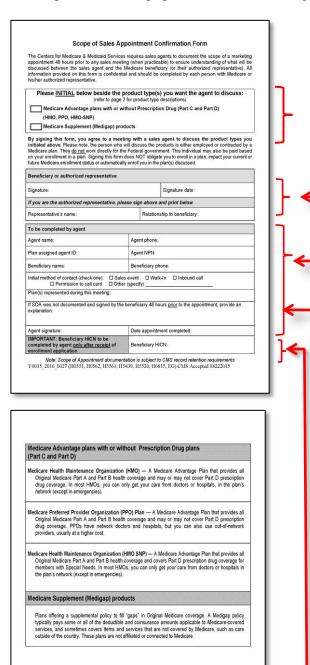
Scope of Appointment (SOA) Form



Health Net has a contract with Medicare to offer HMO, PPO and HMO SNP. Health Net of California, Inc. and Health Net Community Solutions, Inc. have a contract with Medicare and the State of California to offer

HMO SNP plans. Health Net of Arizona, Inc. has a contract with Medicare and the Arizona Health Care Cost Containment System (AHCCCS) to offer HMO SNP coordinated care plans. Enrollment in a Health Net

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Medicare Advantage plan depends on contract renewal.

- The beneficiary must always initiate contact and request a meeting to discuss Medicare Advantage.
- 48 Hours prior to the appointment date (when practicable), you must obtain an agreement (Scope of Appointment) from the prospect advising that you will be presenting Medicare Advantage products. 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.

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 SOA form **completely**.
- **4.** On the bottom of the SOA, **explain why** the SOA was not completed 48 hours prior to the appointment date.
- **5.** Enter Beneficiary HICN only after receipt of enrollment applications.

Be accurate: SOA forms are reviewed by Health Net. 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.