

Customer ESOA Instructions

- Look for email from senioronlinestore@noreply.anthem.com.
- Click on the link below the statement- ***To access your scope of appointment, please click on the following link- example link***
<https://shop.anthem.com/medicare/my-esoa/enterpin?esoa-pin=>
- Enter the 4-digit pin your agent has provided.
- Enter your email address.
- You will now be in the scope of appointment. Choose the plans you would like to review by typing your initials.
- Scroll down, double tap on Beneficiary or Authorized Representative Signature and Signature Dates. Sign with your stylus or mouse.
- Scroll down to the bottom of the page and click on Submit & Transfer Back to Agent.
- You will see “Thank you! Your portion of the scope of appointment form is complete. Your agent may now proceed to discuss the products you selected in your coming appointment”