9	9:30 - 11:00 am	Hilton	2323 Grand Canal Blvd. Stockton, CA 95207
Lodi	Friday, October 9	2:00 – 3:30 pm	Wine & Roses	2505 W. Turner Road Lodi, CA 95242

You are invited to attend one of these sessions where you can meet our company leadership face-to-face and talk about the important issues on your mind. It's also an opportunity for us to share with you; our history, our services, and the things we feel make SCAN a different kind of health plan. Most importantly, we encourage you to ask us questions and we'll do our best to provide you with straight-forward answers during the interactive portion of the session. Please make your reservation today by calling **1-877-487-0333**. For accommodations for persons with special needs, please call the number noted above. TTY users should call 1-800-735-2929.

Since our founding 31 years ago by a group of concerned seniors, SCAN has worked hard to be true to our not-for-profit mission by providing affordable and accessible healthcare to Medicare beneficiaries, and by helping more than 110,000 seniors control how and where they live. Now, we welcome the opportunity to put this experience to work for you with the sincere hope that we will remain your health plan partner for many years to come.

Again, welcome to the SCAN family.

Sincerely,

A handwritten signature in black ink that reads "Dave Schmidt". The signature is written in a cursive style with a large, looped "D" and a long horizontal stroke extending from the end of the name.

Dave Schmidt
President and CEO