



MEMO

TO: ACT Board Members; Agency Leads; Admin Staff; and Providers
FROM: ACT TBEI Program Manager
DATE: May 13, 2020
RE: COVID-19: DDD Eligibility Update – Verbal Signatures (Update #10)

Please review the updates from AzEIP regarding verbal signatures. Also, there is additional guidance from ACT.

GUIDANCE from AzEIP

Good afternoon Early Intervention Leaders,

The AzEIP team has been working collaboratively with the DDD Eligibility Unit to ensure that we have a clear pathway for families to apply for DDD during the time that we are not going into homes. As previously stated in an email, we expect that teams continue to utilize the most updated DDD eligibility application when working with families.

Today I'd like to share some clarification regarding verbal signatures. We will expect that SCs and teams complete applications and attempt to get electronic signatures when possible. When a family does not have capability to use the electronic signature format a verbal signature is going to be accepted with the following process:

Read aloud to the applicant the following statements found on the DDD Eligibility Application:

By signing below, I agree that:

- I have been informed of the services provided by this agency.
- I understand that if I am referred to AHCCCS for an ALTCS eligibility determination, I must cooperate in this determination process.
- As part of my application to this division, I have been informed of the DDD eligibility criteria and of my rights relevant to the application process.
- Applicants are required to assign rights to insurance benefits in accordance with R6-6-1303. If I am eligible and assigned to services, I authorize the release of information necessary to file a claim to my insurance company.
- I attest that everything I have stated in this application is true.
- An applicant over 18 years of age without a court appointed legal guardian
- A biological or adoptive parent applying for a minor child (Including children in foster care where parental rights have not been terminated)
- A Child Safety Specialist from the Department of Child Safety, for children in foster care if the biological/adoptive is unavailable (must have documentation showing reasonable efforts to obtain biological/adoptive parent signature)
- A legal guardian, appointed by a court (need to have documents of guardianship)

As a Cooperative, we set the standard for success in the early childhood community.

Once the statements are read to the parent, guardian or appropriate individual, ask the applicant if they agree to verbally sign the DDD Eligibility Application.

If Yes, type the name of the applicant in the signature line along with the following statement: "applicant has verbally signed the application."

The signature needs to be documented exactly as indicated so that the application can be accepted for processing by the DDD Eligibility Unit.

Please send this out to SCs and other team members who regularly complete DDD applications.

Thanks, and have a great day,

Alicia Amundson
Quality Improvement Manager
Arizona Early Intervention Program

GUIDANCE from ACT

1. Documents are sent to the family and team for signatures
2. Documents are set up to automatically resend every 2 days
3. If documents are not signed within 3 weeks, we will ask the SCs to make a call to the family, verify email, and ask them to check their inbox and spam just in case it was missed and letting them know that if it is not signed in one week, we will accept this as their verbal consent.
4. SCs will document the conversation regarding the conversation or message regarding needing these documents.
5. After 4 weeks, if the documents have not been signed, Amber/Kristin will change the status of the documents in DocuSign so that it bypasses the family and the team members can sign. Once the team members sign, all team members, including the family are automatically sent a copy, since we have changed their status from "needing to sign" to "cc - copy received"
6. Amber/Kristin will download the history of the documents from DocuSign (see attached for an example) which shows all attempts to obtain a signature and upload to CR.
7. SCs will upload all documents into CR.

Certificate Of Completion

Envelope Id: F51972C4046A49AD98584ED7FE536406	Status: Sent	
Subject: Please DocuSign: Mouse, Mickey R9T1 Family Rights.Consent to Screen.pdf, Mouse, Mickey R9...		
Source Envelope:		
Document Pages: 5	Signatures: 0	Envelope Originator:
Certificate Pages: 1	Initials: 0	Amber Neubauer
AutoNav: Enabled		4063 E Encanto St
Envelopeld Stamping: Enabled		nil
Time Zone: (UTC-08:00) Pacific Time (US & Canada)		Mesa, AZ 85205
		aneubauer@etherapyaz.com
		IP Address: 72.211.136.157

Record Tracking

Status: Original	Holder: Amber Neubauer	Location: DocuSign
3/23/2020 12:26:13 PM	aneubauer@etherapyaz.com	

Signer Events

Signature	Timestamp
Minnie Mouse minniemouse@gmail.com Security Level: Email, Account Authentication (None)	Sent: 3/23/2020 12:34:19 PM
Electronic Record and Signature Disclosure: Not Offered via DocuSign	

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Marisa Smith msmith@etherapyaz.com Security Level: Email, Account Authentication (None)	COPIED	Sent: 3/23/2020 12:34:19 PM
Electronic Record and Signature Disclosure: Not Offered via DocuSign		

Witness Events

Signature

Timestamp

Notary Events

Signature

Timestamp

Envelope Summary Events

Status

Timestamps

Envelope Sent	Hashed/Encrypted	3/23/2020 12:34:19 PM
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Payment Events

Status

Timestamps

Subject:
Please DocuSign: Duck_Daisy_R3T2_
Family Rights_ Consent to Screen_
Consents_ C...

Document:
Duck, Daisy R3T2_ Family Rights_
Consent to Screen_ Consents_
COI.pdf

Document Id:

Recipients:
Donald Duck, Melissa Estrada

Date Sent:
4/3/2020 | 11:14:27 am

Date Created:
4/3/2020 | 11:12:56 am

Status Date:
4/3/2020 | 11:14:27 am

Location:

Holder:
Kristin Gier

Time Zone:

Time	User	Action	Activity	Status
4/3/2020 11:12:56 am	Kristin Gier	Registered	The envelope was created by Kristin Gier	Created
4/3/2020 11:14:27 am	Kristin Gier	Sent Invitations	Kristin Gier sent an invitation to Donald Duck [DonaldDuck@gmail.com]	Sent
4/7/2020 08:40:12 am	Kristin Gier	Resent	Kristin Gier resent the envelope to Donald Duck [DonaldDuck@gmail.com]	Sent
4/20/2020 01:02:42 pm	Kristin Gier	Resent	Kristin Gier resent the envelope to Donald Duck [DonaldDuck@gmail.com]	Sent
5/13/2020 01:45:49 pm	Kristin Gier	Resent	Kristin Gier resent the envelope to Donald Duck [DonaldDuck@gmail.com]	Sent

Language	IP	Source
English (us)	70.176.8.3	api
English (us)	70.176.8.3	api
English (us)	70.176.8.3	web
English (us)	70.176.8.3	web
English (us)	70.176.8.3	web