



May 9, 2008

Dear SCAN Long Term Member:

From time to time, SCAN changes its provider network. We want to let you know that beginning on **June 15, 2008** SCAN will have a new number to call for transportation.

The new number to call is **1-877-270-9240** or **602-286-3930**.

We have several providers in the network to choose from. Below is a listing.

- Dependable Medical Transport (DMTS)
- Garibay's Medical Transport
- Life Star Ambulette
- AAA cab service

When you call for transportation, you may ask for any one of these providers.

You do not need to call the number above, if you are currently receiving transportation for any regularly scheduled appointment, such as

- Dialysis,
- Or radiation treatment

If you are not happy with the transport services you get, let us know. Call our Appeals and Grievance Department at 602-778-3340. We want to make sure you get the best service possible.

Sincerely

A handwritten signature in black ink that reads "Maureen McGurrin".

Maureen McGurrin
Sr. VP/Chief Operating Officer
SCAN Long Term Care