E-signatures and the Texas Medicaid Home Health Services (Title XIX) DME/Medical Supplies Physician Order Form and the CSHCN Services Program Prior Authorization and Authorization Request for DME Form

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Beginning April 1, 2016, obtaining additional signatures on the Home Health Services (Title XIX) DME/Medical Supplies Physician Order Form and the Children with Special Health Care Needs (CSHCN) Services Program Prior Authorization and Authorization Request for Durable Medical Equipment (DME) Form has been made easier. The forms are now available for download on the TMHP Forms web page as fillable forms. Providers can type the required information into each field and e-sign the forms using software of the providers’ choice.

**Important:** Providers can use software of their choice to e-sign documents. Prescribing, dispensing, and requesting providers that use e-signatures must ensure that the electronic signature technology that they use complies with all applicable federal and state statutes and administrative rules.

### Obtaining Multiple E-Signatures

Prior authorization forms that require multiple signatures, such as the Home Health Services (Title XIX) DME/Medical Supplies Physician Order Form and the CSHCN Services Program Prior Authorization and Authorization Request for Durable Medical Equipment (DME) Form, can be emailed or faxed to the signee to obtain the additional e-signature as happens today. The prescribing provider can now e-sign the document and email or fax the e-signed document back to the dispensing provider as long as the prescribing provider uses software that complies with all applicable federal and state statutes and administrative rules as applicable to each provider type.

Examples of e-signature software include, but are not limited to:

- RightSignature™
- Adobe® eSign
- Electronic health record software

**Important:** TMHP does not endorse any particular e-signature software. Providers should research the available software that provides e-signature ability and choose the software that best suits their needs.

The dispensing provider that submits the prior authorization request to TMHP must attest that all e-signatures on the form are valid and meet the requirements of an e-signature by clicking “We Agree” to the submitter certification statement.

**Refer to:** The article titled “Prior Authorization Process Streamlined: E-Signatures Now Accepted on TMHP Fillable Forms,” which was posted on April 1, 2016, on this website for additional information about the requirements of an e-signature.

### Maintaining Complete Documentation

To maintain accurate client and provider documentation, all electronically-signed documents must be kept in the client’s medical record, including:
• Prior authorizations submitted to TMHP
• Documents completed but not submitted to TMHP as a prior authorization request.

Prescribing, dispensing, and requesting providers that use e-signatures must ensure that the electronic signature technology that they use complies with all applicable federal and state statutes and administrative rules as defined in the Texas Medicaid Provider Procedures Manual and the CSHCN Services Program Provider Manual.

A hard copy of electronic transactions and signed documents must be available upon request.

**Refer to:** The article titled, “Prior Authorization Process Streamlined by Provider Request: E-Signatures Now Accepted,” which was published on this website on April 1, 2016, for additional information about e-signatures.

**Note:** For prior authorizations and authorizations processed by a Medicaid managed care organization (MCO), providers must refer to the MCO for information about benefits, limitations, prior authorization, and reimbursement.

For more information, call the TMHP Contact Center at 1-800-925-9126.