

Scope of Appointment (SOA) Form

Scope of Sales Appointment Confirmation Form

The Centers for Medicare & Medicaid Services requires sales agents to document the scope of a marketing appointment at least 48 hours prior to any sales meeting when possible, to ensure understanding of what will be discussed between the sales agent and the Medicare beneficiary (or their authorized representative). All information provided on this form is confidential and should be completed by each person with Medicare or his/her authorized representative.

To be completed by Beneficiary or Authorized Representative:	
Please INITIAL below beside the product type(s) you want the agent to discuss (required): (refer to last page for product type descriptions)	
_____ Medicare Advantage Plans (Part C) and Cost Plans (initial here)	
_____ Stand-alone Medicare Prescription Drug Plans (Part D) (initial here)	
_____ Medicare Supplement (Medigap) Products (initial here)	
Signature (required):	Signature Date (required): (____/____/____) (MM/D D/Y Y Y Y)
If you are the Authorized Representative, please sign above and print below	
Representative's Name:	Relationship to Beneficiary:
By signing this form, you agree to a meeting with a Sales Agent to discuss the product type(s) you initialed above. Please note, the person who will discuss the products is either employed or contracted by a Medicare plan. They do not work directly for the Federal government. This individual may also be paid based on your enrollment in a plan. Signing this form does NOT obligate you to enroll in a plan, impact your current or future Medicare enrollment status or automatically enroll you in the plan(s) to be discussed.	
To be completed by Agent:	
Agent Name (required):	Agent Phone (required):
Plan Assigned Agent ID:	Agent NPN:
Beneficiary Name (required):	Beneficiary Contact Info (Phone or Address): (optional)
Initial Method of Contact (check one): <input type="checkbox"/> Sales Event <input type="checkbox"/> Walk-In <input type="checkbox"/> Inbound Call <input type="checkbox"/> Permission To Call Card <input type="checkbox"/> Other (specify) _____	
Plan(s) represented during this meeting:	
Explanation required if SOA was not documented and signed at least 48 hours prior to the appointment: <input type="checkbox"/> Beneficiary requested next day or same day appointment <input type="checkbox"/> Beneficiary requested to discuss additional product types <input type="checkbox"/> Beneficiary did not have fax or mail to receive and return SOA before the appointment <input type="checkbox"/> Other (explain): _____	
Agent Signature:	Date of Appointment (required): (____/____/____) (MM/D D/Y Y Y Y)
IMPORTANT: Beneficiary Health Insurance Claim Number (HICN) to be completed by Agent only after receipt of enrollment application	Beneficiary HICN:

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All Applications Must Include the SOA

A properly completed and signed paper Scope of Appointment form must accompany applications within one calendar day of receipt from the beneficiary.

How to Complete a SOA

1. Have the Beneficiary (or Authorized Representative) **initial** the products they want to discuss.
2. Have the Beneficiary (or Authorized Representative) **sign and date** the SOA.
3. Agent fills in the remaining boxes of the paper SOA form **completely**.
4. Explain why the SOA was not completed 48 hours prior to the appointment date (if applicable).
5. Enter Beneficiary HICN only after receipt of enrollment applications.

Be accurate: SOA forms are reviewed by carriers. Missing information or dates may result in corrective action.

If your presentation did not result in an enrollment, you are still required to retain the completed and signed paper SOA form for ten (10) years.

- The beneficiary must always initiate contact and request a meeting to discuss plans.
- When conducting marketing activities, you must obtain an agreement (Scope of Appointment) 48 hours prior to the appointment (when practicable), that documents the MA, PDP, and Cost Plan products the prospects agreed to discuss. You may discuss only those products that were agreed to in advance.
- SOA is only valid for one completed appointment. If there is a follow-up meeting, a new SOA must be obtained.