



**CENTER FOR DRUG AND HEALTH PLAN CHOICE**

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Date: February 11, 2009

To: Medicare Advantage Organizations  
Medicare Advantage-Prescription Drug Organizations  
Cost Based Contractors  
Prescription Drug Plan Sponsors  
Employer/Union-Sponsored Group Health Plans

From: Louis Polise /s/  
Acting Director, Medicare Drug and Health Plan Contract Administration Group

Subject: Scope of Appointment Documentation Form

The Centers for Medicare & Medicaid Services (CMS) has received several reports of plans inappropriately using the Scope of Appointment documentation form during publicly advertised group sales events. Several of these reports have indicated that agents/brokers are requiring beneficiaries to complete a Scope of Appointment documentation form prior to a sales event. As specified in the November 10, 2008 guidance, agents/brokers are not required to obtain documentation of beneficiary agreement during a publicly advertised group sales event because they are not considered personal/individual appointments. The scope of products that will be discussed during a publicly advertised group sales event must be indicated on all advertising materials. CMS is reminding plans that the purpose of the form is to ensure that the beneficiary has agreed to discuss specific products offered by a Medicare Advantage Organization or Prescription Drug Plan prior to an in-home appointment or personal/individual appointment. We strongly encourage plans to examine their present agent/broker training activities and materials to ensure that agents/brokers are aware of the proper use of the Scope of Appointment form.

Plans should not require their agents or brokers to obtain a completed Scope of Appointment documentation form prior to a sales event. This type of practice may be confusing to a beneficiary attending a publicly advertised group sales event. Attachment A provides the basics for using the Scope of Appointment form. If you have any further questions please contact your Regional Account Manager.