

| PROHIBITED AGENT/BROKER BEHAVIOR for MA/PD PLANS  | APPROPRIATE AGENT/BROKER BEHAVIOR for MA/PD PLANS   |
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| <p>Cannot state that they are from Medicare or use words or symbols, including “Medicare” in a misleading manner. For example, they cannot state that they are approved, endorsed or authorized by Medicare, are calling on behalf of Medicare, or that Medicare asked them to call or see the beneficiary.</p> | <p>May call a beneficiary who has expressly given advanced permission (e.g., submission of a business reply card or scope of appointment (SOA)). Must use the CMS-approved third-party marketing organization disclaimer language in the first minute of the call. All calls must be recorded and stored.</p>   |
| <p>May not market to beneficiaries door to door, including leaving materials at a beneficiary’s doorstep.</p>   | <p>May leave information at residence when scheduled appointment results in a no-show.<br/>May call a beneficiary they enrolled in a plan to discuss plan business, as well as discuss the availability of other plan options/types within the same parent organization. Disenrolled beneficiaries may also be called for quality improvement purposes.</p> |
| <p>Cannot send unsolicited text messages or leave voicemail messages.</p>   | <p>May call or visit beneficiaries who attended a marketing/sales event if prior permission was given and documented.</p>   |
| <p>May not approach beneficiaries unsolicited (e.g. door to door, walking up to cars, and approaching in parks and supermarkets)</p>  | <p>May initiate a phone call to confirm an appointment. A second SOA must document additional product types of interest to the beneficiary that were not agreed to in advance.</p>  |
| <p>Cannot conduct marketing/sales activities in healthcare settings except in common areas. Restricted areas include, but are not limited to exam rooms, hospital patient rooms, dialysis centers and pharmacy counter areas.</p>   | <p>May conduct marketing/sales activities in common areas of healthcare settings. Appropriate common areas include waiting rooms, cafeterias, community or recreational rooms and conference rooms in hospitals, nursing homes, assisted living centers or other congregate housing.</p>  |
| <p>Cannot make unsolicited calls, including contacting beneficiaries under the guise of selling a non-Medicare Advantage (MA) or non-Prescription Drug Plan (PDP) product.</p>  | <p>Must secure a documented SOA. Marketing/sales events do not require documentation of beneficiary agreement.</p>  |
| <p>Cannot provide meals at marketing /sales events.</p>   | <p>Refreshments and snacks may be provided at marketing/ sales events.</p>  |
| <p>Cannot conduct marketing or sales activities at an educational event including distributing marketing materials or enrollment forms.</p>   | <p>May schedule appointments with beneficiaries who live in long-term care facilities and other congregate housing only upon request by the beneficiary.</p>  |