



March 31, 2020

MAPD/PDP Verbal Scope of Appointment Authorizations

Online enrollment

is safer: You can complete and submit applications online for Medicare Advantage with Prescription Drug (MAPD) and stand-alone Prescription Drug Plan (PDP) coverage via your [Blue Access for ProducersSM](#) account. Online enrollment allows you to submit applications from home and helps protect you and your clients.

New verbal SOA authorization process:

As an additional step, we no longer require [Scope of Appointment \(SOA\) forms](#) with client signatures obtained in person. Follow these new steps:

1. When shopping for MAPD/PDP plans via [Blue Access for Producers](#), make sure you check the box that you have a SOA (top image).
2. Complete the SOA form for your client.
3. Instead of obtaining your client's signature in person, you can get authorization over the phone or over video chat and video conferencing applications.
4. Write "verbal authorization" on the form, sign and date it, and retain it for your records.
5. When you come to the Scope of Appointment screen (shown at right) during the online enrollment process, choose "Yes" and then select "Paper" as the method. Proceed through the application steps as normal.