

Electronic Agreement eContracting Frequently Asked Questions

ELECTRONIC AGREEMENTS OVERVIEW

Why is Asuris Northwest Health (Asuris) sending agreements electronically rather than by mail?

There are several advantages to electronic notification:

- Electronic documents allow us to deliver and process agreements more quickly.
- You have the convenience of storing your downloaded agreement electronically (on your computer) or printing a hardcopy for your files.
- You have the convenience of receiving and responding to agreement documents electronically rather than having to mail documents through the post office. This reduces turn-around time by eliminating the delay from postal delivery.
- Electronic correspondence, including electronic agreements, enables us all to limit our impact on the environment by reducing the use of paper products.

How are electronic agreements delivered to me?

Notification of electronic agreements and amendments will arrive in the individual's email that you specify. This individual may be the individual physician, dentist, other health care or dental care professional or a person (e.g., office manager or contract coordinator, etc.) the provider has designated to have the authority to accept and electronically sign all electronic documents on his or her behalf.

How do you get my email address?

You can submit the appropriate email address to us by following these steps:

- Visit our *Provider Web Site* at www.asuris.com/provider then:
- Login to the Provider Center
- Go to the Reference Library
- In the Contracting and Credentialing section, under step 3, there is a tour and a link to sign up for eContracting. Click on the "Sign up for eContracting" link
- Complete the online form and click Submit

It is important to submit the email address of the person responsible for receiving and responding to agreement information.

What if I'm not registered for the Provider Center?

If you have not yet registered for this free, Web-based tool, we encourage you to do so as soon as possible. Please click on the "Register for Provider Center" link in the Contracts/Credentialing section under eContracting.

Once you obtain my email address, will I be flooded with emails from Asuris?

No. We will use your email address for eContracting only. You will not receive marketing materials, newsletters, etc., unless you have already requested them.

If you would like to receive an email notification when new editions of our electronic newsletter, *The Connection Online*SM or other communications are available to view, please visit our *Provider Web Site* and click on the Subscribe link to designate which communications you would like to receive.



If I provide my email address now, may I “opt out” later?

Providing us with your email will make you part of our eContracting process. We believe eContracting provides a more secure, timely and reliable method of delivering agreement materials and facilitating the prompt return and processing of signed documents. If you wish to opt out at a later date please contact your provider consultant.

I participate as part of a group agreement. Who in the group will the email go to?

Only one email will be sent to the owner of the group’s tax identification number (tax ID), or to the email address you specify (e.g., a central group email or the email address of the person responsible for managing the group’s contracts). A separate email will not be sent to each provider in the group.

How can you ensure I receive my documents, not someone else’s?

When you submit your email address, please include your name, your National Provider Identifier (NPI) or your Asuris Provider Identification Number (PIN) and tax ID. We match the submitted information to ensure you receive your documents.

Our group has multiple NPI numbers. Which one should we submit?

Submit the NPI number of the Tax ID owner.

If I sign up for eContracting, will I continue to receive my agreement documents through the mail?

- **If you have a provider agreement with Asuris prior to February 1, 2010:** Once you register for eContracting your first amendment or agreement documents will be sent to you both electronically and through the postal service. After that, all of your agreement documents will be sent to you electronically, not via the postal service
- **If you are a newly contracted provider with Asuris on or after February 1, 2010:** All agreement documents will be sent to you electronically, not via the postal service.
- **If you don’t sign up for eContracting:** We will continue to mail agreement documents to providers who do not elect the eContracting option.

Will there be any training or reference materials available?

Yes. Additional information about electronic notification, including a tour of the eContracting Center, is available in the Contracts/Credentialing section.

ELECTRONIC SIGNATURES (eSIGNATURE)

What is an electronic signature (eSignature)?

eSignatures are your electronic acknowledgement that you have read materials sent electronically and are in agreement with the information contained therein.

When is an eSignature used?

When you receive your initial provider agreement from Asuris, we typically require a signature to indicate your acceptance of the terms of that agreement. eSignature enables you to accept or reject the terms of the agreement electronically.

How secure is eSignature?

The eSignature process occurs on our Health Insurance Portability and Accountability Act (HIPAA)-secured and encrypted servers. When you receive an electronic agreement requiring a signature, you will be directed to login to the Provider Center with your user name and password. After clicking on the link to the eContracting Center, you will be asked to enter the eContracting Center (ECC) code that was provided in the email. Within the eContracting Center, you can access your agreements or amendments in a secure environment. They are viewable only by you or whomever you give access to.

When I receive an email agreement notification, am I required to sign electronically?

Returning your agreement documents electronically ensures faster delivery of your documents to our Network Management department and saves you time and mailing expense. If you have concerns or are experiencing difficulty electronically signing your agreement please contact your provider consultant or dental specialist.

RECEIVING YOUR ELECTRONIC AGREEMENTS

Who will the email come from?

The sender's address will appear as either **eContracting@regence.com** or **waprovenroll@regence.com** depending upon the type of agreement document being emailed. If follow-up is needed the sender's address may appear as **[sender's name]@regence.com** (e.g., **johnbrown@regence.com**).

What subject line should I watch for?

The subject line will say: Agreement Documents for (Provider's name) from Asuris Northwest Health.

What if the email gets blocked by my spam blocker?

Please add "regence.com" to your email contact list to ensure emails are not blocked or sent to your spam folder.

What documents will be in the email?

If an agreement requires an eSignature you will receive a cover notice explaining that an agreement is available for review and directing you to login to the Provider Center to access your documents. If no signature is required, a link will take you directly to the eContracting Center to review your documents. Each document may be easily downloaded in a PDF format.

SIGNING YOUR AGREEMENT

How will I know what needs to be signed?

Instructions will be included in the email indicating the type of document and whether a signature is required.

What if an eSignature is not required?

Documents, such as amendments to existing agreements, often do not require signatures. In these instances the email sent to you will provide you with a link to the amendment to view and/or download.

What if I have questions about the documents?

Our Provider Services department is available to discuss the terms of your agreement, other attached documents or any other questions you might have. The phone number for your provider consultant or dental specialist is available in the Contact Us section of our *Provider Web Site*.

What if I don't agree with the terms of the agreement?

At the bottom of every document requiring a signature, you have the option of clicking on the button marked "ACCEPT TERMS" or on the button marked "REJECT TERMS."

What happens if I click on ACCEPT TERMS?

When you click on ACCEPT TERMS, you are indicating your permission to affix your electronic signature to the agreement. A new page will display with a Contract Control Code as well as fields to complete with the provider's name, the full name of the person completing the form, their title, and a field to re-enter the Contract Control Code followed by an Accept button. We are then notified electronically that the agreement has been signed and the contracting process can be completed.

What happens if I click on REJECT TERMS?

When you click on REJECT TERMS, you are indicating your refusal to accept this agreement. A new page will display with a Contract Control Code as well as fields to complete with the provider's name, the full name of the person completing the form, their title, and a field to re-enter the Contract Control Code followed by a Reject button. We are then notified electronically that the agreement has been rejected.

Will I receive an acknowledgement that my signed agreement has been received?

Yes. When you submit your electronic signature, the next screen provides acknowledgement that Asuris has received your signed agreement. Your agreement will then be electronically countersigned and you will receive an email with a link back to the eContracting Center for your document. Through this email link you will be able to access your agreement and eSignature receipt documents electronically from the eContracting Center at any time for future reference. We recommend you save this email to ensure you have easy access to your documents. You can also download and save the documents in your computer files or print them for your hardcopy files. These documents will replace and supersede any previous documents.

How will I know when the credentialing/contracting process is complete?

Credentialing and contracting are two different processes.

- If you are a new provider being credentialed you will receive an email from us indicating that the credentialing process is complete. You will then receive another email with your agreement documents to complete.
- If you are completing the contracting process, you will receive an email from us with your final agreement and effective date. We recommend you print and file this agreement and the *eSignature Receipt Document* for your records. The *eSignature Receipt Document* is the agreement's signature page and is proof that both parties have signed the agreement document.

READY TO GET STARTED?

When will you start sending agreements via email?

You can sign-up at any time, providing your email address to us for this process by logging in to the Provider Center. Once you have provided us with your email address you will be notified by email the next time we have agreement documents to send out that impact you. We typically send out an agreement amendment at least once each year.

Who can I contact if I have questions?

Please contact your provider consultant or dental specialist. The phone number for your provider consultant or dental specialist is available in the Contact Us section of our *Provider Web Site* at www.asuris.com/provider.