

DocuSign Guide OPI-M Application



Table of Contents

- 1. OPI-M Application Overview
- 2. Accessing OPI-M Application Templates
- 3. OPI-M Application Templates
 - a. Case Manager Fills Out
 - b. Applicant Fills Out
 - c. <u>In-Person Signing</u>
 - d. Offline In-Person Signing
- 4. Managing Docusign Envelopes
- 5. Appendix
 - a. Guides from Docusign Support
 - b. **Training and Support Sites**
 - c. Support Resources



OPI-M Application Overview



OPI-M Application Overview.

The OPI-M Application includes the following forms:

- What to Expect from Your Assessment for Long-Term Support
- Medicaid In-Home Service Options Brochure,
- OPI-M Application

4 templates have been made available in Docusign to satisfy requirements for the many scenarios Case Managers may encounter. These templates include:

• (Case Manager (CM) Fills Out) OPI-M Application

 Case Manager fills out the forms on behalf of the Consumer. Consumer, and Consumer's Spouse only have to sign.

• (Applicant Fills Out) OPI-M Application

 Consumer fills out the forms themself and signs. Consumer's Spouse has to sign. Case Manager reviews the Consumer's responses for accuracy and signs or declines to sign.

• (In-Person Signing) OPI-M Application

 Case Manager fills out the forms on behalf of the Consumer but the Case Manager hosts a signing session on their machine/device so that the Consumer and Consumer's Spouse can sign.

(Offline In-Person Signing) OPI-M Application

 In-Person Signing for Consumers that are in location with no Wifi or cell service. Case Manager fills out the forms in advance and downloads the envelope on the Docusign Mobile App before they meet with the Consumer

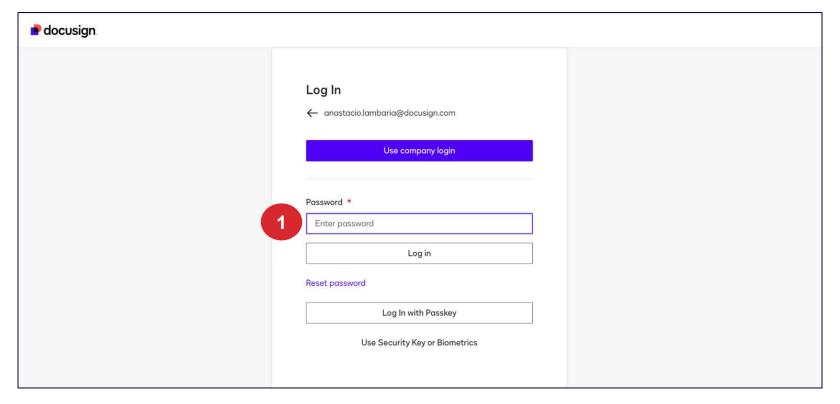


Accessing OPI-M Application Templates



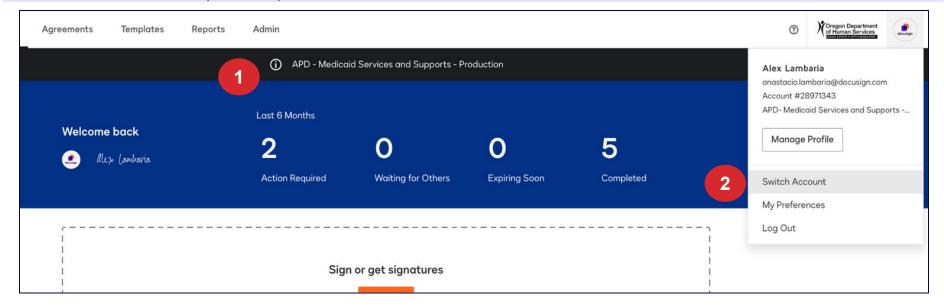
Log into Docusign using your username and password (one-1) at

https://account.docusign.com/



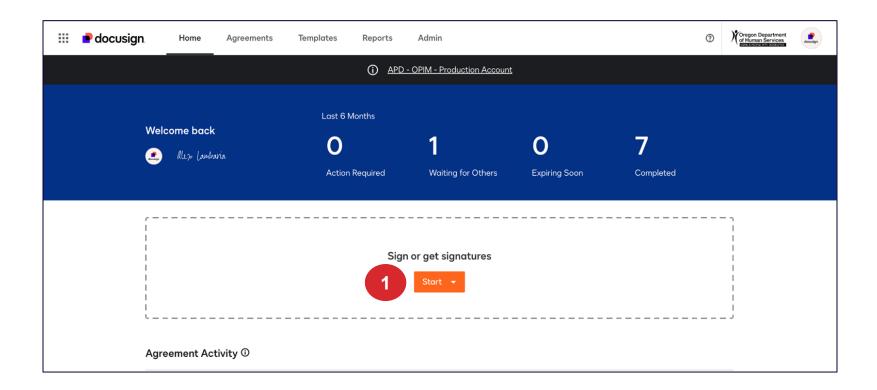


Confirm that you are in the APD-Medicaid Services and Supports - Production account (one-1). If not, select your profile icon in the top right hand corner and switch accounts (two-2).



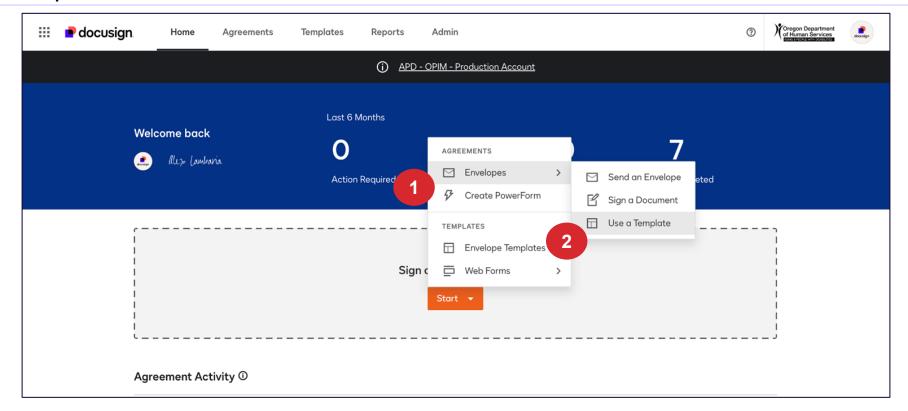


Select the Start button (one-1).



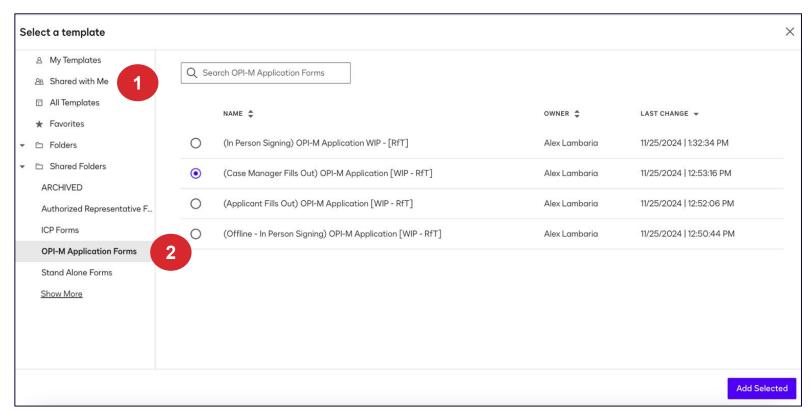


Select Envelopes (one-1) then Use a Template (two-2). You will be taken to a template selection screen.



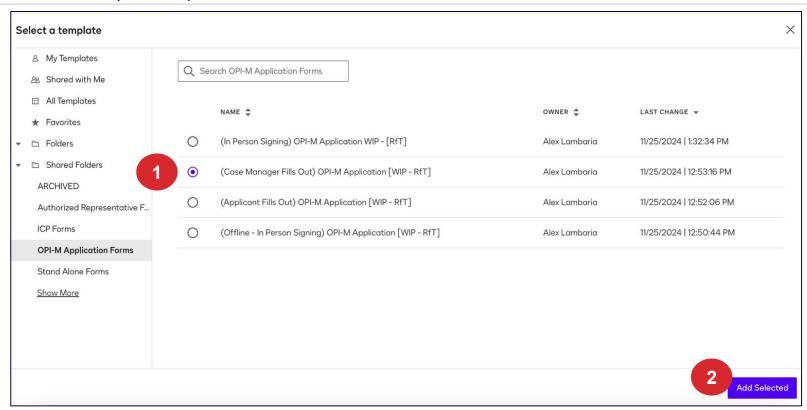


On the template selection screen, select Shared with Me (one-1)or the OPI-M Application Forms folder to see the templates (two-2).





Select the template you need to use(one-1) and then select Add Selected (two-2).

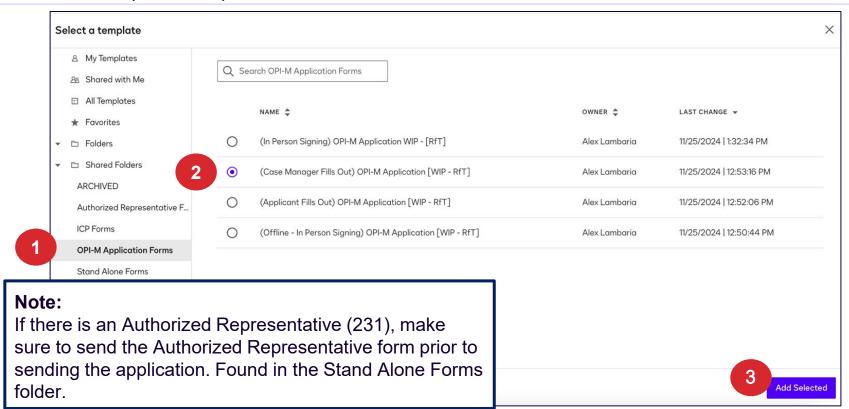




OPI-M Application Template: CM Fills Out

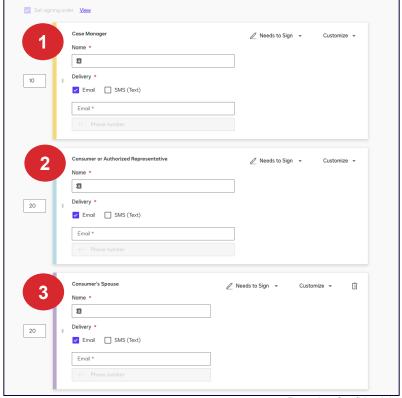


Select template (CM Fills Out) OPI-M Application (two-2) then select Add Selected (three-3).





Provide the name and email information for the CM(one-1), the Consumer or Authorized Representative (two-2), and the Consumer's Spouse (three-3) roles.



Note:

You have the ability to delete the Consumer's Spouse if they are not needed. If you need to re-add them, discard the envelope and start over.

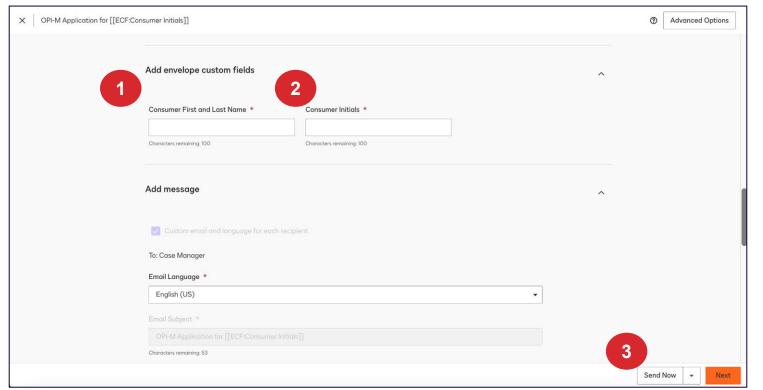
While email should be the priority for sending to recipients, use SMS if it makes sense to do so. Make sure to get consent from recipients before sending via SMS.

(Situational) If the consumer does not have a spouse that needs to sign the OPI-M Application, you can delete them from the workflow by selecting the trashcan on their recipient card. This will remove their signature field from the document.

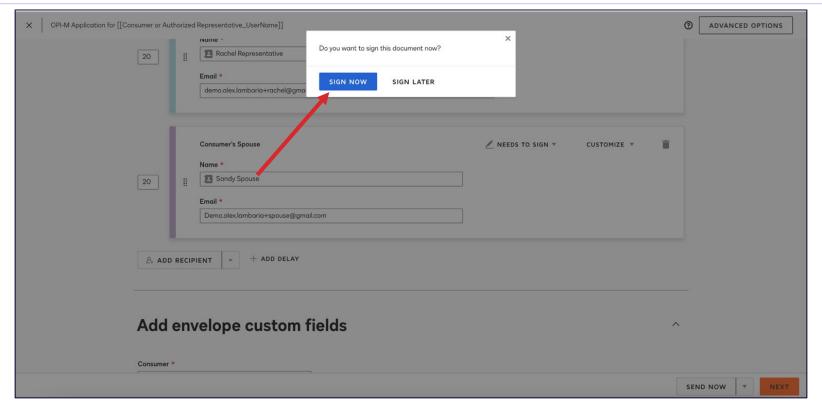




Under envelope custom fields, enter the Consumer First and Last Name (one-1) and Consumer Initials (two-2). This information is used to merge the Consumer's initials into the email subject line. Then select Send Now (three-3).

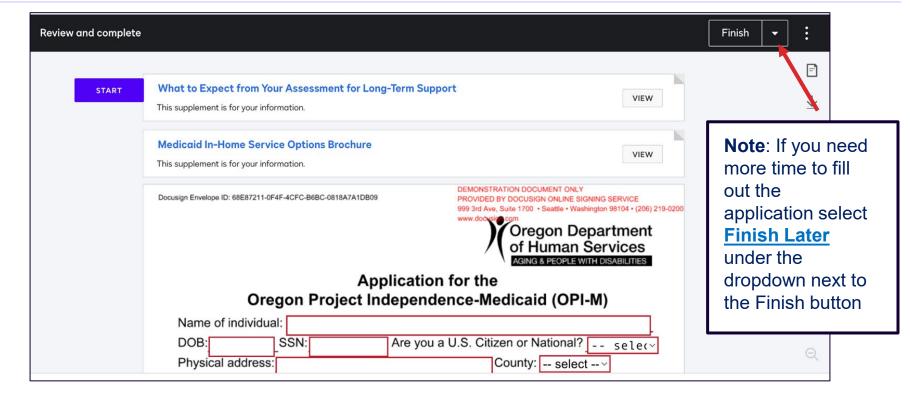


If you are the CM, then you will get a Sign Now pop up that will bring you into the signing session to fill out the application. Otherwise, the envelope will be sent to the CM to fill out.



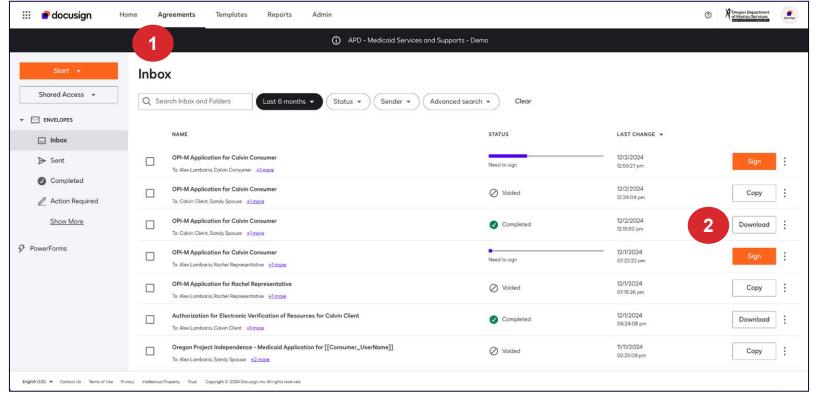


Once the CM is in the signing session, they will have to fill out all of the required fields and select Finish before the application is routed to the next recipient.



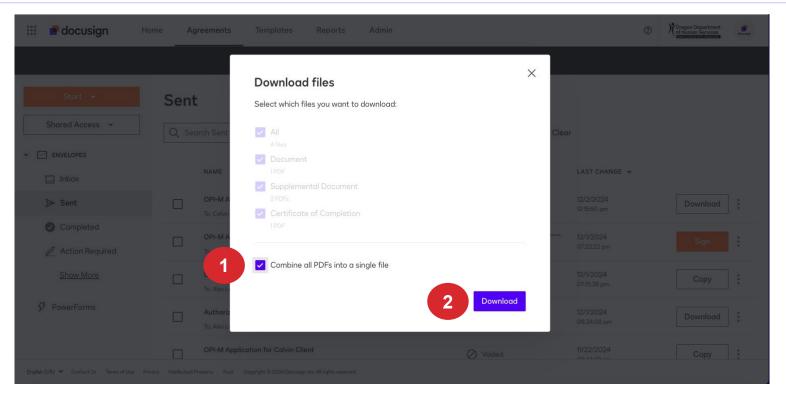


Once all of the recipients have signed, all recipients and the sender will receive a completed copy of the OPI-M Application. The Case Manager can go to the agreements tab (one-1) and download the envelope (two-2).





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





OPI-M Application Template: Applicant Fills Out

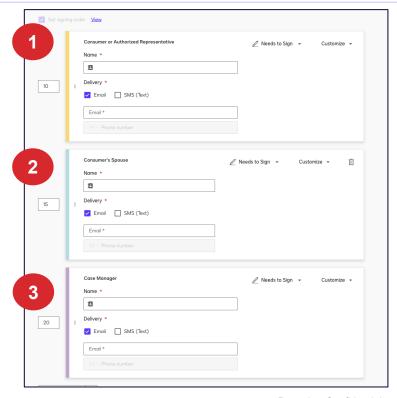


Select template (Applicant Fills Out) OPI-M Application (two-2) then select Add Selected (three-3).





Provide the name and email information for the CM (one-1), the Consumer or Authorized Representative (two-2), and the Consumer's Spouse (three-3) roles.

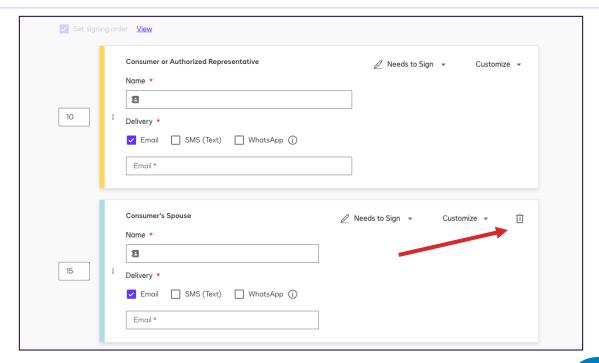


Note:

You can delete the Consumer's Spouse if they are not needed. If you need to re-add them, discard the envelope and start over.

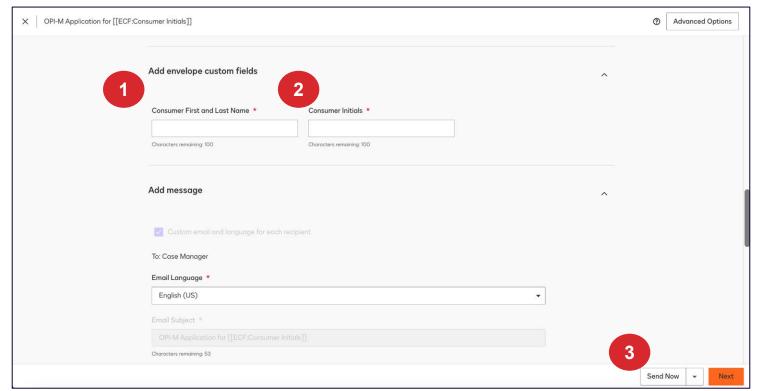
While email should be the priority for sending to recipients, use SMS if it makes sense to do so. Make sure to get consent from recipients before sending via SMS.

(Situational) If the consumer does not have a spouse that needs to sign the OPI-M Application, you can delete them from the workflow by selecting the trashcan on their recipient card. This will remove their signature field from the document.

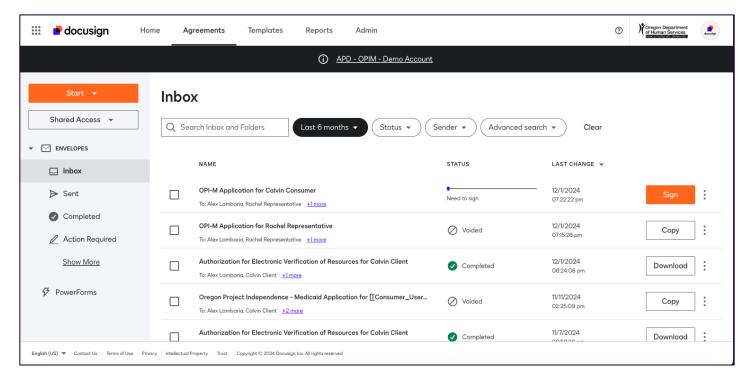




Under envelope custom fields, enter the Consumer First and Last Name (one-1) and Consumer Initials (two-2). This information is used to merge the Consumer's initials into the email subject line. Then select Send Now (three-3).

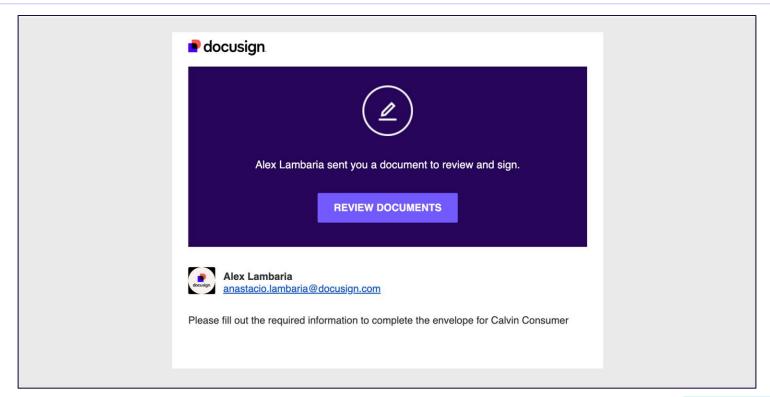


The Sender is taken to the Agreements page. The Consumer or Authorized Representative will receive an email notification directing them to fill out the form and sign.



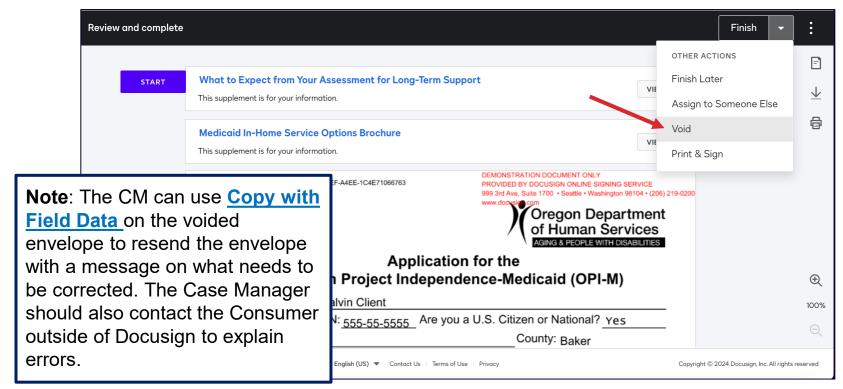


CM will receive a Docusign email notification to review the applicant's responses and fill out their case fields on the application.



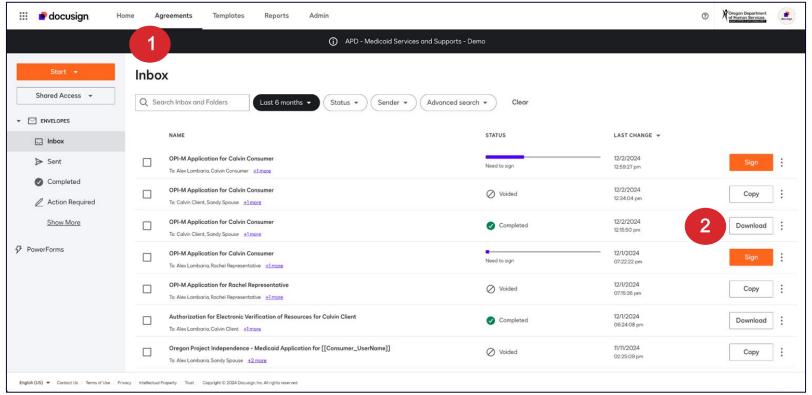


(Situational) If everything isn't in good order, the CM can select More Options and select Void. They will be prompted to provide a reason.



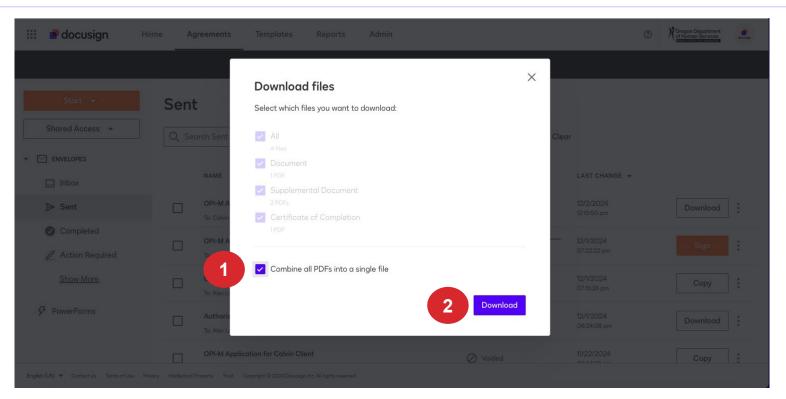


Once all of the recipients have signed, all recipients and the sender will receive a completed copy of the OPI-M Application. The CM can go to the agreements tab (one-1) and download the envelope (two-2).





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





OPI-M Application Template: In-Person Signing

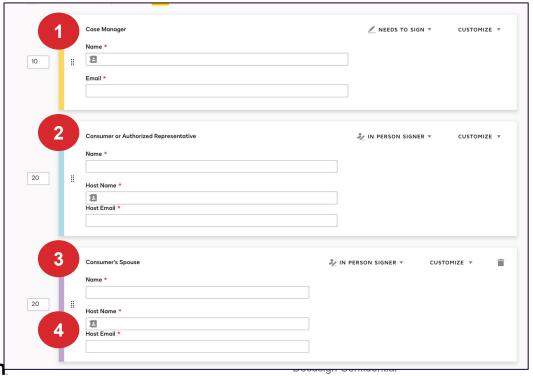


In OPI-M Application Forms Section (one-1) Select template (In-Person Signer) OPI-M Application (two-2) then selected Add Selected (three-3)

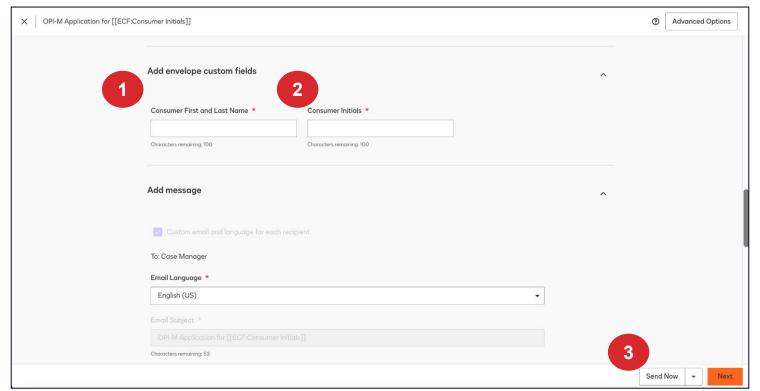




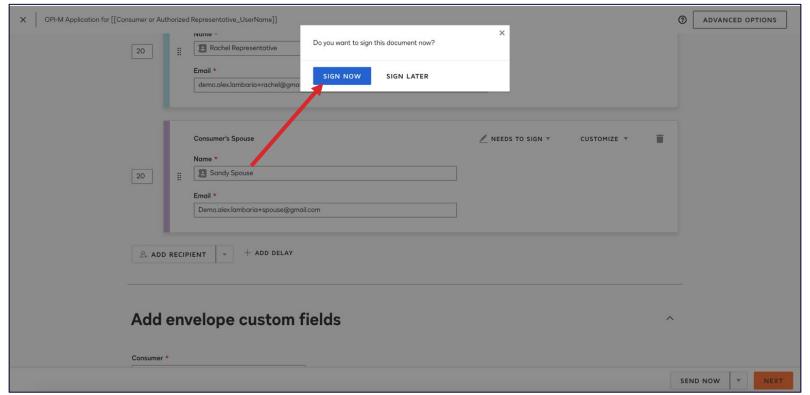
Enter the name and email information for the CM (one-1). Enter the name of the Consumer (two-2) and Consumer's Spouse (three-3), Enter the CM's name and email for the Host Name and Host Email (four-4) since the CM will be hosting the signing sessions in-person.



Note: You have the ability to delete the Consumer's Spouse if they are not needed. If you need to re-add them, discard the envelope and start over. 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).

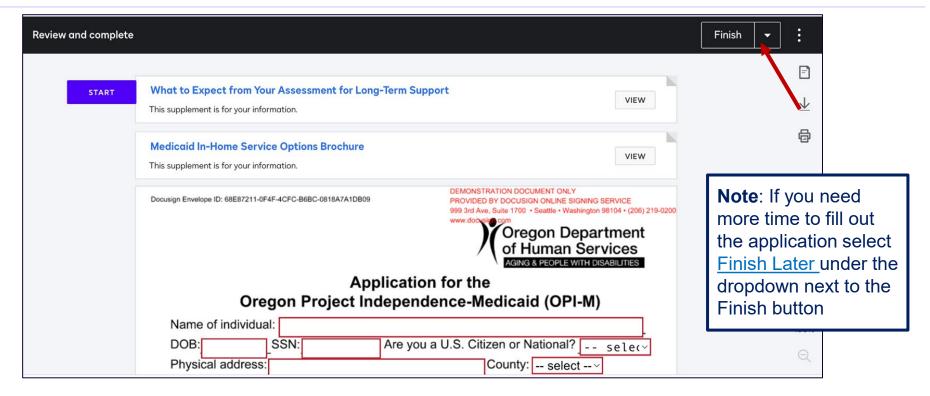


If you are the CM, then you will get a Sign Now pop up that will bring you into the signing session to fill out the application. Otherwise, the envelope will be sent to the CM to fill out



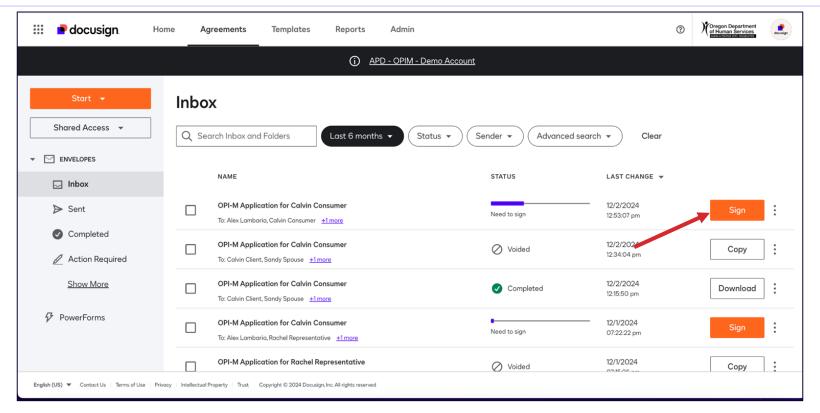


Once the CM is in the signing session, they will have to fill out all of the required fields and select Finish before the application is in-person signing session



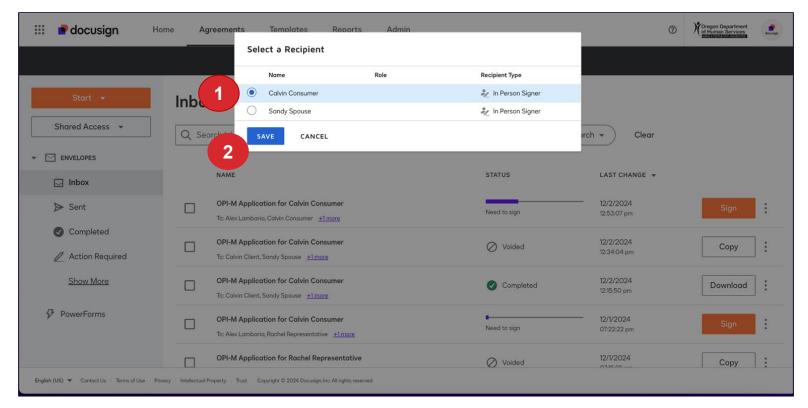


The CM finds the application at the top of the agreements page and selects Sign.



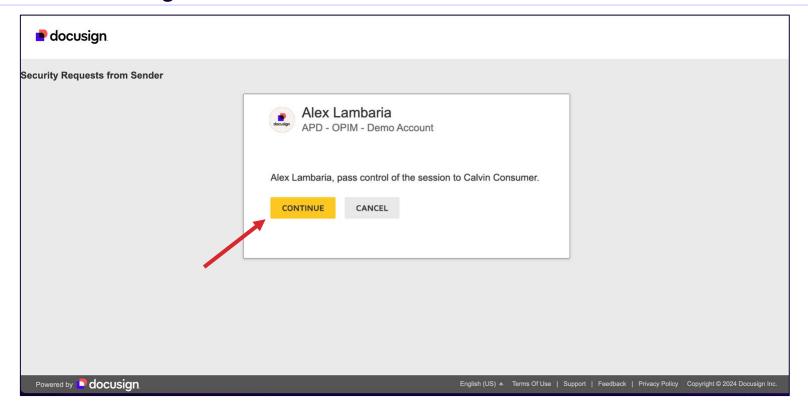


The Case Manager will then be taken to a pop-up screen, selects the Consumer (one-1), and selects Save(two-2).



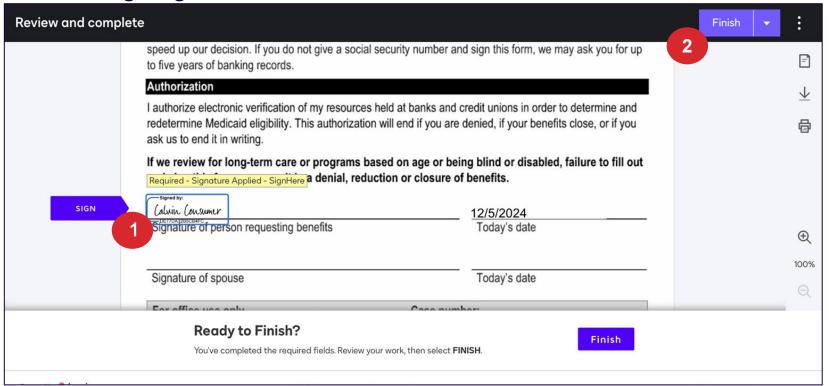


The Case Manager selects Continue and hands their machine over to the Consumer to sign the documents



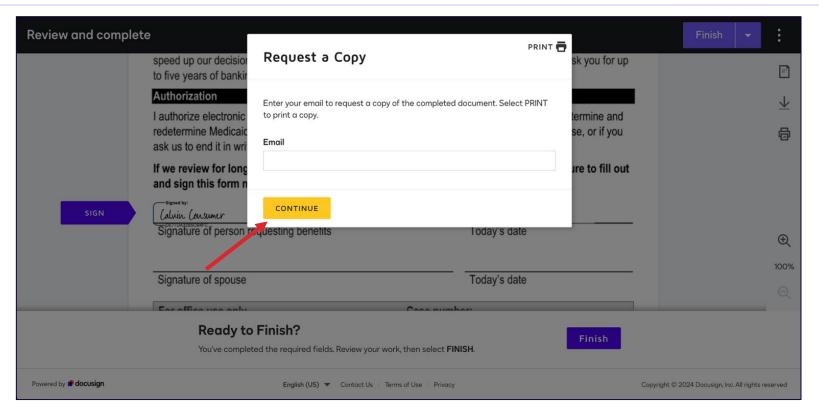


The Consumer will then agree to the Electronic Records and Signature Disclosure, review the application, sign (one-1), and selects Finish (two-2) to complete their signing session



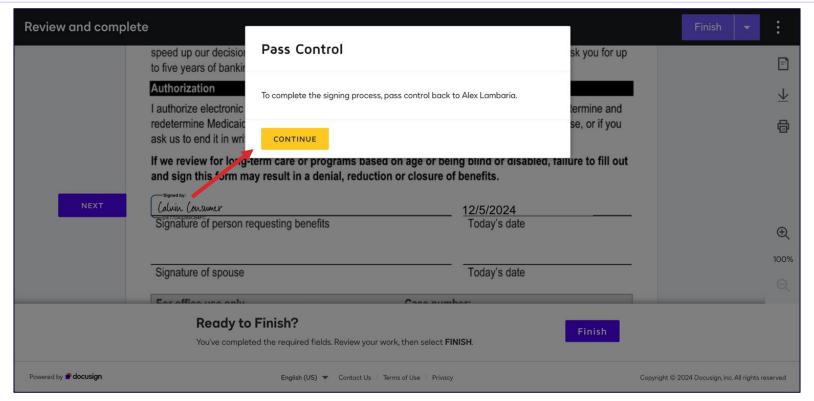


The Consumer will be prompted to provide their email if they would like to receive a copy. Then they will select continue.



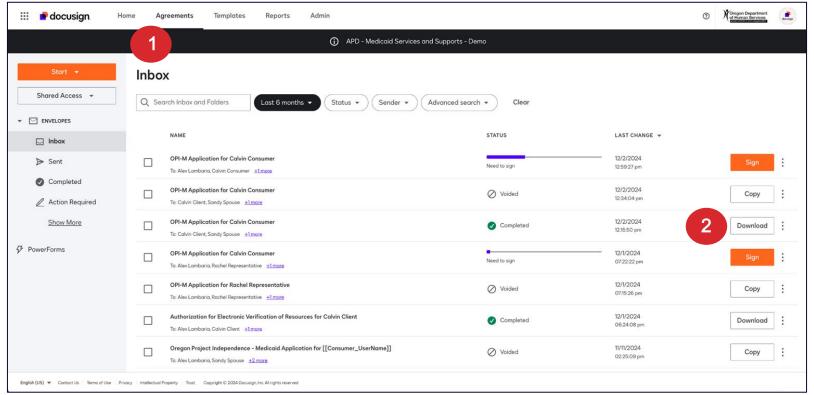


The Consumer will then be prompted to hand the machine back to the CM. The CM finds the envelope in the agreement tab and repeats the process for the Consumer's Spouse.



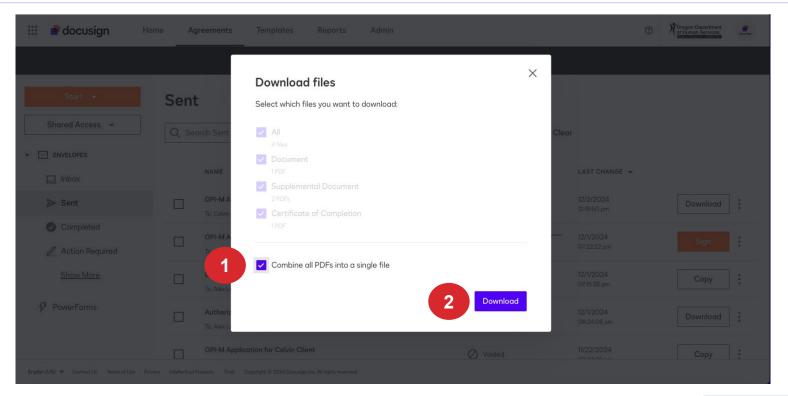


Once all of the recipients have signed, all recipients and the sender will receive a completed copy of the OPI-M Application. The CM can go to the agreements tab(one-1) and download the envelope (two-2).





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

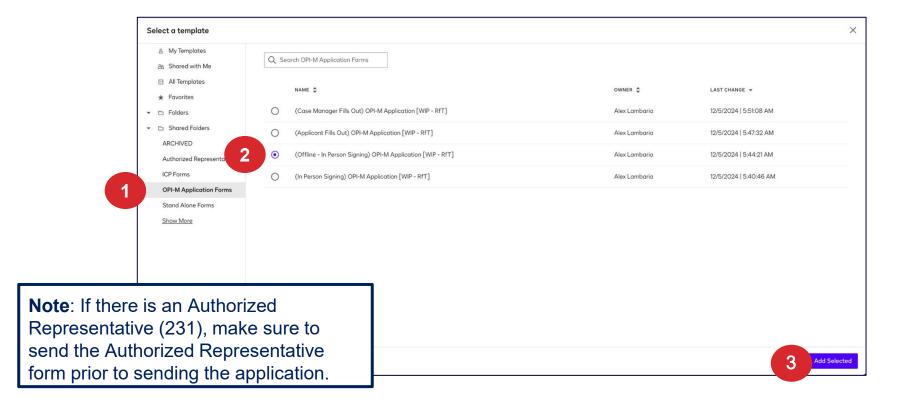




OPI-M Application Template: Offline In-Person Signing

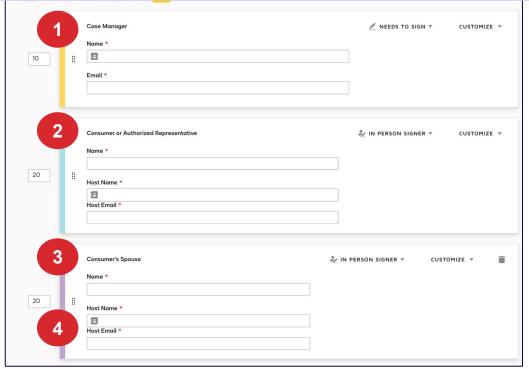


Under OPI-M Application forms (one-1), select template Offline In-Person Signer OPI-M Application (two-2) then select Add Selected (three-3).



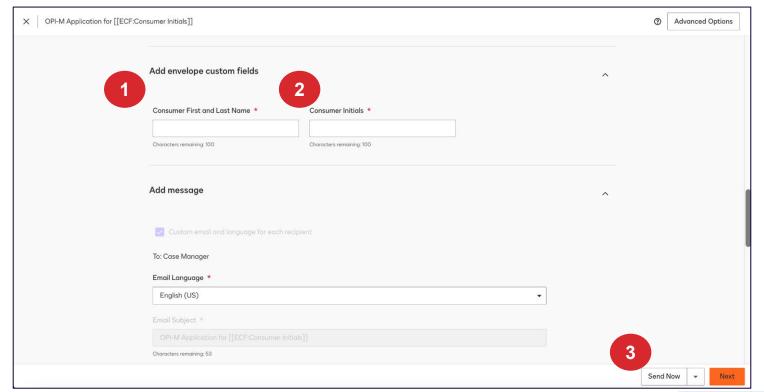


Provide the name and email information for the CM (one-1). Then provide the name of the Consumer (two-2) and Consumer's Spouse (three-3), Then put the CM's name and email for the Host Name and Host Email (four-4) since the CM will be hosting the signing sessions in-person.

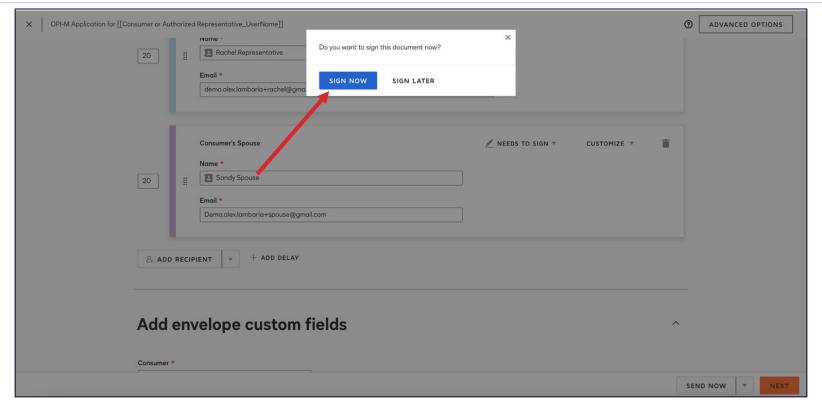


Note: You have the ability to delete the Consumer's Spouse if they are not needed. If you need to re-add them, discard the envelope and start over.

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).

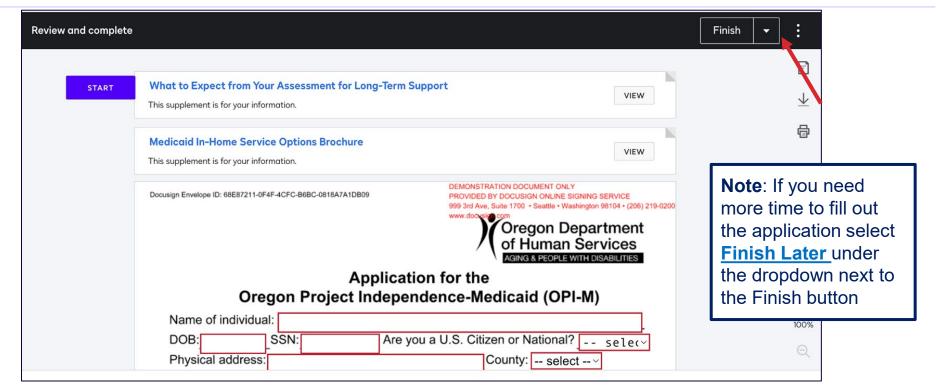


If you are the CM, then you will get a Sign Now pop up that will bring you into the signing session to fill out the application. Otherwise, the envelope will be sent to the CM to fill out.





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 in-person signing session.





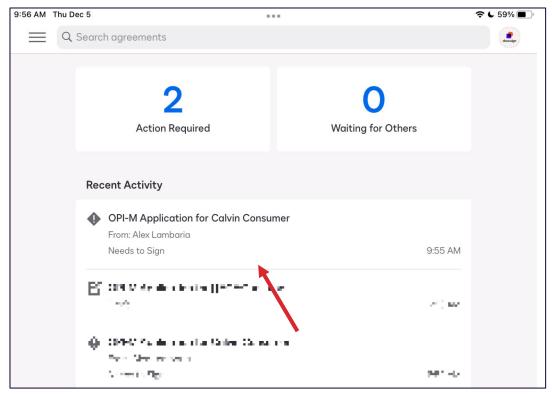
Once the CM is done filling out the forms. The CM should then download the envelope on the Docusign Mobile App before going to the consumer's residence. Select the Docusign Mobile App on your device.



Note: Instructions are done on an iPad. They may look slightly different on iPhones and Android devices



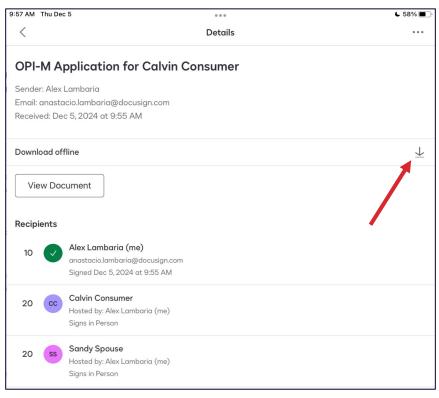
Select the envelope for your Consumer.



Note: Instructions are done on an iPad. They may look slightly different on iPhones and Android devices



Once in the envelope, select Download offline. It might take a few seconds to register.



Note: Instructions are done on an iPad. They may look slightly different on iPhones and Android devices



If you have successfully downloaded the envelope, the envelope will say Available offline.

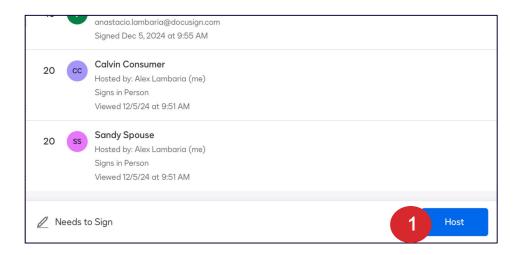


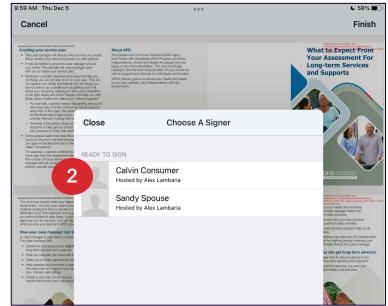
Note:

Instructions are done on an iPad. They may look slightly different on iPhones and Android devices



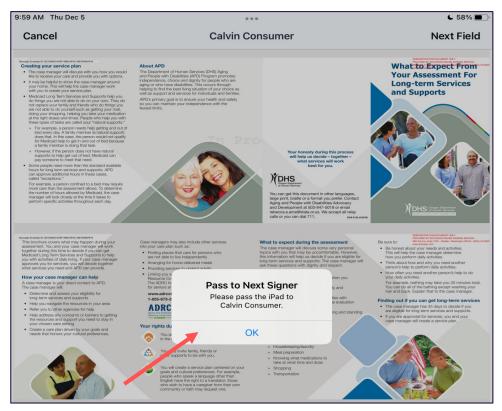
While at the Consumer's residence, the CM will find the envelope on their Docusign Mobile App, select Host (one-1) at the bottom right of the envelope, and then selects the Consumer (two-2) when the window opens.





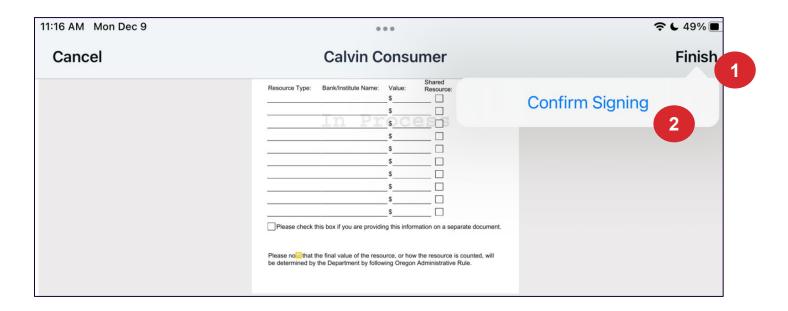


The CM selects OK to pass the device to the Consumer to sign.



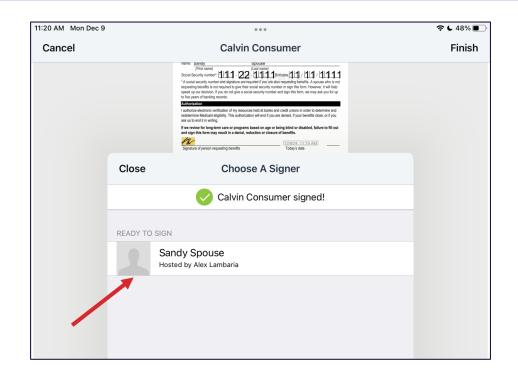


The Consumer will then agree to the Electronic Records and Signature Disclosure, review the application, sign, and select Finish (one-1) and Confirm Signing (two-2) to complete their signing session.



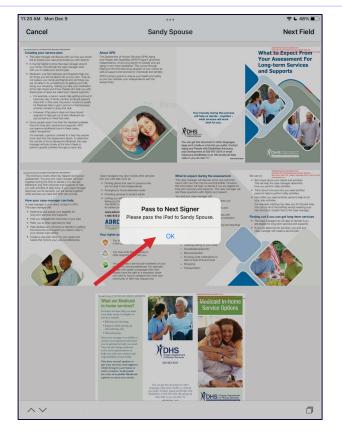


The Consumer will then be prompted to select their spouse as the next signer if they have one.



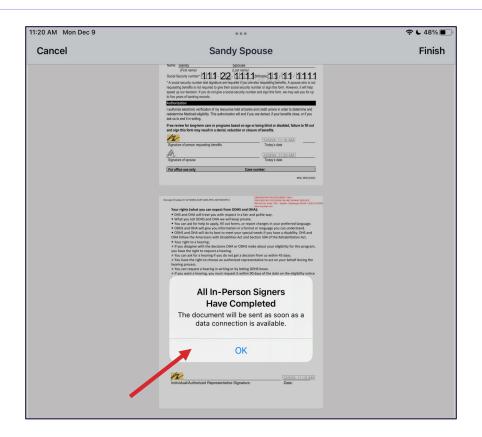


The Consumer will hand the device to their spouse. The Consumer's Spouse will agree to Electronic Records and Signature Disclosure, review the document, and sign.



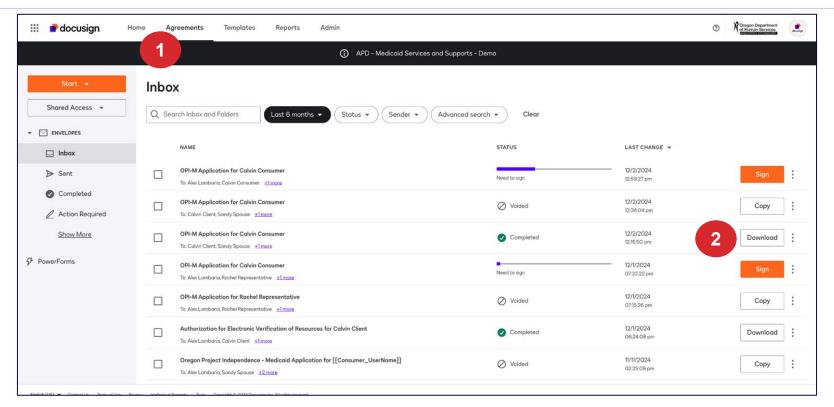


Once all parties have signed there will be a pop up that says All In-Person Signers Have Completed and that the document will be sent as soon as a data connection is available.



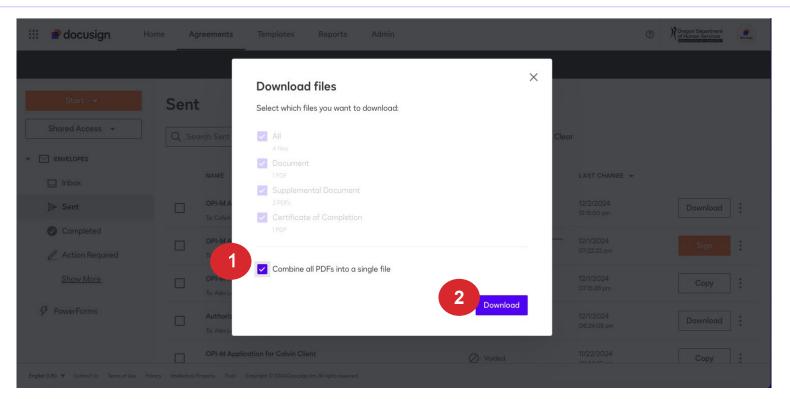


Once the CM has a data connection they can access the completed envelope in there agreements tab (one-1) and download (two-2) the completed envelope.





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

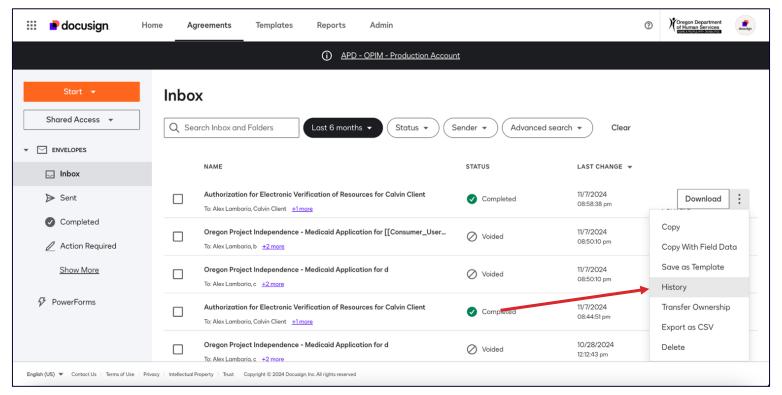




Managing Docusign Envelopes

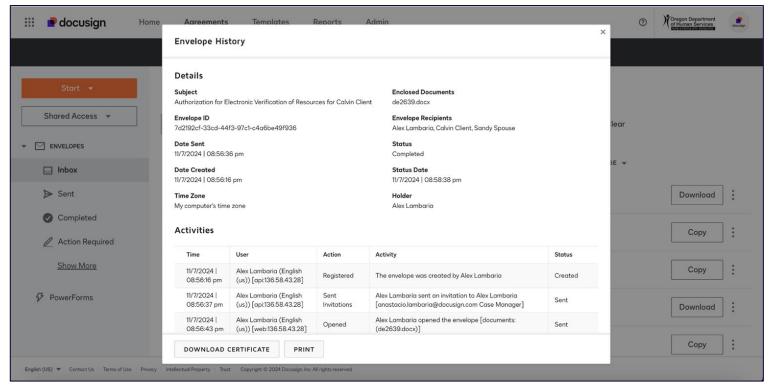


View Envelope Details | You can see the basic envelope details such as the Status, Last Change, Recipients on the envelope from the Agreements Tab. Select History to see additional information.



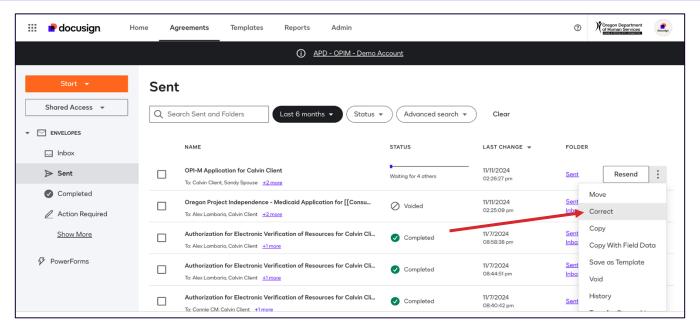


View Envelope Details | The Envelope History will provide you with all of the envelope details including the actions that transpired on the envelope as well as the Certificate of Completion.



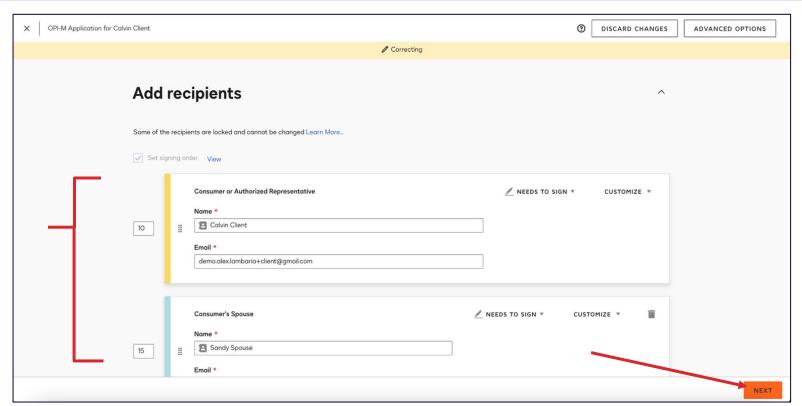


Correcting an Envelope | If there was an error on your envelope and you need to correct it, find your envelope and select Correct. Please note that you cannot correct form responses for a recipient after their signing session is completed. You will need to void the envelope, use copy with field data,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



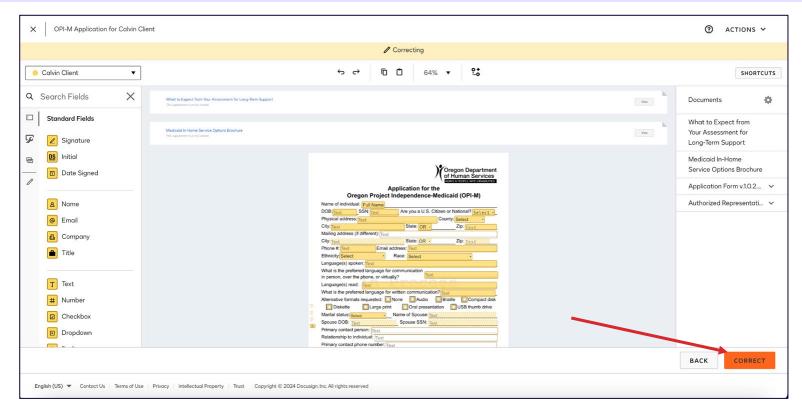


Correcting an Envelope | Update recipient names, emails, and add documents if needed. Then select Next to go to the tagging screen.



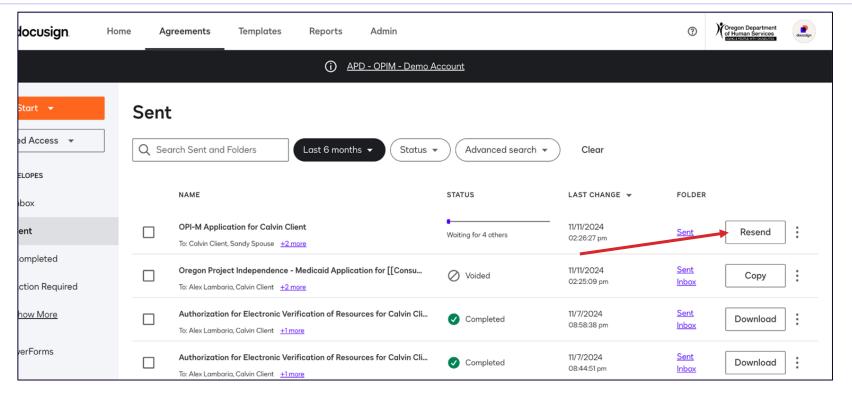


Correcting an Envelope | On the tagging screen, select Correct to finish correcting and send the envelope.



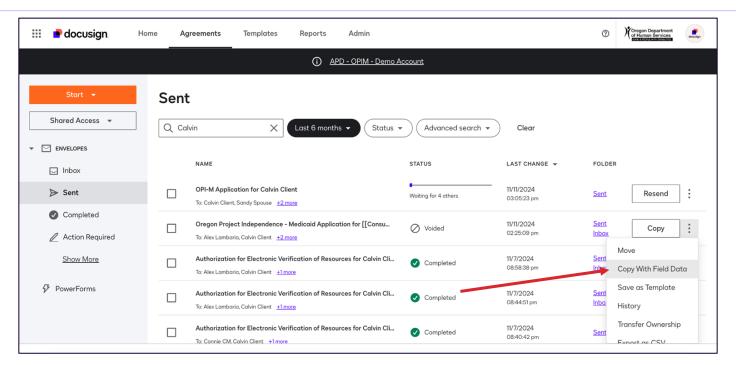


Resend Envelopes | Select Resend on an envelope to resend the email notification to the current recipient in the signing order. Recipients who have finished their signing session will not receive an email notification.



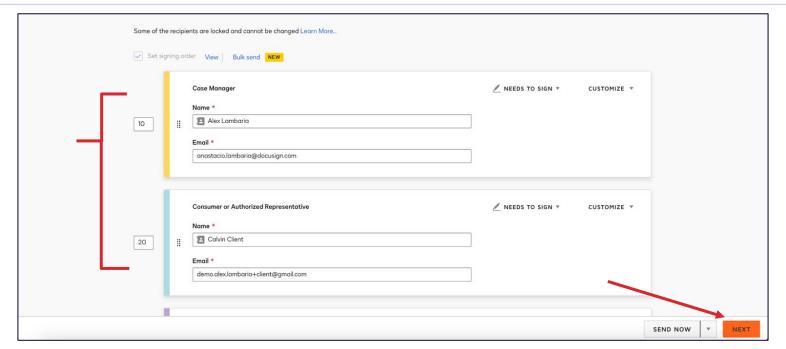


Copy with Field Data | This option clones an envelope to create a copy that retains any information already entered by recipients. This option is especially useful for complex, multi-recipient envelopes that are declined or otherwise voided.



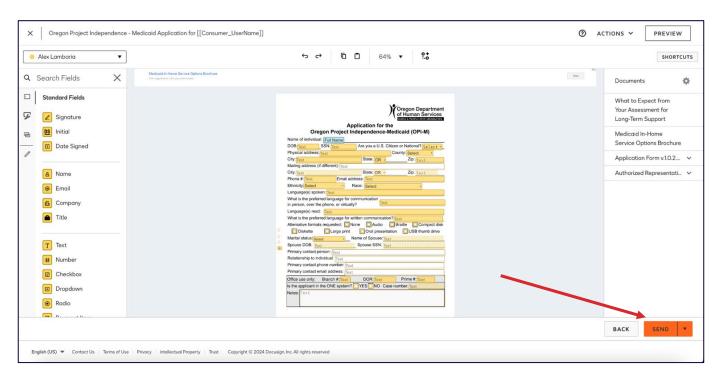


Copy with Field Data | After selecting Copy with Field Data you will be taken to the preparation page where you can review the documents and recipients for the envelope and update recipients if needed. Select Next to go to the tagging page.



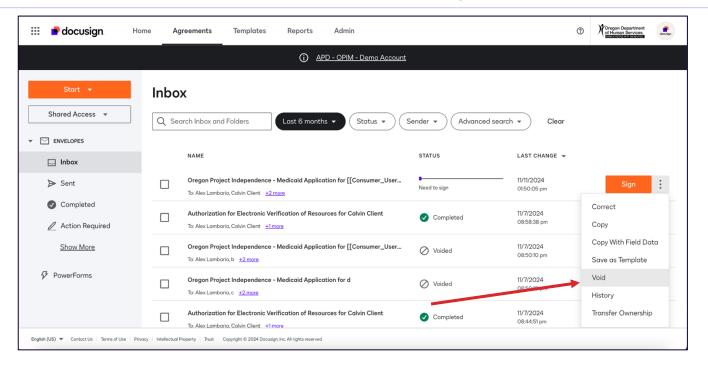


Copy with Field Data | On the tagging page, you can make edits to values that were previously entered or you can let the recipients to correct the information for their assigned fields. Select Send when ready.



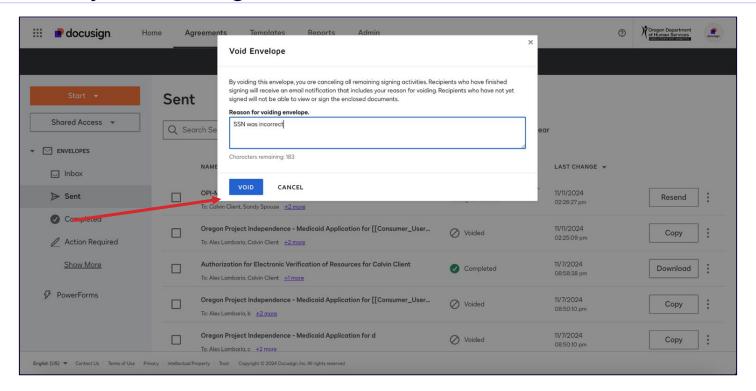


Voiding Envelopes | When you have an envelope that you cannot make corrections to or no longer need, you can void the envelope by selecting the three vertical dots on the envelope and selecting Void.



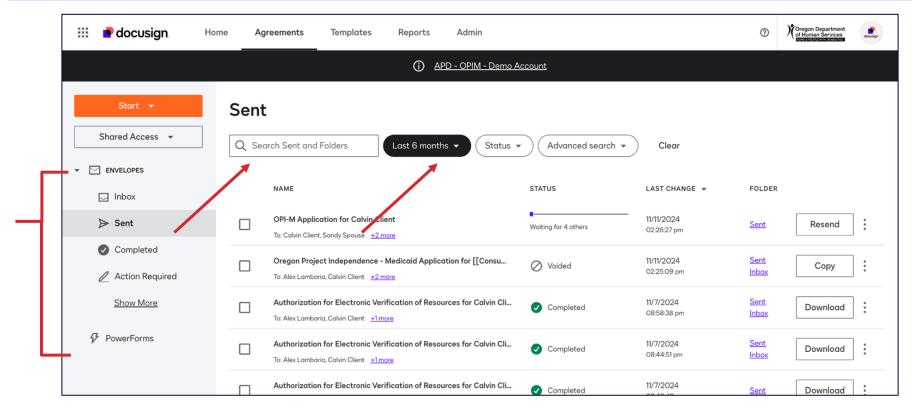


Voiding Envelopes Reason | After selecting Void, you will have to provide a reason for voiding the envelope. It's important to include a detailed explanation for your Docusign Administrators.



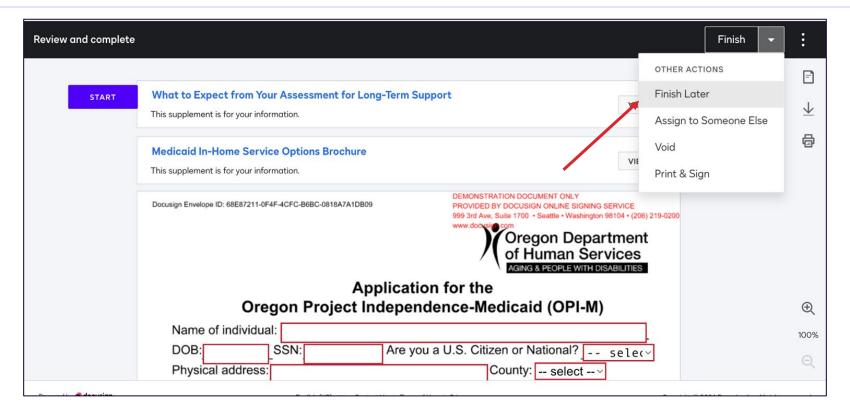


Locate Envelopes | Quickly search for envelopes by using the search bar, filters, or folders





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.





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



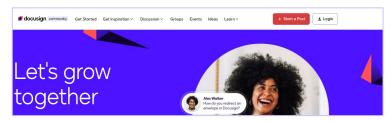
Training and Support Sites



Docusign University

Learn more. Build expertise.

https://support.docusign.com/docusignuniversity

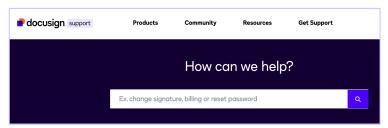


Docusign Community

Learn from the community. Discover 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: support.docusign.com One-stop shop for all support and adoption resources. - Docusign Support Center - Open and manage support cases or view product help - Docusign Community - Questions and answers from Customers - Docusign University - Training and certification
Trust / Security	Trust Center: 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 -

Need this document in another format?

You can get this letter in other languages, large print, braille, or a format you prefer for free. Contact ODHS at apd.medicaidpolicy@odhsoha.oregon.gov or at 503-945-5811 (voice/text). We accept all relay calls.