

# North Carolina Infant-Toddler Program Procedures

## *NC ITP DocuSign for Program Use Procedures*

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### **Advantages of DocuSign**

- DocuSign is HIPAA and FERPA compliant. No password protection is required, and DocuSign provides all encryption protections needed.
- DocuSign meets OSEP requirements for signatures.
- DocuSign allows for both initialing and full signatures.
- Parents can access and use DocuSign without installing or downloading an app.
- DocuSign allows for the sending of completed forms to the parent and provider for signatures.
- DocuSign will allow for one envelope to be sent to multiple emails in a designated order (some initial set up is required) and to capture signatures from multiple persons/agencies, as appropriate. For Example: parent, EISC and then provider.
- An electronic copy of the signed document(s) is sent to the parents and providers. This will serve as the parent's and provider's copy of the completed, signed document and/or IFSP. It is not necessary to send an additional copy via fax, mail, or email.
- Although DocuSign is an additional expense, savings on paper, ink toner, postage, time, standard office equipment, etc. may offset the expenses associated with DocuSign.

### **Uses of DocuSign**

- Prior Written Notice and Consent for Evaluation and Assessment
- Authorization to Disclose Health Information (ROI)
- Request for Restrictions on Use and Disclosure of Health Information (if applicable)
- Financial Data Collection Form (FDC), if applicable, can be sent through DocuSign to the family along with other intake documents. The FDC should only have family members that live in the home listed on the form (no SSN or income information). The EISC should explain to the family why they are signing it and that they will be contacted by the Business Office for the SSN later. Once the completed packet is signed, the FDC form should be submitted to the CDSA Business Office. The CDSA Business Office will complete the form adding in the SSN, income information, determined SFS, and mail it to the family as usual. This will allow for this form to be included in the DocuSign envelope, keep the SSN safe, and not incur extra cost.
- Declining Early Intervention Services (if applicable)

- Initial IFSP
- Semi-Annual Review
- Annual Review
- Other Reviews
- Assistive Technology Loan Agreement/Return/ Transfer

**Multiple forms should be sent in one envelope due to cost associated with a per envelope fee.** Example: all intake forms could be sent to the family within one envelope.

### Using DocuSign from Initial Contacts

- The parent will be informed that the Infant-Toddler Program (ITP) is required to obtain a written or electronic signature on all appropriate forms. The parent will be informed that the ITP now has the option to obtain electronic signatures using DocuSign. With parental permission an email will be sent using DocuSign to obtain the parents' electronic signature. Documents are not official until signed by the parent.
  - Alternate methods for obtaining consent include mail, fax, scanned & emailed, drop off/pick up, etc. The date the signed documents are received by the CDSA will be considered the date of parent signature.
- In DocuSign, add "sign here tab" to the appropriate form.
- Instruct DocuSign to have the parent sign last in the email chain. Once the parent completes the signing process in DocuSign, the date of parent signature will be automatically generated by DocuSign. This date will be the plan signature date in HIS. Do not pre-fill a date in DocuSign.
- The 45-day timeline is met when the IFSP team meeting occurs and must be documented with a service note. The date of the IFSP meeting will be recorded in HIS as the Initial IFSP meeting date (purple arrow below). The date the plan is signed by the parent through DocuSign will be recorded as the plan signature date in HIS (orange arrow below). The plan signature date does not have to match the Initial IFSP meeting date. Parents should be informed that a delay in receiving their signature will delay their right to timely IFSP development, as signed parental consent is required to authorize the IFSP.
  - ✓ Consent for evaluation/assessment is required to proceed with eligibility determination and enrollment. Parents should be informed that a delay in receiving their signature will delay the family's right to IFSP development within the 45 days. Documentation of efforts to secure written and/or electronic signatures should be documented in the service notes.
  - ✓ Service Coordination is provided at the onset of the initial referral and billable upon receipt of the signed financial form. Once the financial form is signed, service coordination services can be billed retroactive to the date of the referral.
  - ✓ Documentation of efforts to secure written or electronic signatures should be documented in the service notes.
- In order to ensure ***informed consent*** all sections of the IFSP document must be completed in its entirety and sent, via DocuSign, with the IFSP agreement page when requesting signatures.

- When using an alternate method (mail, fax, scanned & emailed, drop off/pick up, etc.) to obtain consent, the date the signed documents are received by the CDSA will be considered the plan signature date (orange arrow below).

The screenshot shows the IFSP system interface. On the left is a navigation menu with options like 'Other Services Needed', 'Family Comments', 'IFSP Review', 'Transition Planning', 'IFSP Team', 'Concerns', 'Outcomes', and 'Activities'. The main form area contains several fields: 'Reference Date' (10/27/2020), 'Plan Name' (IFSP Review), 'Plan Type' (Other Revision), 'IFSP Status' (Draft selected), 'Reviewing Staff', 'Initial IFSP Meeting Date', 'Plan Signature Date' (highlighted with an orange arrow), 'Next Review Date' (04/26/2021), 'Reason for Delay', 'Third Birthday' (06/06/2022), 'Primary Place of Service' (Home), and 'Other Services listed on the IFSP' (Yes/No). A 'Print IFSP' button is at the bottom right.

- The 30-day timeline for Timely Services begins when the parent signs, consenting to the service being added to the IFSP. This would be the actual date of signature in DocuSign. Parents should be informed that a delay in receiving their signature will delay the start of services, as signed parental consent is required to add and/or initiate services on the IFSP.

- ✓ Documentation of efforts to secure written or electronic signatures should be documented in the service notes.

- In order to ensure *informed consent* all sections of the IFSP document must be completed in its entirety and sent, via DocuSign, with the IFSP review page(s) when requesting signatures.
- When using an alternate method (mail, fax, scanned & emailed, drop off/pick up, etc.) to obtain consent, the date the signed documents are received by the CDSA will be considered the date of parent signature and the date the service was added to the IFSP. In HIS this will be recorded as the Plan Signature Date (orange arrow below).

This screenshot is similar to the one above but with specific data entered. The 'Reference Date' is 10/27/2020, 'Plan Name' is IFSP Review, 'Plan Type' is Other Revision, 'IFSP Status' is Draft, 'Reviewing Staff' is empty, 'Initial IFSP Meeting Date' is empty, 'Plan Signature Date' is highlighted with an orange arrow, 'Next Review Date' is 04/26/2021, 'Reason for Delay' is empty, 'Third Birthday' is 06/06/2022, 'Primary Place of Service' is Home, and 'Other Services listed on the IFSP' is No. A 'Print IFSP' button is at the bottom right.

- IFSP Reviews are required to occur every six months. To allow for continuation of services, without interruption, IFSP reviews should be scheduled to allow sufficient time for the family to provide their written or electronic signature. This would be the actual date of signature in DocuSign. Parents should be informed that a delay in receiving their signature will delay the continuation of services, as signed parental consent is required to re-authorize the IFSP. In HIS this will be recorded as the Plan Signature Date (orange arrow above).

- ✓ Documentation of efforts to secure written or electronic signatures should be documented in the service notes.

- In order to ensure ***informed consent*** all sections of the IFSP document must be completed in its entirety and sent, via DocuSign, with the IFSP review page(s) when requesting signatures.
- When using an alternate method (mail, fax, scanned & emailed, drop off/pick up, etc.) to obtain consent, the date the signed documents are received by the CDSA will be considered the date of parent signature and the date the service was added to the IFSP. In HIS this will be recorded as the Plan Signature Date (orange arrow below).

The screenshot shows a web-based form for an Individualized Family Service Plan (IFSP). The form is divided into several sections:

- Reference Date:** 10/23/2020
- Plan Name:** 6 month IFSP Review
- Plan Type:** Semi-Annual Review
- IFSP Status:** Draft (selected), Pending Approval, Final
- Reviewing Staff:** (Dropdown menu)
- Initial IFSP Meeting Date:** (Date picker)
- Plan Signature Date:** (Date picker, highlighted with an orange arrow)
- Next Review Date:** 01/12/2021
- Reason for Delay:** (Dropdown menu)
- Third Birthday:** 02/02/2022
- Primary Place of Service:** Home
- Other Services listed on the IFSP:** Yes (radio button), No (radio button)
- Print IFSP:** (Button)

- Transition Planning Meetings (TPM). The primary purpose of the TPM is to develop and add the transition plan to the IFSP. The TPM is required to occur at a designated time during the child’s transition process. The adding of the transition plan within the IFSP is to be documented through an IFSP review, in which parent signature is required. The transition planning meeting should be scheduled to allow sufficient time for the family to provide their written or electronic signature. The date in which the family signs in DocuSign would be considered the actual date of signature. Parents should be informed that a delay in receiving their signature may delay their right to timely transition activities, as signed parental consent is required for documents to be official. In HIS this will be recorded as the Plan Signature Date (orange arrow below).

✓ Documentation of efforts to secure written or electronic signatures should be documented in the service notes.

- In order to ensure ***informed consent*** all sections of the IFSP document must be completed in its entirety and sent, via DocuSign, with the IFSP review page(s) when requesting signatures.
- When using an alternate method (mail, fax, scanned & emailed, drop off/pick up, etc.) to obtain consent, the date the signed documents are received by the CDSA will be considered the date of parent signature and the date the service was added to the IFSP. In HIS this will be recorded as the Plan Signature Date (orange arrow below).

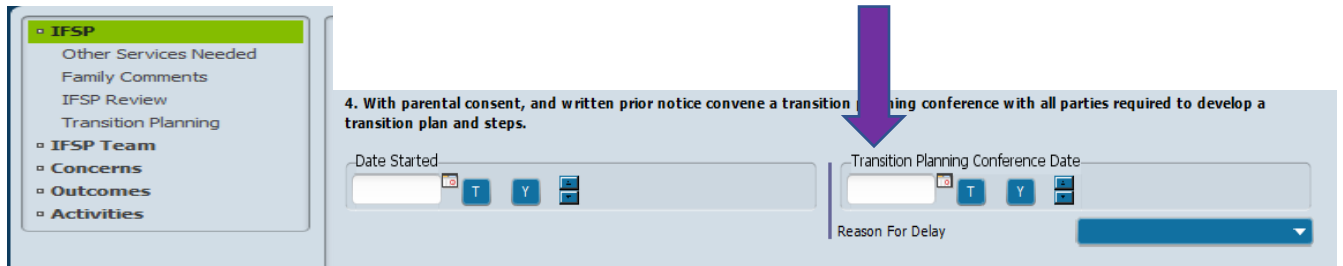
The screenshot shows a web-based form for an Individualized Family Service Plan (IFSP). The form is divided into several sections:

- Reference Date:** 10/27/2020
- Plan Name:** IFSP Review
- Plan Type:** Other Revision
- IFSP Status:** Draft (selected), Pending Approval, Final
- Reviewing Staff:** (Dropdown menu)
- Initial IFSP Meeting Date:** (Date picker)
- Plan Signature Date:** (Date picker, highlighted with an orange arrow)
- Next Review Date:** 04/26/2021
- Reason for Delay:** (Dropdown menu)
- Third Birthday:** 06/06/2022
- Primary Place of Service:** Home
- Other Services listed on the IFSP:** Yes (radio button), No (radio button)
- Print IFSP:** (Button)

- Transition Planning Conferences (TPC). The primary purpose of the TPC is to conduct a meeting with the family, LEA representative, appropriate community agency representative, etc. to prepare the child and family for transition, discuss next steps, identify potential services, and make initial arrangements to move forward with transition to the program that is best for the child and family. The TPC is required to occur at least 90 days prior to the child’s third birthday. These meetings require a Meeting Invitation to be sent informing the family and others, as invited by the family, of the scheduled meeting.

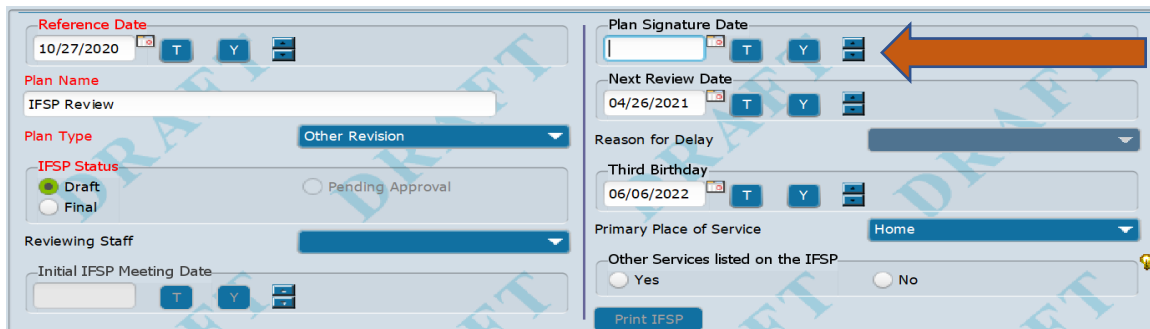
An IFSP review page is **not** required for documenting that the transition planning conference occurred unless a change is being made to IFSP services and supports.

The actual meeting date is entered in block 4 (TPC date) of the transition section, on the IFSP screen in HIS, as pictured below with the **purple arrow**, and for this event only the meeting date and plan signature date are the same date if an IFSP review does not occur at the time of the TPC.



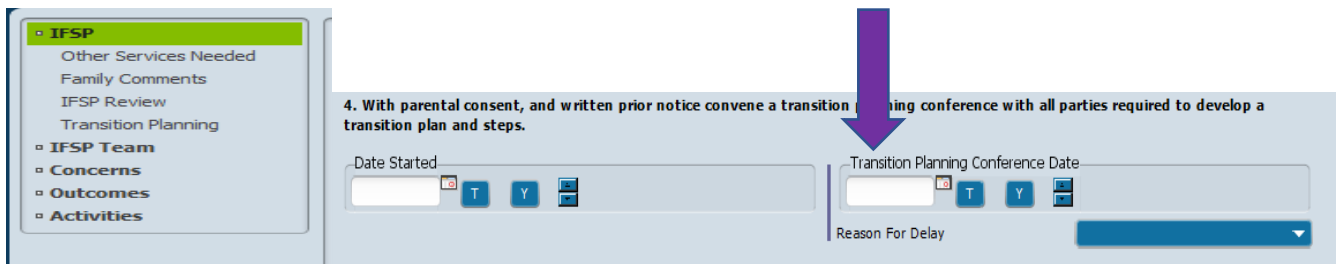
- Transition Planning Meetings & Transition Planning Conferences convened together as one meeting require an IFSP Review page and parent signature, as the transition plan would not be official without a signature.

The date in which the family signs the IFSP Review page in DocuSign for the TPM would be considered the actual date of signature. In HIS this will be recorded as the Plan Signature Date (**orange arrow below**).



**AND**

The actual TPC meeting date is entered in block 4 (TPC date) of the transition section, on the IFSP screen in HIS, as pictured below with the **purple arrow**, and for this event only the meeting date and plan signature date are the same date if an IFSP review does not occur at the time of the TPC.



- Use the date the DocuSign email summary (with all signatures) is received when documenting the release of information on the Accounting for Release and Disclosure Log.

### **Transferring or Deleting Documents in DocuSign**

- For detailed instructions on transferring envelopes from one DocuSign users account to another, when staff leave the agency, please refer to the following link: <https://support.docusign.com/en/guides/ndse-admin-guide-share-envelopes> [support.docusign.com].
- Print or electronically save all signed documents for the official chart before deleting any envelopes, folders, or documents from any DocuSign account.