

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

PowerForm Signer Information

Fill in the name and email for each signing role listed below. Signers will receive an email inviting them to sign this document. Please enter your name and email to begin the signing process.

Form Completed By

Your Name: *

Full Name

Your Email: *

Email Address

Please provide information for any other signers needed for this document.

Provider

Name:

Full Name

Email:

Email Address

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.

BEGIN SIGNING

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.

LOUISIANA **BLUE** 

Please read the [Electronic Record and Signature Disclosure](#).

☒ I agree to use electronic records and signatures. *

Change Language - English (US) ▼

Other Options ▼

Continue

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).

DocuSign Envelope ID: C382DEB3-DC17-4D01-9F09-49C3D3B412FA

Start

LOUISIANA BLUE

Individual/Group Provider Update Request

Please specify change(s):

- ☐ Name Change
- ☐ Specialty/Classification Change
- ☐ Physical Address Change
- ☐ Correspondence Address Change
- ☐ Billing Address Change
- ☐ Medical Records Address Change

Effective Date of Change:

Tax Identification Number:

GENERAL INFORMATION

Provider Name:

Individual NPI:

Group NPI:

Contact Email Address:

Contact Phone Number:

Signature of Authorized Representative:

Date: May 20, 2025

Sign

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.

DocuSign

Review and Sign Document

REVIEW DOCUMENT

LOUISIANA BLUE Louisiana Blue Network Administration
network.administration@lablue.com

Provider,
Please DocuSign 2025 Provider Update Form.pdf

Thank you, Louisiana Blue Network Administration

Sign

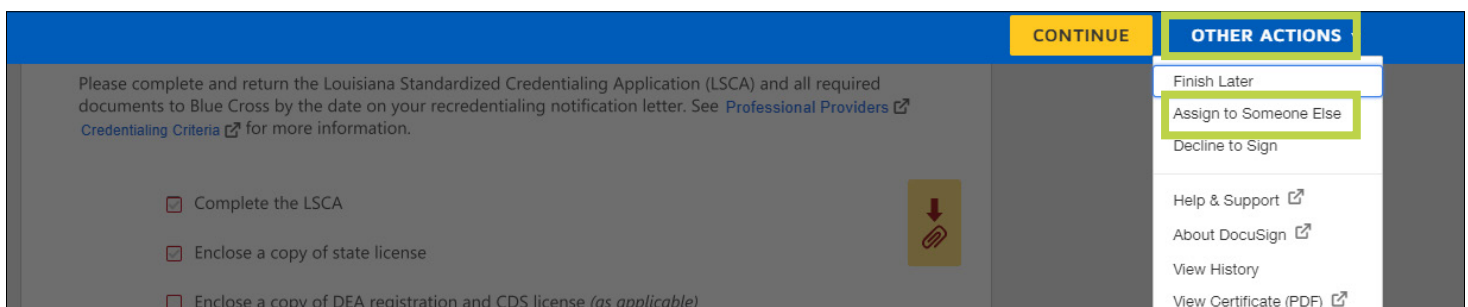
Signature

Frequently Asked Questions

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:

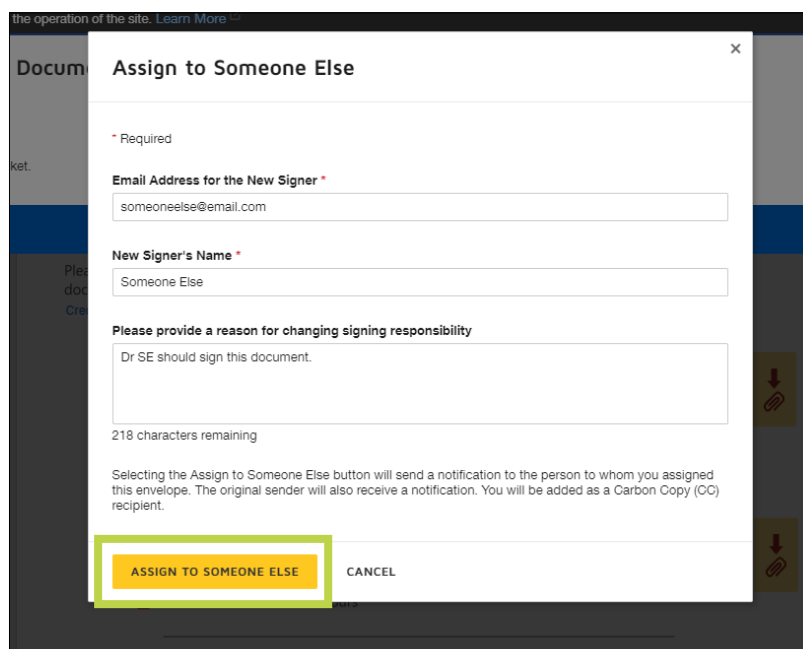
1. Click "Other Actions."
2. Then select "Assign to Someone Else."



The screenshot shows a DocuSign interface with a blue header bar. On the right, there are two buttons: "CONTINUE" (yellow) and "OTHER ACTIONS" (blue). The "OTHER ACTIONS" button is highlighted with a yellow border. A dropdown menu is open below it, showing options: "Finish Later", "Assign to Someone Else" (highlighted with a yellow border), "Decline to Sign", "Help & Support", "About DocuSign", "View History", and "View Certificate (PDF)". The main content area on the left contains instructions: "Please complete and return the Louisiana Standardized Credentialing Application (LSCA) and all required documents to Blue Cross by the date on your recredentialing notification letter. See Professional Providers Credentialing Criteria for more information." Below this are three checkboxes: "Complete the LSCA", "Enclose a copy of state license", and "Enclose a copy of DEA registration and CDS license (as applicable)".

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.



The screenshot shows a "Assign to Someone Else" dialog box. It has a title bar with "Assign to Someone Else" and a close button (X). The dialog contains the following fields and text:

- A red asterisk icon followed by the word "Required".
- A label "Email Address for the New Signer" followed by a text input field containing "someoneelse@email.com".
- A label "New Signer's Name" followed by a text input field containing "Someone Else".
- A label "Please provide a reason for changing signing responsibility" followed by a text area containing "Dr SE should sign this document." and a character count "218 characters remaining".
- A paragraph of text: "Selecting the Assign to Someone Else button will send a notification to the person to whom you assigned this envelope. The original sender will also receive a notification. You will be added as a Carbon Copy (CC) recipient."
- At the bottom, there are two buttons: "ASSIGN TO SOMEONE ELSE" (highlighted with a yellow border) and "CANCEL".

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"

The screenshot shows a form titled "SUBMISSION INFORMATION (form completed by)". It has four fields: "Signature of Authorized Representative", "Date", "Contact Email Address", and "Contact Phone Number". The "Signature of Authorized Representative" field contains a signature "My Name" and a document ID "2BE485B36B9E464...". A green box highlights the signature field, and a red box highlights the "Change" button below it. A "Clear" button is also visible.

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

The screenshot shows a window titled "My Signatures and Initials". It has a "+ ADD" button highlighted with a green box. Below it, there is a section for "My Name" with a signature "My Name" and initials "MN". A green box highlights the "ADOPT" button. Below the "ADOPT" button is a "CANCEL" button. At the bottom, there is a "NEXT" button.

5. Click "Adopt and Sign"

The screenshot shows a window titled "Adopt Your Signature". It has a "Confirm your name, initials, and signature." section. Below this, there are fields for "Full Name*" (containing "My Name Updated") and "Initials*" (containing "MN"). There are "SELECT STYLE" and "DRAW" buttons. Below these is a "PREVIEW" section showing a signature "My Name Updated" and initials "MN". A green box highlights the "ADOPT AND SIGN" button at the bottom. A "CANCEL" button is also visible.