LOUISIANA BLUE

DocuSign® Guide

Blue Cross and Blue Shield of Louisiana (Louisiana Blue) has enhanced your provider experience by streamlining how you submit applications and forms to the Provider Credentialing & Data Management (PCDM) Department. You can complete, sign and submit all of our applications and forms digitally with DocuSign, reducing the need to print and submit hardcopy documents. This allows for a more direct submission of information to Louisiana Blue. You can electronically upload supporting documentation, receive alerts (reminding you to complete your application) and confirm receipts. Follow the steps below to access and complete your applications and forms with DocuSign.

Step 1: Click the link for the needed Louisiana Blue form, then enter your initial information

There are often two required recipients. The person completing the form must enter a name and email for both. Please read the instructions for guidance as to when one or both recipients are required based on your request.

- "Form Completed By" – This recipient will complete all required fields with detailed information.

- "Provider" – This recipient provides final review and signature verifying that all information is correct and ready to submit to Louisiana Blue.

Once the information is entered for both, click the "BEGIN SIGNING" button.

Note: If the "Form Completed By" and "Provider" are the same person, enter the same name and email for each role.

Step 2: Accept the Electronic Record and Signature Disclosure

- The person completing the form must review the Electronic Record and Signature Disclosure documents and consent to sign electronically.

- Select the checkbox "I agree to use Electronic Records and Signatures."

- Click "CONTINUE" to begin the signing process.

Note: To view and sign documents, the person completing this form must agree to conduct business electronically.

Step 3: Complete the required fields and click finish

To navigate the document, use:

- The tab key – to move from one field to the next; or
- The mouse – to click on and into fields.

Note: Click "Finish Later" from the dropdown menu to save any information entered. An email notification will be sent with a link to finish the application later.

- Return to complete the document by clicking the link provided in the email notification.
- Click "Finish" when the form is complete. This closes the form for the person initially completing it. An email is then sent to the person listed as the provider (see Step 1).

Step 4: Provider reviews form details, completes required fields and clicks finish

The provider must follow the steps below to complete the signing process and submit the document to Louisiana Blue:

1. Locate email notification to access the forms and click "Review Document" to begin the signing process.
2. Select the checkbox "I agree to use Electronic Records and Signatures."
3. Click "CONTINUE" to initiate the signing process.
4. Review form data (update if necessary) and complete required fields. Click "Finish."

Note: A confirmation email is sent to notify you when the signing process is complete and submitted to Louisiana Blue. You can access the final documents by clicking "View Completed Document." The credentialing process can take up to 90 days, which begins when all required information is received. After the 90 days, you may contact the PCDM Department at pcdmstatus@lablue.com or 1-800-716-2299, option 2 for a status update.
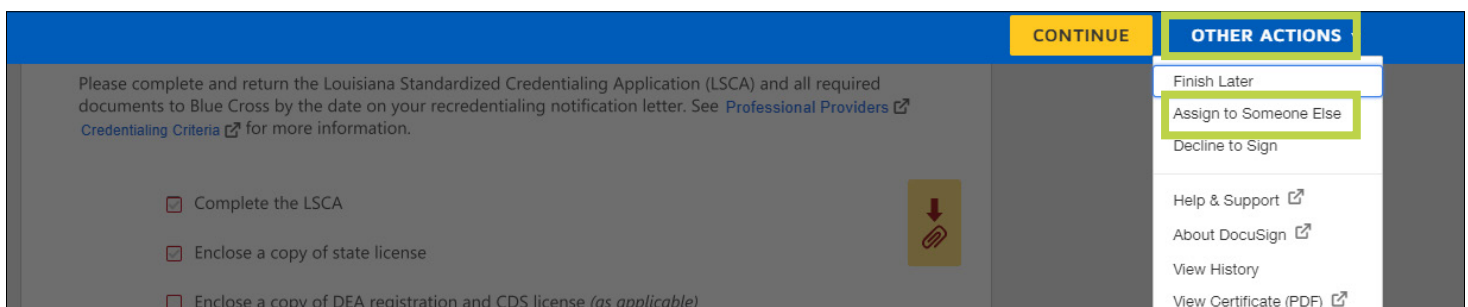
How do I reassign a form to a different person?

If you receive a form for completion and you are not the correct person, or it needs an alternate signature, you have the option to send it on to another person. To do that, complete the following steps:
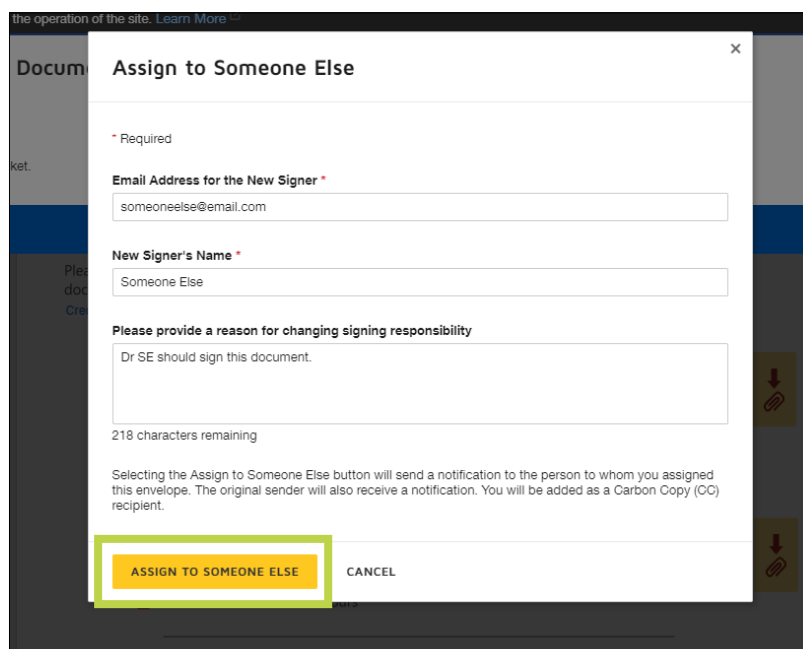
1. Click "Other Actions."
2. Then select "Assign to Someone Else."

3. Enter the email address of the new signer.
4. Click "Assign to Someone Else."

Note: If a different signature is needed, complete the form and click "Finish," then reassign the completed form to the correct signer.

How do I update the signatory name?

When signing a document, the person completing the form has the option to update the signature. If you are the correct person who needs to sign a form, but your name or signature is incorrect you can update it.

1.   Select the signature
2.   Select "Change"

3.   Click "+ Add"
4.   Enter the correct name and click "Adopt"

5.   Click "Adopt and Sign"