



AGENT NOTIFICATION

- Be Informed
- Educate Your Clients
- Protect Our Members

SELLING WITH INTEGRITY

If you have ethical questions or concerns please contact one of the following.

- The Humana Ethics Office at ethics@humana.com
- The Ethics Hotline at 1-877-5-THE-KEY or www.ethicshelpline.com

REMEMBER... YOU ARE THE KEY TO INTEGRITY

Compliance Alert - New Guidance on Scope of Appointment

CMS recently published additional guidance¹ that impacts our current SOA form and process used to document non-MA health products to be discussed during MA/PDP appointments. **Effective immediately, if an agent plans on discussing any health product other than MA or PDP at an upcoming appointment, they MUST document this on our SOA form.**

Until we can get the new version of the SOA available, agents will need to write in the additional health product a beneficiary wished to discuss with them in the following field on the second page of the SOA AND the beneficiary must initial the field:

Agents, if the form was signed by the beneficiary at time of appointment, provide explanation why SOA was not documented prior to meeting: _____		
Application # - Paper Barcode, MAPA ID or Recording ID:	Date Appointment Completed:	
Plan(s) the agent represented:	Beneficiary Medicare ID Number:	
Agent's Signature:	Agent Signature Date:	Agent SAN:

Humana is a Medicare Advantage organization and a stand-alone prescription drug plan with a Medicare contract. Enrollment in this Humana plan depends on contract renewal. Scope of Appointment documentation is subject to CMS record retention requirements.

Y0040_GNHH6CRHH CMS APPROVED 10262011

BARCODE AREA

Frequently Asked Questions

Q: What if I had a paper SOA and the beneficiary wants to discuss an additional health product during the appointment?

A: You must execute a new paper or MAPA SOA with the original products selected as well as any new non-MA/PDP health products notated in the Plan(s) the agent represented field.

Q: What if I had a MAPA SOA and the beneficiary wants to discuss an additional health product during the appointment?

A: You must execute a new paper or MAPA SOA with the original products selected as well as any new non-MA/PDP health products notated in the Plan(s) the agent represented field.

Q: What if I had an IVR SOA and the beneficiary wants to discuss an additional health product during the appointment?

A: You must execute a new paper or MAPA SOA with the original products selected as well as any new non-MA/PDP health products notated in the Plan(s) the agent represented field.

Q: What if I had a DMS Lead SOA and the beneficiary wants to discuss an additional health product during the appointment?

A: You will need to verify what products were previously agreed upon by the beneficiary, then, execute a new Paper or MAPA SOA with the original products selected as well as any new non-MA/PDP health products notated in the Plan(s) the agent represented field.

Frequently Asked Questions Continued

Q: What if I have a SOA prior to the appointment and I bring up additional products I think would be appropriate for the beneficiary and want to discuss these products during the appointment?

A: If the agent would like to discuss additional products during the appointment that the beneficiary did not agree to discuss in advance, the agent must document it 48-hours in advance when practicable. If it is not practicable and the beneficiary requests to discuss other products, then you must execute a new paper or MAPA SOA with the original products selected as well as any new non-MA/PDP health products notated in the Plan(s) the agent represented field.

Additional health products can include, but not limited to:

- Dental
- Vision
- Medicare Supplement

Thank you for your continued support and participation in Humana MarketPOINT's Delegated Agent Program. If you have any questions, please contact your dedicate Agent Support Team.

AGENT SUPPORT

(866) 445-9658

agentsupport@humana.com

Monday-Friday 8:00 – 9:00 EST