

## ICP Forms Package Job Aid

**Version: May 8, 2025** 



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# Independent Choices Program (ICP) Forms Package Overview



#### **ICP Forms Package Overview**

The ICP Forms Package was created to make it easy for sending out ICP Forms to individual choice participants, their representatives, and guardians making sure that all forms are returned in good order while reducing turnaround times for getting the forms back.

#### The ICP Forms Package includes the following forms:

- ICP Participation Agreement (2876)
- ICP Budget Worksheet
- Workers' Compensation Consent and Agreement (353)
- ICP Representative Agreement

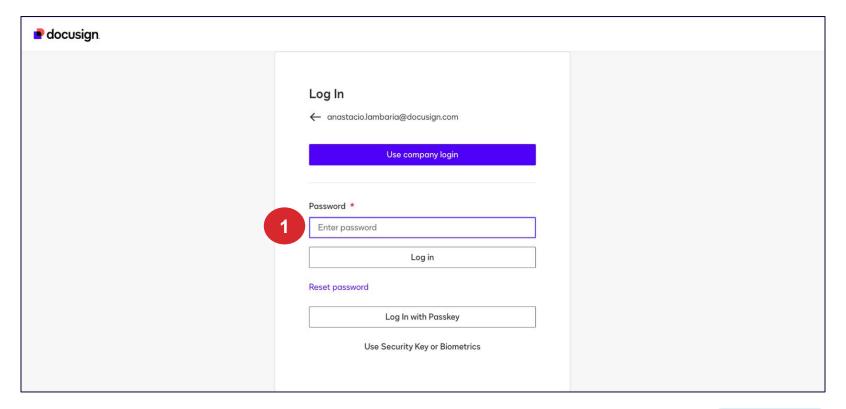
These forms are also available as standalone templates in case you only need one for your case, but we recommend using the package if you need to send more than one form out for signature. Instructions are included in this job aid on how to remove the forms that you do not need.



## Accessing the ICP Forms Package Template

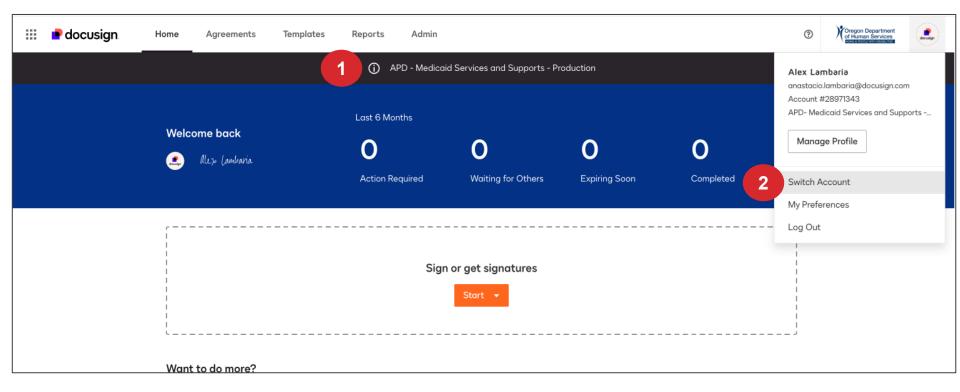


## Log into Docusign using your user email and password (one-1) at <a href="mailto:account.docusign.com">account.docusign.com</a>



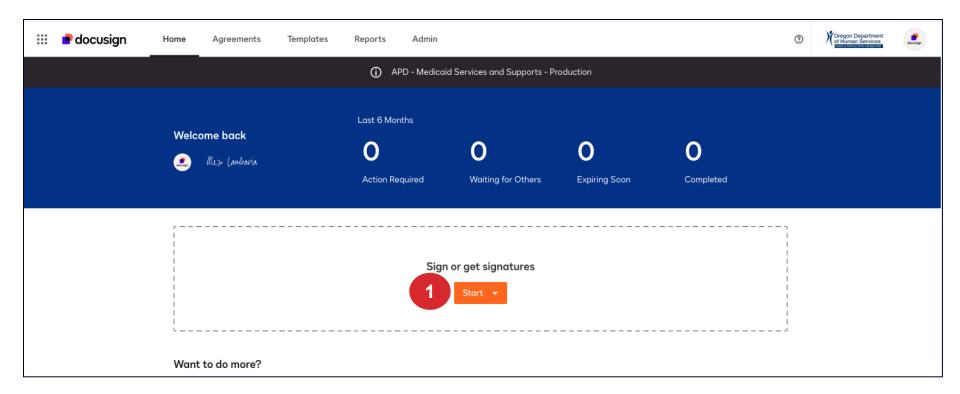


Confirm that you are in the APD-Medicaid Services and Supports - Production account (one-1). If not, select your profile icon in the top right hand corner and switch accounts (two-2).



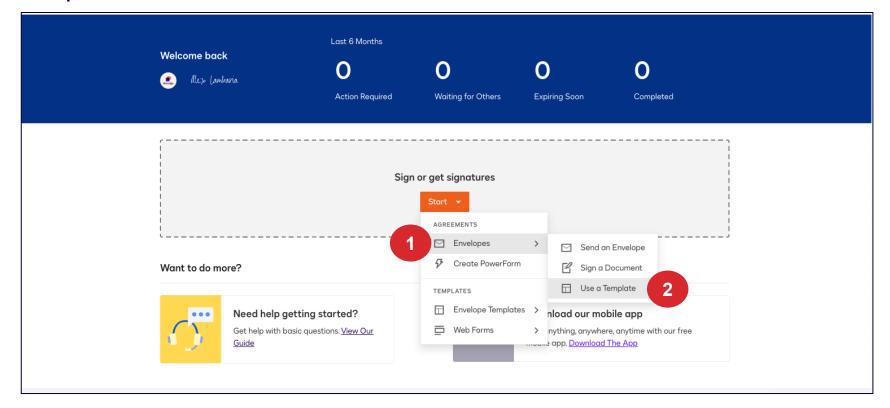


#### Select the Start button.



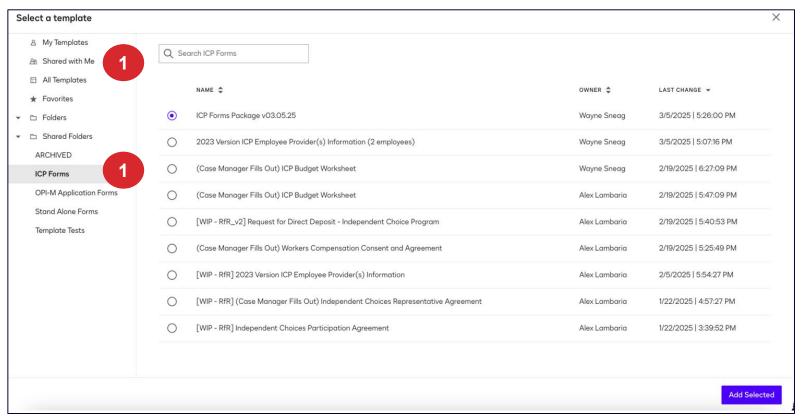


Select Envelopes (one-1) then Use a Template (two-2). You will be taken to a template selection screen.



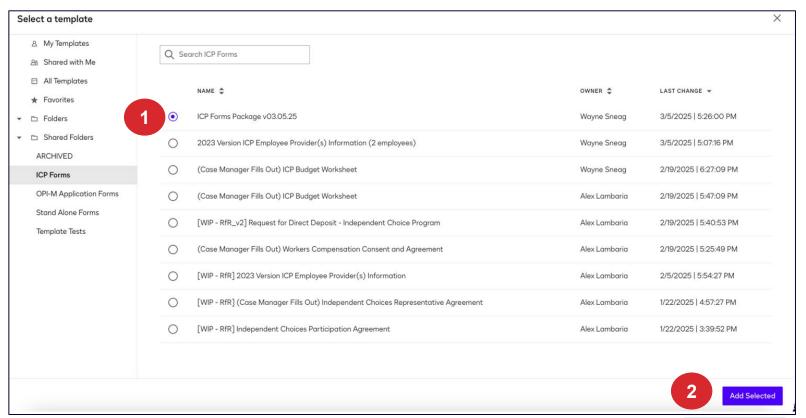


On the template selection screen, select Shared with Me or the ICP Forms folder to see the templates (one-1).





#### Select the ICP Forms Package (one-1) after that select Add Selected (two-2).

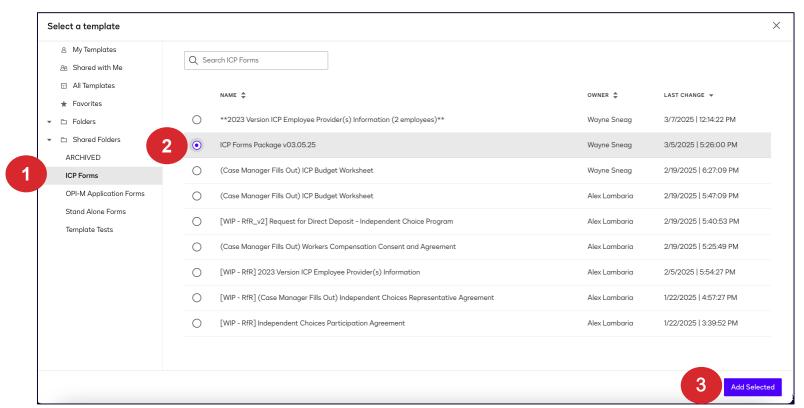




### **ICP Forms Package**



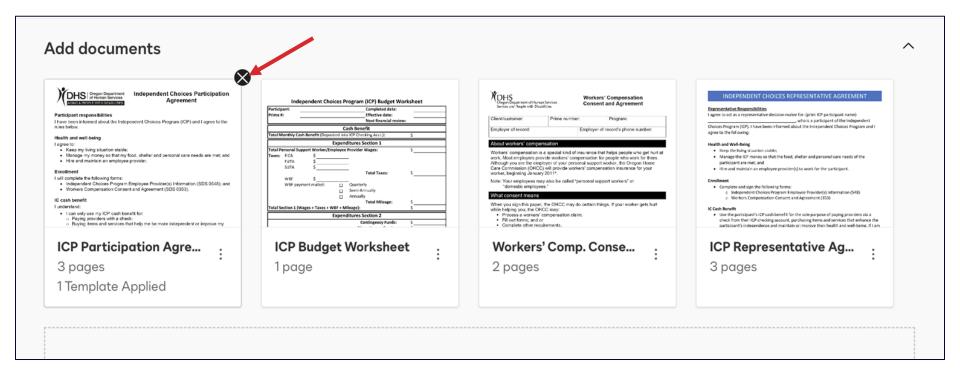
#### Select template ICP Forms Package (two-2) from the ICP Forms folder (one-1) then select Add Selected (three-3).



**Docusign Confidential** 

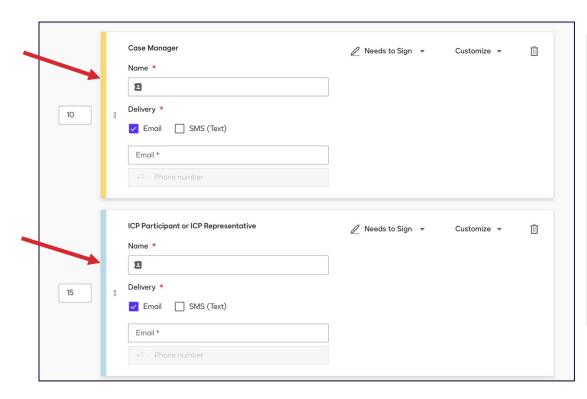


Delete any of the ICP forms that you do not need for the participant by selecting the X at the top right hand corner of the document.





## Provide the name and email information for the Case Manager (CM), and the ICP Participant or ICP Representative roles.



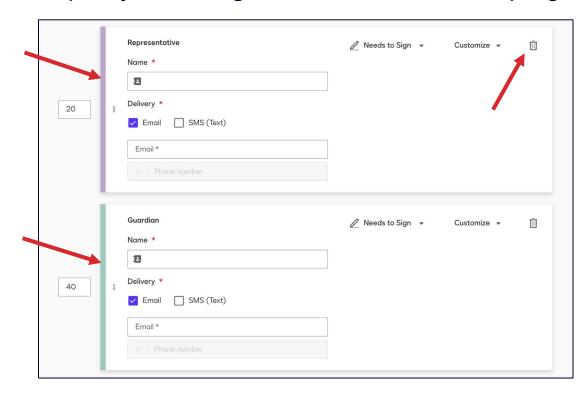
#### Note:

If the ICP Representative has not signed the ICP Representative Agreement yet, they will have to sign that before filling the ICP Participant or ICP Representative role.

Email is the recommended method of sending DocuSign forms, but they may also be sent via text when requested.

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Provide the name and email information for the Representative, and the Guardian roles if needed. Delete the roles if they are not needed for your envelope by selecting the trash can in the top right corner.



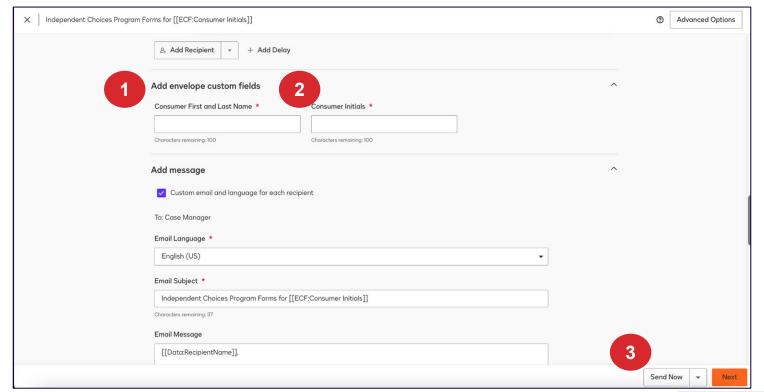
#### Note:

The Representative role is only filled out if the ICP Representative Agreement is being signed.

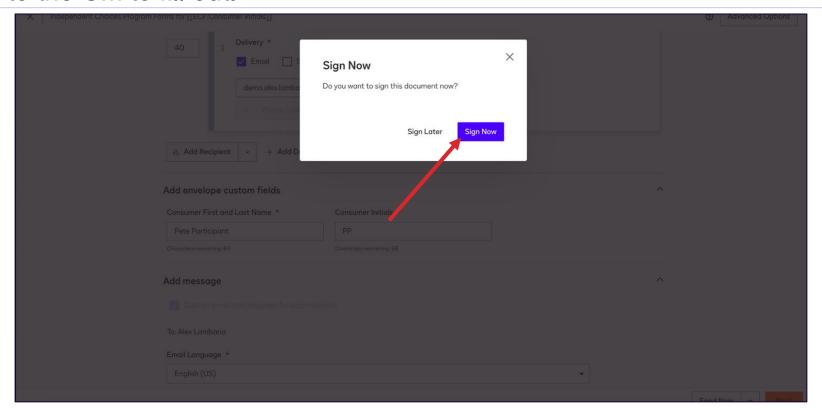
The Guardian role is only filled out if the Workers' Comp. Consent and Agreement is being signed and is still optional.

Email is the recommended method of sending DocuSign forms, but they may also be sent via text when requested.

Under envelope custom fields, enter the Consumer First and Last Name (one-1) and Consumer Initials (two-2). This information is used to merge the Consumer's initials into the email subject line. Then select Send Now (three-3).

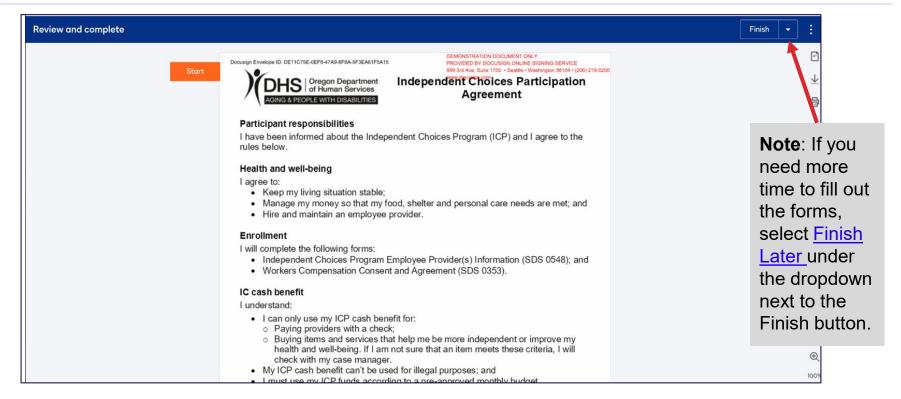


If you are the CM, you will get a Sign Now pop up that will bring you into the signing session to fill out the application. Otherwise, the envelope will be sent to the CM to fill out.



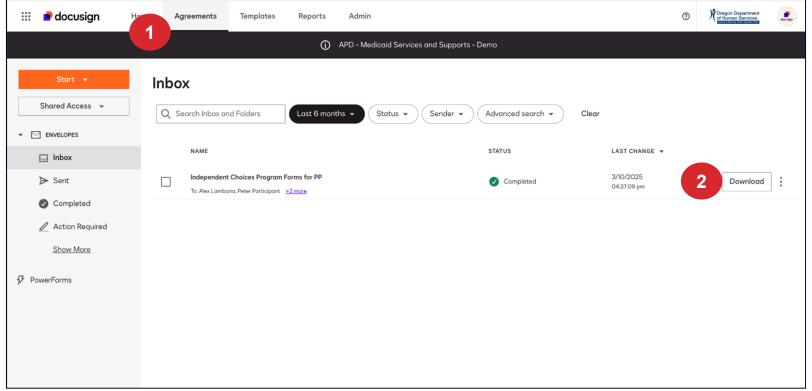


Once the CM is in the signing session, they will have to fill out all of the required fields and select Finish before the application is routed to the next recipient.

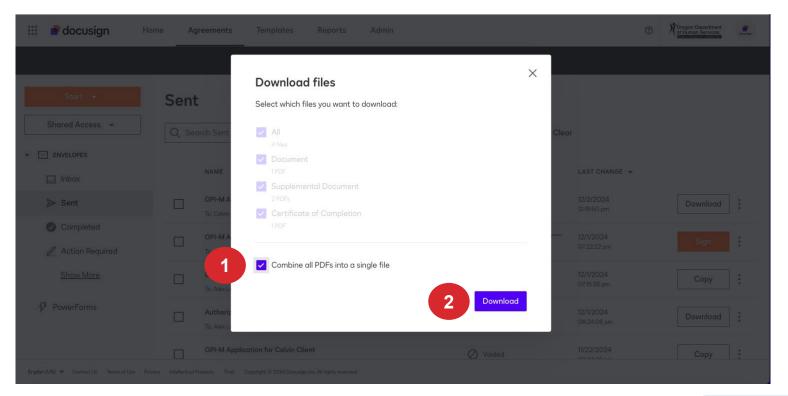




Once all of the recipients have signed, all recipients and the sender will receive a completed copy of the ICP Forms Package. The CM can go to the agreements tab (one-1) and download the envelope (two-2).



Select Combine all PDFs into a single file (one-1) and select download (two-2). You can then store the documents in Laserfiche.

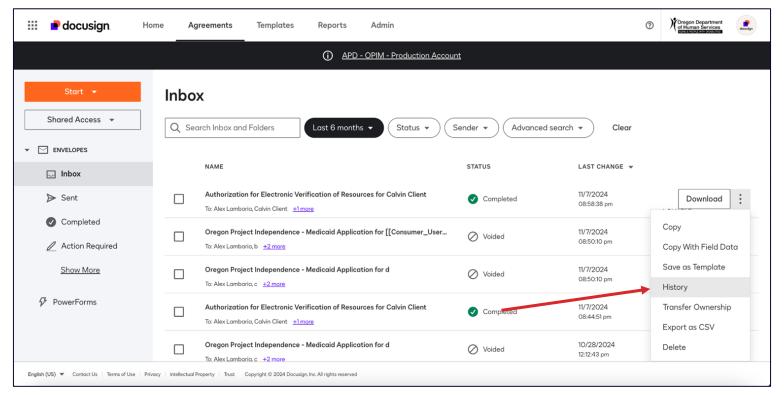




## Managing Docusign Envelopes

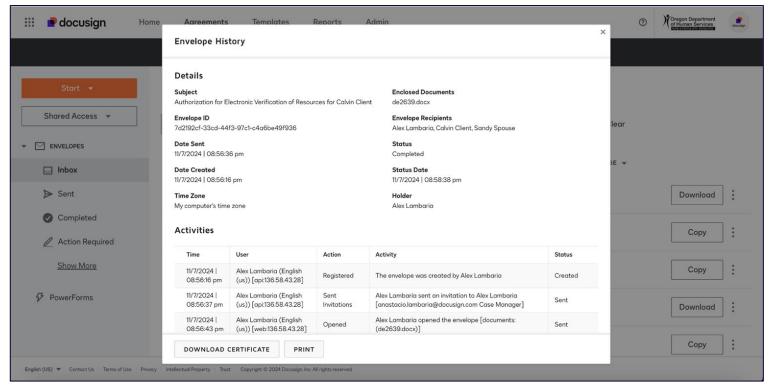


View Envelope Details - You can see the basic envelope details such as the Status, Last Change, Recipients on the envelope from the Agreements Tab. Select History to see additional information.



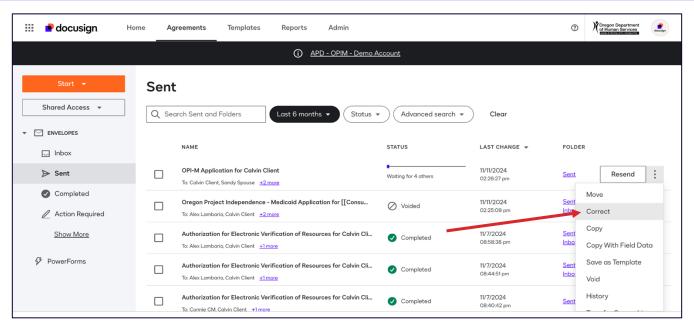


View Envelope Details - The Envelope History will provide you with all of the envelope details including the actions that transpired on the envelope as well as the Certificate of Completion.



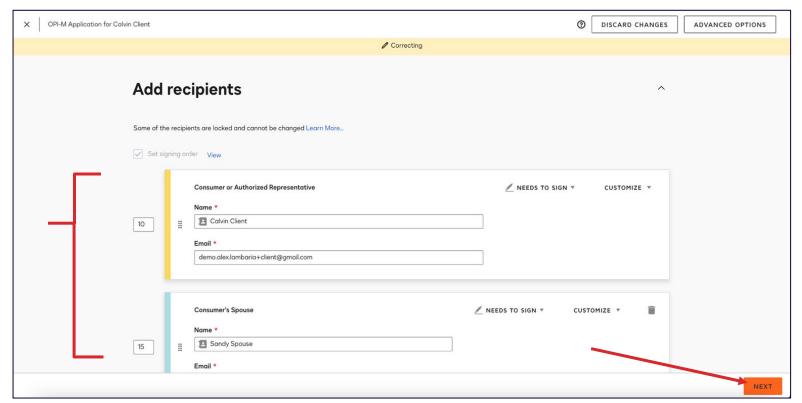


Correcting an Envelope - If there was an error on your envelope and you need to correct it, find your envelope and select Correct. Please note that you cannot correct form responses for a recipient after their signing session is completed. You will need to void the envelope, use <u>copy with field data</u>, and send the new envelope.



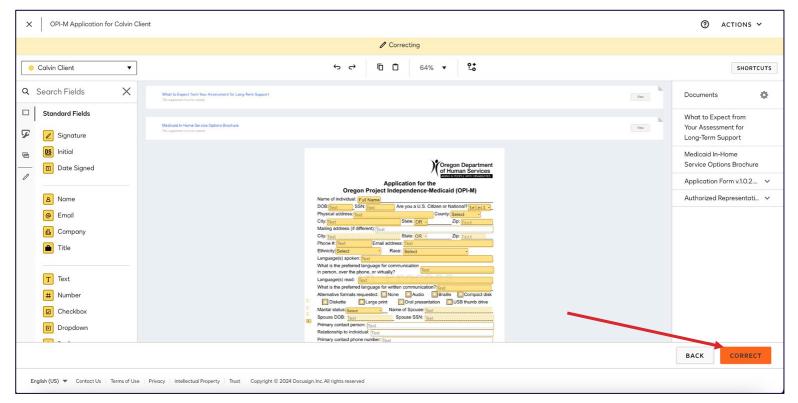


## Correcting an Envelope - Update recipient names, emails, and add documents if needed. Then select Next to go to the tagging screen.



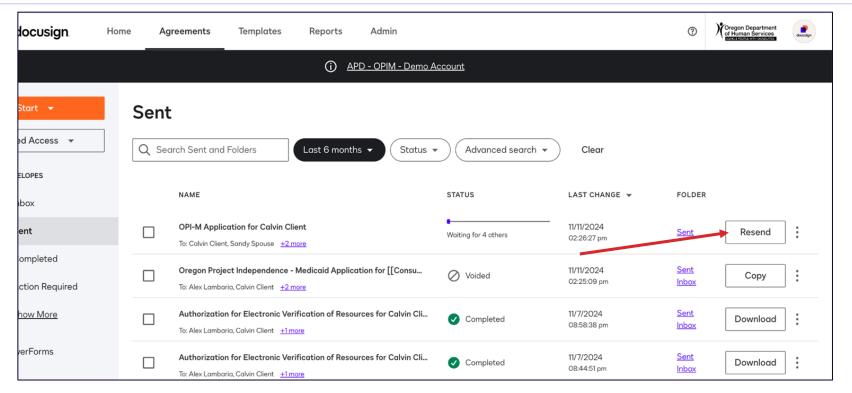


Correcting an Envelope - On the tagging screen, select Correct to finish correcting and send the envelope.



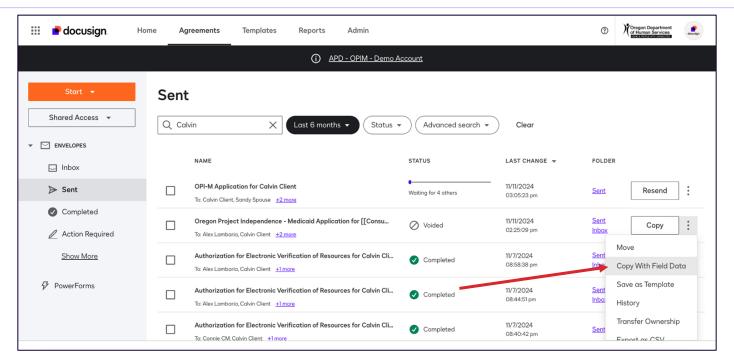


Resend Envelopes - Select Resend on an envelope to resend the email notification to the current recipient in the signing order. Recipients who have finished their signing session will not receive an email notification.



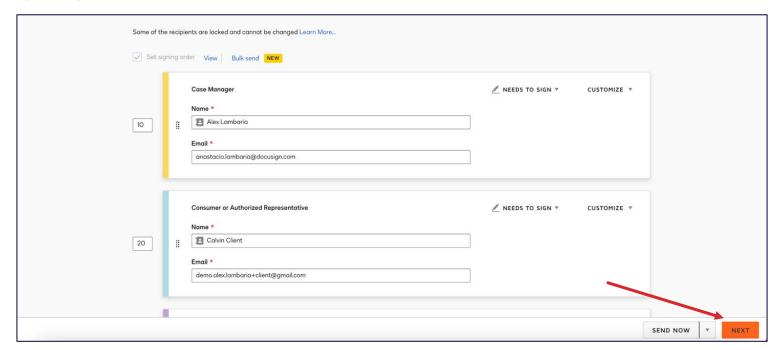


Copy with Field Data - This option clones an envelope to create a copy that retains any information already entered by recipients. This option is especially useful for long, complex, multi-recipient envelopes that are declined or otherwise voided and need to be sent back out for signature.



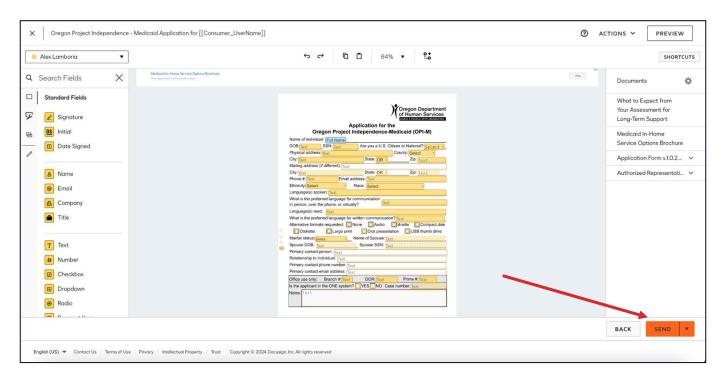


Copy with Field Data - After selecting Copy with Field Data you will be taken to the preparation page where you can review the documents and recipients for the envelope and update recipients if needed. Select Next to go to the tagging page.



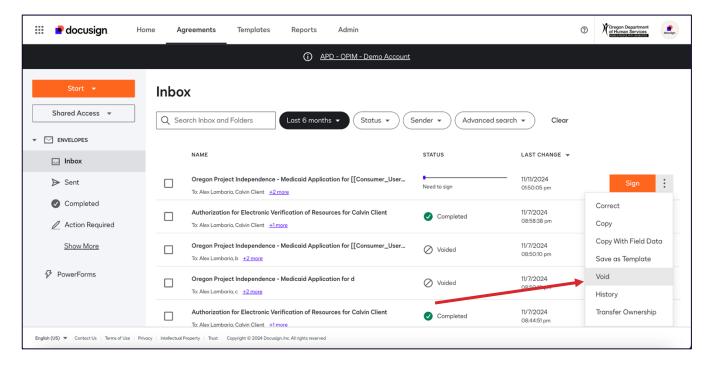


Copy with Field Data - On the tagging page, you can make edits to values that were previously entered or you can let the recipients correct the information for their assigned fields. Select Send when ready.



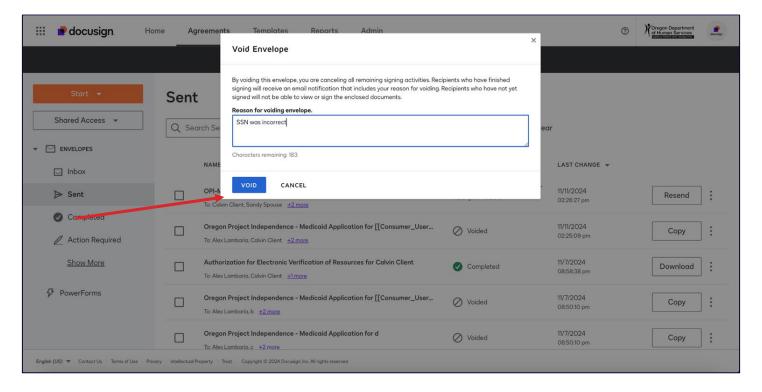


Voiding Envelopes - When you have an envelope that you cannot make corrections to or no longer need, you can void the envelope by selecting the three vertical dots on the envelope and selecting Void.



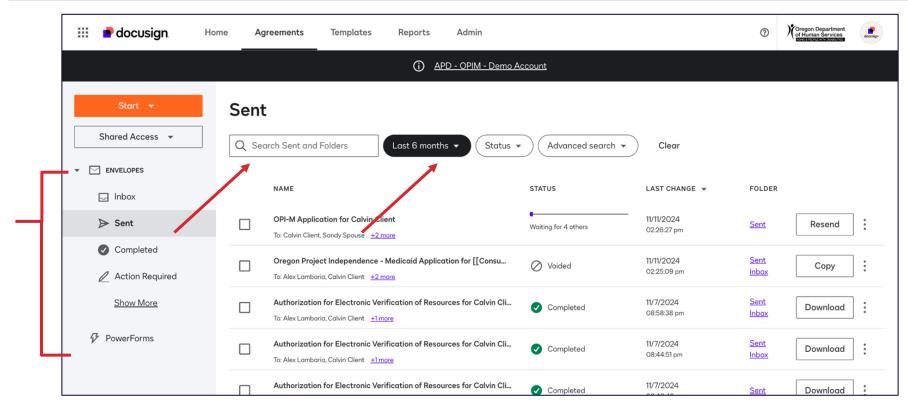


Voiding Envelopes - After selecting Void, you will have to provide a reason for voiding the envelope. It's important to include a detailed explanation for reporting purposes.



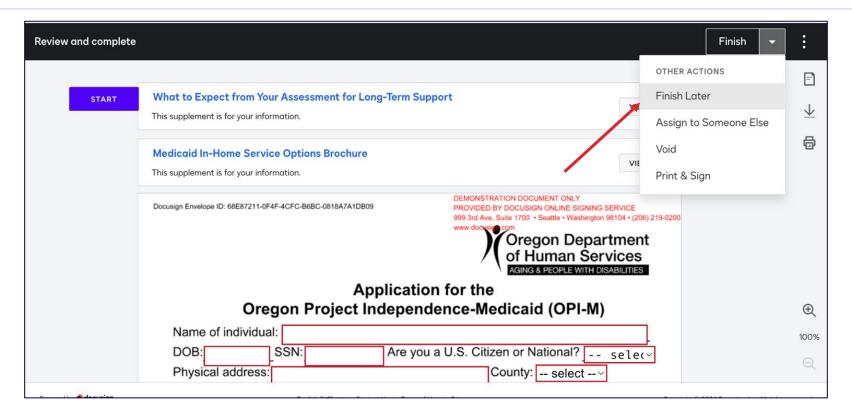


## Locate Envelopes - Quickly search for envelopes by using the search bar, filters, or folders.





Finish Later - Use Finish Later when you need more time to fill out the application so you can save your work and come back to it at a later time.





### **Appendix**



#### **Additional Guides From Docusign Support**

- 1. Managing Envelopes
- 2. Correcting Envelopes
- 3. Voiding Envelopes
- 4. Resending Envelopes
- **5. Forwarding Completed Envelopes**
- 6. View Data Changes
- 7. Envelope Status Glossary



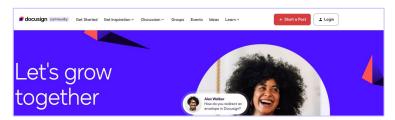
#### **Training and Support Sites**



#### **Docusign University**

Learn more. Build expertise.

https://support.docusign.com/docusignuniversity

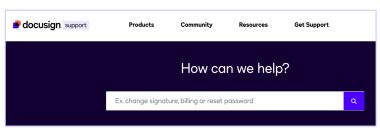


#### **Docusign Community**

Learn from the community. Discover customer solutions

https://community.docusign.com/





#### **Docusign Support**

Find answers. Get help.

https://support.docusign.com



#### **Docusign on YouTube**

Watch how-to tutorials. Do more with Docusign.

https://www.youtube.com/c/docusign/playlists

Support	Resources
APD Support	- apd.docusignsupport@odhsoha.oregon.gov (Put Docusign in the subject line)
Docusign Support Center	Support Center: <a href="mailto:support.docusign.com">support.docusign.com</a> One-stop shop for all support and adoption resources.  - <a href="Docusign Support Center">Docusign Support Center</a> - Open and manage support cases or view product help  - <a href="Docusign Community">Docusign Community</a> - Questions and answers from Customers  - <a href="Docusign University">Docusign University</a> - Training and certification
Trust / Security	Trust Center: trust.docusign.com  - Monitored System Status on any performance issues - Docusign Public Certificates and Security information - Legality Guide: https://www.docusign.com/how-it-works/legality/global
Developer Support	Developer Center: developers.docusign.com  - stackoverflow.com using #DocusignAPI  - Email: devsupport@Docusign.com

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