

## **Scope of Appointment Cheat Sheet**

### **What is Scope of Appointment? (SOA)**

Scope of Appointment is a CMS requirement. When conducting marketing activities, an agent may not market any health care related product during a marketing appointment beyond the scope that the beneficiary agreed before the meeting with that individual. Prior to meeting with any Medicare eligible consumer on any Medicare Advantage or Part D Prescription Drug plan, the agent must obtain an agreement (Scope of Appointment) from the prospect advising that he/she will be presenting a Medicare Advantage plan and/or Part D Prescription Drug plan. Agents may discuss only those products that were agreed upon in advance.

*This includes:*

- Appointments with new members/clients
- In-home sales appointments or personal/individual appointments with an existing member/clients in the office, coffee shop, or similar location

*Scope of Appointment is NOT required for:*

- Formal/Informal Sales events [these are already reported to CMS]
- Educational events [SOAs cannot be displayed, distributed, or collected at an educational event]
- Medicare supplement presentations [though a suggested best practice is to secure a SOA prior to a Medicare Supplement appointment, in order to present PDP options in the event a consumer decides to inquire about PDP during the appointment]

### **When should the Scope of Appointment be gathered?**

The prospect should agree to the "Scope of appointment" at least 48 hours prior to the appointment, *when practical*.

If the SOA is taken at the time of the appointment, the reason must be documented specifically as possible on the form. Ex: scope change by customer or agent, walk-in, unexpected guest

### **Requirements for a Valid Scope of Appointment**

Only CMS approved SOA forms can be used. Agents should not create and use their own form.

Prospect must initial the product(s) they agree can be discussed at the appointment, sign, and return the SOA to the agent. The agent must complete all of the fields in the "Agent Only" area of the form.

A SOA is valid until used *or* until the end of the applicable election period. If a second meeting takes place, a new scope is required for a subsequent meeting.

### **Submission**

A completed Scope of Appointment should be submitted to the carrier with each MAPD or PDP enrollment application. This includes all applications keyed in electronically or submitted through any electronic means.

### **Record Retention**

CMS requires agents to keep the SOA for the current year plus 10 years.

Even if an enrollment never took place, SOAs should be retained and ready to make available upon CMS or other regulatory body request. (Ex: no-shows, cancelled appointments, and those that do not result in a sale)

Note- Humana will maintain the SOA for the agent for the required 10 years if agent uses branded form, as does Cigna-Healthspring for SOAs captured through the telephone via the TeleScope line.

## **Carrier Specific SOA Information**

There are two types of SOA forms- “Branded” and “Generic”:

**Branded-** For use when presenting that specific carrier’s product.

- All of the carriers make available CMS approved branded SOA forms.

**Generic-** For use when agents need the flexibility of presenting any number of plans based on the prospect’s needs. For ex, when the agent may be presenting multiple carriers’ MAPD/PDP products, or could be showing DVH or Hospital Indemnity plans as well.

- Some carriers provide generic forms, some do not.

Most carriers prefer their company specific SOA, but will accept any CMS approved generic SOA. Look to broker portals & enrollment kits.

*See below for specific carrier rules/instruction-*

### **Aetna-Coventry-**

#### **Paper**

Both branded and CMS approved generic SOA forms are available on producer world ([www.aetna.com/producer](http://www.aetna.com/producer)) or the broker portal ([broker.cvty.com](http://broker.cvty.com))

### **UnitedHealthcare-**

#### **Paper**

Both branded and generic SOAs are located on the broker portal [www.UnitedHealthProducers.com](http://www.UnitedHealthProducers.com), under the Resources tab.

*Instructions when using a generic SOA form:*

- submit with the “Generic SOA Fax Cover Sheet” (found on the broker portal)

### **Humana-**

#### **Paper**

The branded SOA is available on the broker portal. ([www.humana.com/agent](http://www.humana.com/agent))

Agents can also call the agent support line, (800) 309-3163, option 3, option 5 to order SOAs

*Instructions when using a generic SOA form:*

- Input “GENERIC SOA” in the spot of the enrollment application where the SOA ID usually goes
- Send the form in to Humana attached to the enrollment application

### **Telephone Option**

- Dial the Humana Medicare Appointment Scheduling Line @ 1-866-945-4471
- use in presence of the prospect or on a 3-way call
- enter the reference on the enrollment application (this is the same as the bar-coded number on the branded paper SOA)

### **Cigna-Healthspring-**

#### **Telephone Option**

This carrier prefers agents to capture the SOA via “TeleScope” hotline w/ a live customer service rep

- Dial TeleScope Line @ 1-866-398-6055
- 3 way call with Prospect and Agent is recommended
- Prospect provides the following information: name, address, telephone number, time/date of appointment, agent name, agent ID, initial method of contact. Agent receives confirmation number.
- Enter TeleScope Line confirmation number on the fax form used to fax in the new member’s enrollment application.

#### **Paper**

Paper SOAs are located on the broker portal, <https://broker.cignahealthspring.com>

### **Silverscript**

#### **Paper**

The branded SOA is available on the broker portal, [www.SilverScriptAgentPortal.com](http://www.SilverScriptAgentPortal.com), ‘Supply Room’ button