STEP 1

aetna®

1-844-334-2247

Requesting a Scope of Appointment ID

Have this information ready *before* **calling:**

1. NPN number
2. Beneficiary's phone number (area code first)
3. Beneficiary's full name
4. Initial Beneficiary contact (call center, walk-in, etc.)
5. Appointment location
6. Appointment date (MM/DD/YY)
7. Appointment time (HH/MM)
8. Purpose of appointment
9. Record Scope of Appointment ID

Prompts will guide you. Beneficiaries can go directly into the verification process.

STEP 2

aetna®

1-844-334-2247

Confirming a Scope of Appointment

Have this information ready *before* **calling appointment verification line:**

1. Have Beneficiary on phone line
2. Enter Scope of Appointment ID
3. Reason appointment was not verified before meeting (if applicable)
4. Beneficiary's full name
5. Appointment details: location, date, time, purpose

Prompts will guide you. Beneficiary will need to verify appointment details and attest they understand and agree to appointment.