

Accepted Signatures:

Attestations during the COVID19 State Health Emergency; Electronic Signatures

Senior and Disabilities Services (SDS) will now accept electronic signatures on documents that require legal authorization. This change goes into effect May 2020 and will continue after the COVID-19 Health Emergency ends.

Electronic signatures may be used to sign official SDS documents submitted by any method by all current or potential recipients and providers. Examples of use include but are not limited to support plans, SDS Release of Information forms, provider certification forms, and Personal Care Services timekeeping.

The requirement for signatures is temporarily suspended due to rules for social distancing under COVID-19 Alaska State Health Emergency. Providers and individuals may submit a documentation of attestation instead. SDS will require documents authorized by attestation to be resubmitted with signature after the COVID-19 emergency ends, within the service plan year or at renewal of the service plan.

A signature is a symbol of intention:

Signatures represent a person or agency's intention to agree, authorize, or give permission on a legal document.

A signature may be:

- A wet signature, resulting from physically signing it with a pen, stylus, stamp or finger.
- Made electronically through a proprietary signature software program that has a form of authentication.

SDS encourages authorizing signatures to be completed with social distancing. For example:

- Printing a document, physically signing it and scanning it to send as an attachment in a secure encrypted email.
- Using a secure encrypted email to deliver a finalized document, signing it with a proprietary signature software and returning it to the CC.
- Physically mailing documents back and forth for signatures.
- Maintaining 6 feet social distance, using hand sanitizer, and wearing masks while collecting a signature.

During the COVID-19 Emergency declaration, providers, recipients, and representatives may use documentation of attestation to show agreement and/or authorize documents filed with Senior and Disabilities Services.

Methods for Authorization:

Attestation

- A care coordinator or provider:
 - Sends by secure encrypted email, fax, or mails a document to the recipient.
 - Calls on the phone or video chats to review document with the recipient/representative.
 - Asks "Do you understand, agree, consent to and authorize this document?"
 - The recipient or representative verbally consents, agrees, or authorizes the document
 - Care coordinator or provider documents interaction in service notes.

Wet or Digital Signature

- A care coordinator or provider:
 - Sends the document in ".pdf" or similar non-editable format by secure encrypted email to the recipient/representative.
 - The recipient or representative draws, types, or places their signature on the signature line using a mouse cursor, stylus, or finger on touchpad or touchscreen to indicate their consent, agreement, or approval.
 - Date of approval must be filled in on the document.

Providers submit via Direct Secure Messaging

- Care Coordinator sends documents for review via secure email messaging.
- Agency Representative responds to the same email string.
- Care Coordinator updates signature line for agency on original PDF.
- Care Coordinator saves the email string to PDF format and retains it their records.

What to send to SDS:

Attestation:

- A care coordinator or provider:
 - Uses direct secure messaging to email SDS the documents with a recipient's alternate signature.
 - Attaches the documents which were verbally attested by the client/representative.
 - Includes the following in the body of the email:
 - "I have reviewed the following documents with client/representative:"
 - A list of the titles of the attached documents and the dates of verbal attestation.
 - The statement: "The recipient/representative has verbally agreed, consented to and approved the attached documents."

Here is an example:

"I have reviewed the following documents with Papa Peep, Bo Peep's father:

- UNI-03 on 4/1/20
- UNI-12 on 4/1/20

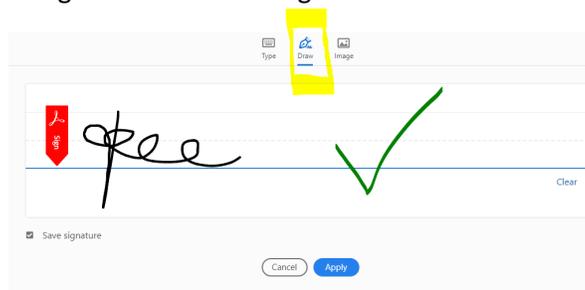
Papa Peep verbally agreed, consented to and approved the attached documents."

Looks like:

Verbal Attestation of Papa Peep, Bo Peep's father via call 4/1/2020
Parent or Legal Representative Date

Digital Wet Signature

- A care coordinator or provider:
 - Assists the signer use digital tools to draw signature:



- Places signature on document, enters dates, and saves document:

Q. Bee Q. Bee 4/1/20
Other Natural Support Date

- Uses direct secure messaging to email SDS the documents signed with a recipient/representative's digital wet signature.

Providers Certify via Direct Secure Messaging

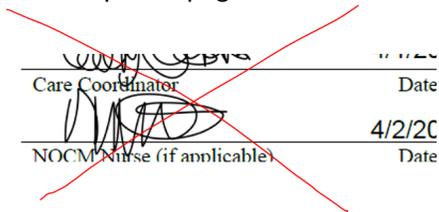
- Care Coordinator sends documents for review and certification via DSM.

- Agency Representative responds to the same email string with statement:
 - On behalf of (Agency Name), I certify the previously attached document(s) are true and correct.
- Care Coordinator updates signature line for agency on original PDF to submit to SDS.
 - Identifies method and time email was received:

| | | | |
|----------------------------|--------|-------------------|-------------------------|
| Certified by DSM at 9:35am | 4/1/20 | Hannah Helperton | <u>Helpful Alaskans</u> |
| HCBA Agency Representative | Date | Printed Name | Agency Name |
| Certified by DSM at 2:13pm | 4/2/20 | Chance Champerson | <u>Chore Champs</u> |
| HCBA Agency Representative | Date | Printed Name | Agency Name |
 - Care Coordinator saves a copy of the email string for their records.

SDS Does Not Accept:

- Documents missing signatures:
 - Current legal guardians must be signers, even when the client signs for themselves.
- Screenshots of partial pages. It needs to be clear what document the person is signing.



- Written confirmation sent by unsecured emails. The documents must be included as an attachment in the direct secured message.
- Documents reusing signatures from previously approved documents. For example: copying and pasting a signature onto the document.

Common Questions:

What if I take a picture of the whole signed page?

SDS may accept a picture file of the entire signature page of a physically signed document, as long as the photo is clear, bright, in focus and the entire document is the only visible object in the photo.

What if multiple providers sign different pages and the signatures are not the same page?

It is ok to turn in all the separate pages. SDS will accept them as long as all required signatures are included.

What if I am missing just one signature? Should I turn it in?

No. All parties must sign the document before submission to SDS.

Can electronic signatures be used on VODs and QDCs?

Yes, diagnosing professionals may use electronic signatures on VODs and QDCs.

Why must we go back and collect signatures on attestations?

SDS is trying to prevent the accidental or intentional misuse of attestations during this Emergency Health Declaration. A signature ensures that the service recipient (and/or guardian) is familiar with the document(s) signed in this alternative format.