

OneView®

Tip Guide: Using Forms



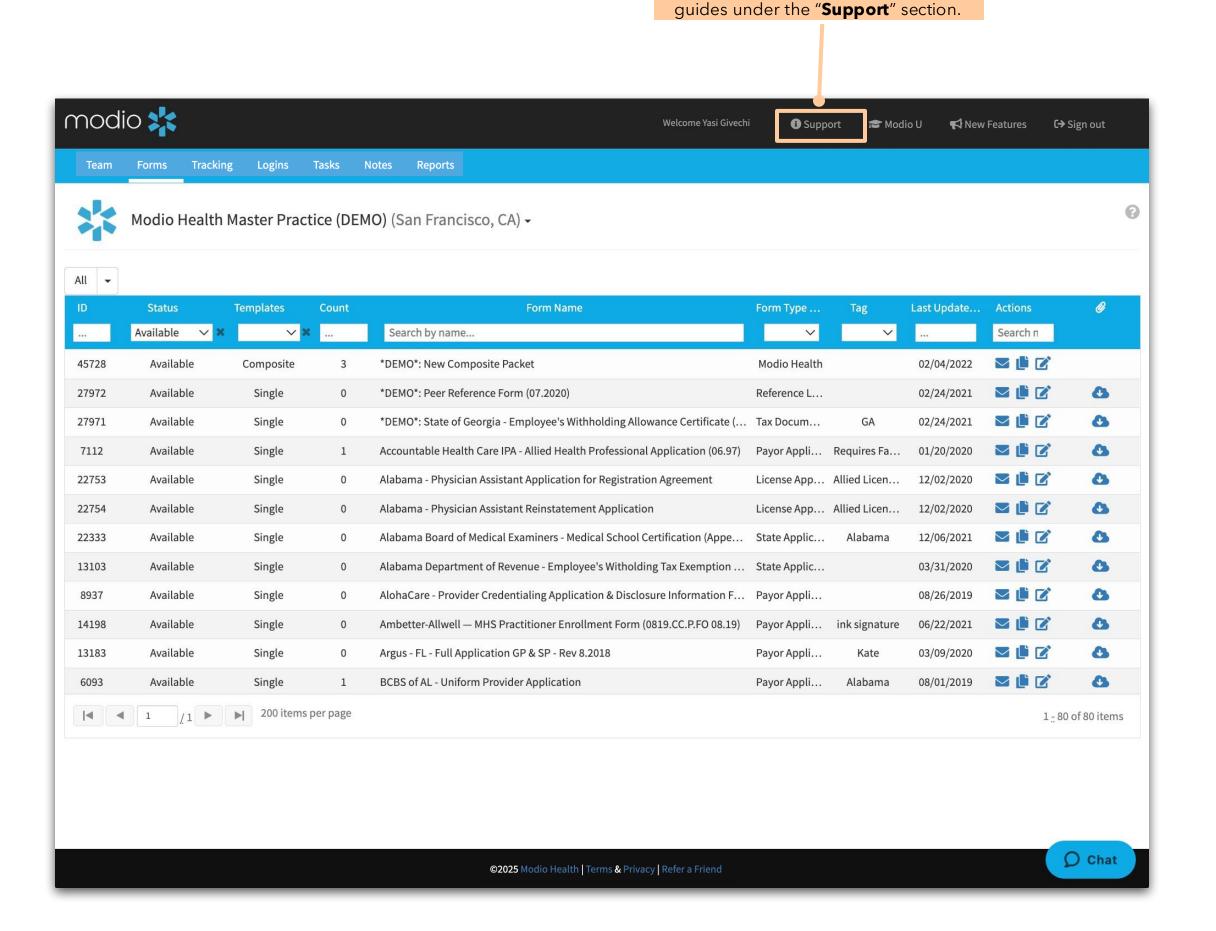
INTRODUCTION:

FORMS

The Forms feature gives you access to your organizations forms and applications that have been individually mapped by our OneView Forms Team. Here you can store forms like facility applications, payor contracts, DOPs, HR Documents and more! When your form is added to OneView, you can send it to other people on your team for them to fill out and electronically sign. Forms can automatically be pre-filled with details and data housed in your providers' profiles to save time, ensure accuracy, and more.

FORM REQUESTS

For help on submitting new forms to be added to your team, please see the tip guide "Requesting New Forms" in the Support section.



Find this guide and additional tip



Click here to edit details

Download the original file

This icon appears next to single forms that are part of a composite(s). Hover over the

it is included in.

icon to see which composite(s)

used to create the electronic

about your form.

Download:



Status:

status: New

In Process

Available

Not In Use Archived

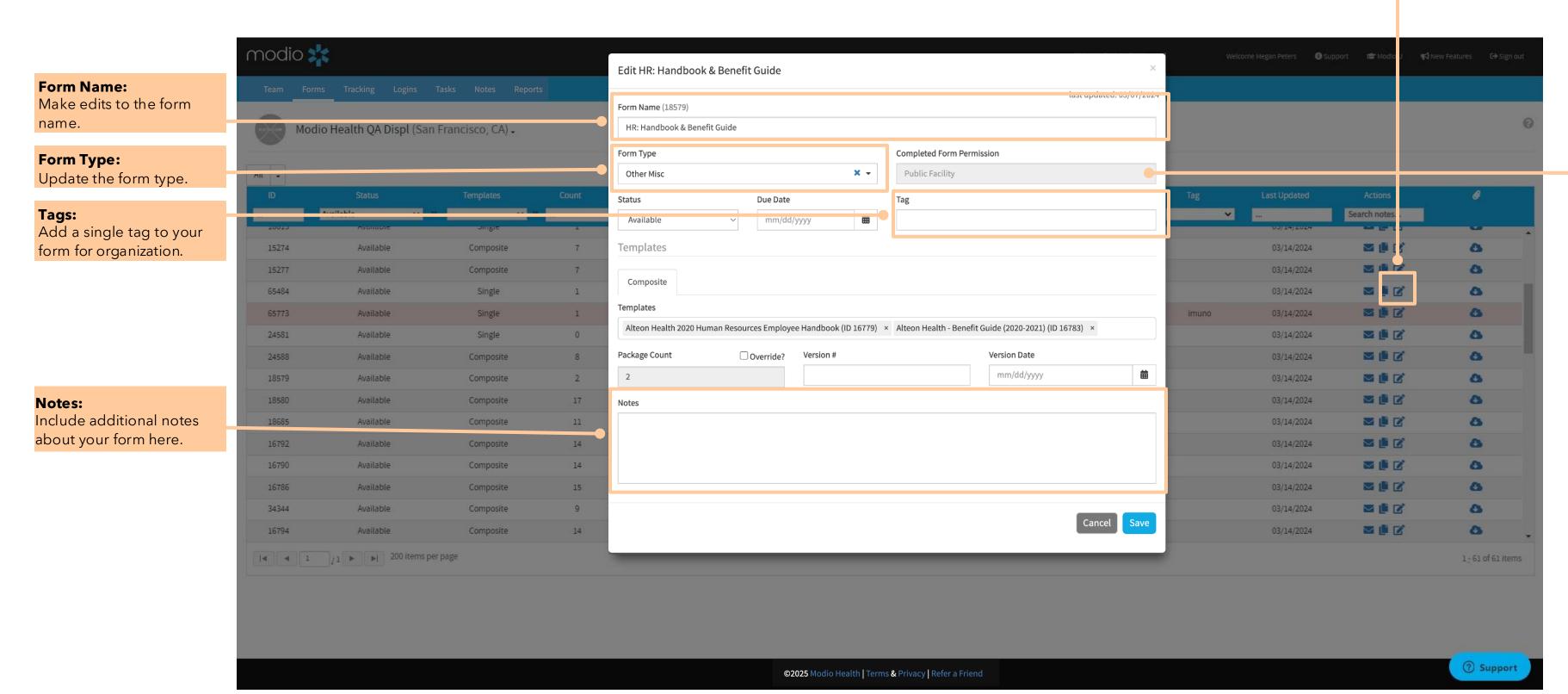
Forms can be filtered by

Note: The default filter for forms

is the "Available" status.







Completed Form Permission:

Indicates and can change visibility for all completed forms using the template.

Public: Indicates that the completed form is visible to the provider and all coordinators with access to the Team(s).

Coordinator: Indicates that the completed form is visible to all coordinators on the Team(s) but hidden from the provider.

Public Facility: Indicates that the completed form is visible to the provider, and all coordinators on only the Team it was sent from.

Coordinator Facility:

Indicates that the completed form is hidden from the provider and visible to all coordinators on only the Team it was sent from.

Changing the Form Type will display the matching Completed Form Permission.



*Start here: Once a form's status has changed to available, click on the envelope.

Prefill form for:

Select the provider(s) whose information you'd like to be pre-filled.

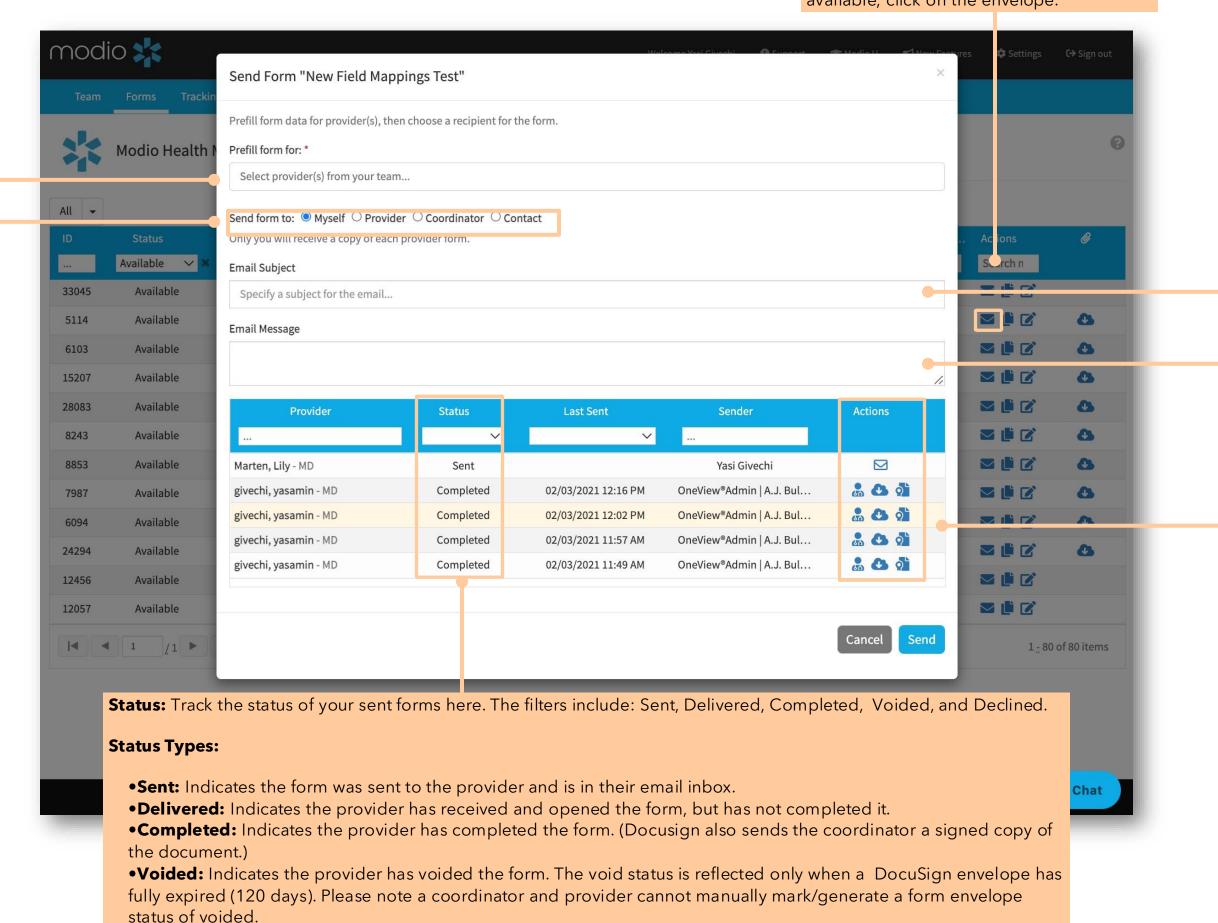
Send Form To:

Select who you want to initially receive the form.

- **Myself:** Send to yourself to make changes prior to re-assigning
- **Provider:** Send directly to provider
- **Coordinator:** Send to another coordinator on your team
- Contact: Send to a contact not on your team (contacts must be added by Modio team)
- **Peer Reference*:** Send directly to one of provider's active peer references. This is only available if Form Type is a Peer Reference Letter.

Form History:

View and search for the status of sent forms here. Once the provider fills and signs the form, you will receive a completed copy in your inbox.



• Declined: Indicates the provider has declined to sign the form.

Email Subject:

Give your email a title.

Email Message:

Enter notes/instructions here.

Actions Icon Key:

(10)

Navigate to the provider's completed form.



Download the form.



Download a certificate of completion from DocuSign.



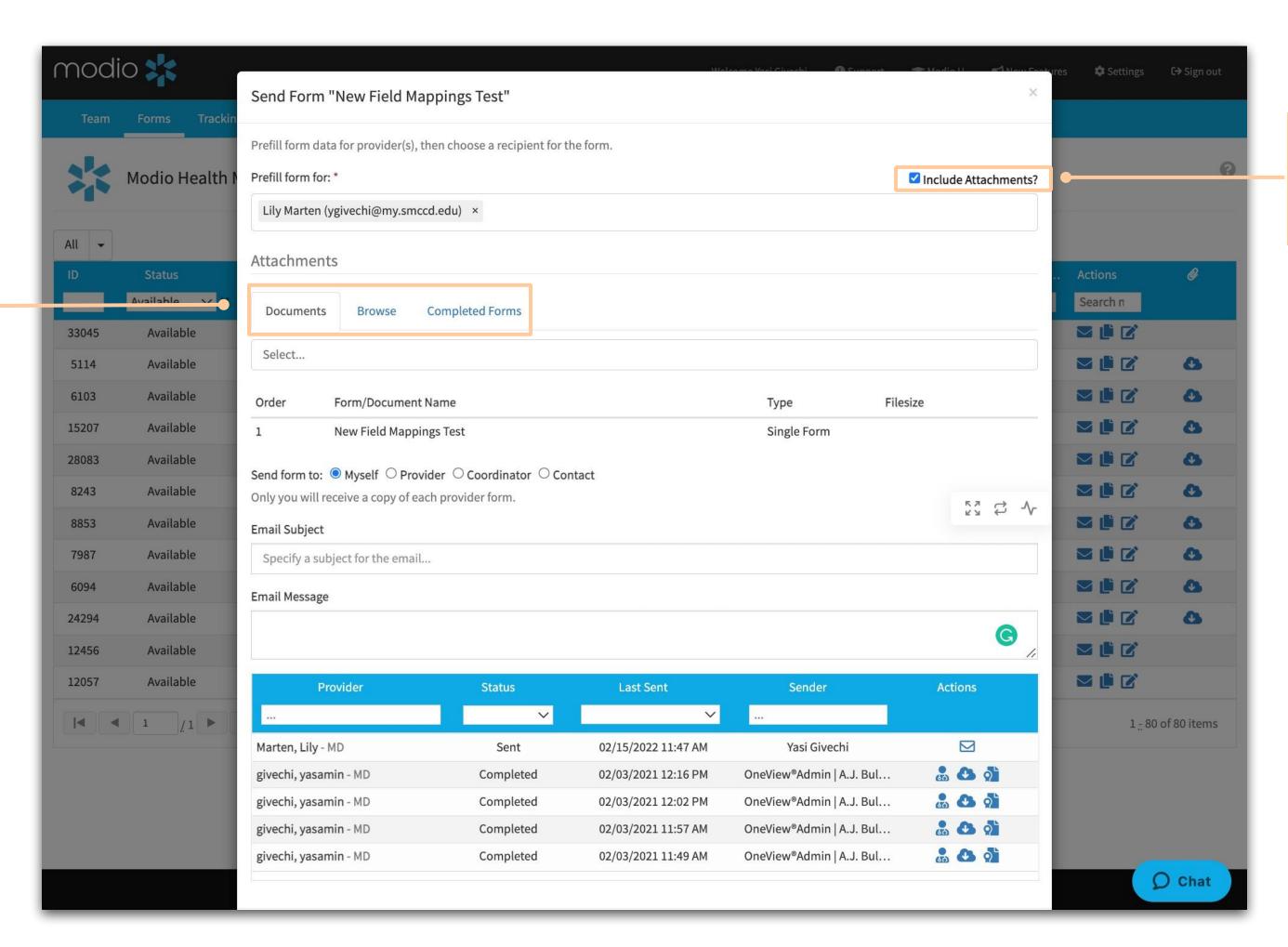
Resend the envelope to the last receipt.

Attachments:

You can attach files from the provider's Documents section, Browse to attach a file from your computer, or select a form a provider previously completed in OneView.

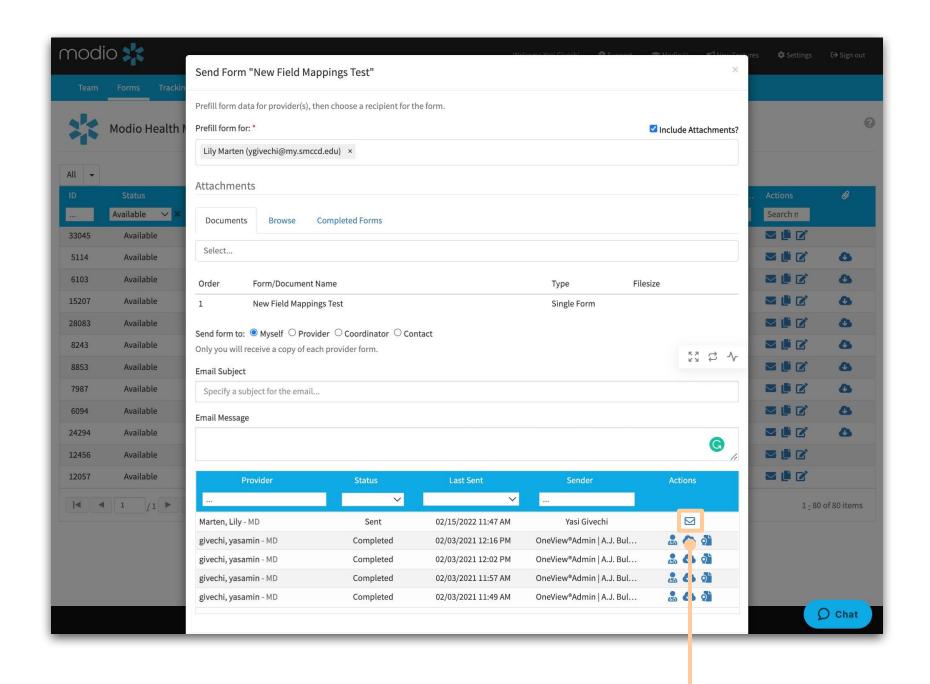
Pro Tip:

This can be used to attach documentation that a recipient doesn't need to act on (i.e., copies of licensure, bylaws, etc.).



Including Attachments:

In order to send a file with the form, click the "Include Attachments" checkbox.
(This can only be used if you are pre-filling for a single provider.)



Send:

After you hit send, the form will be sent via DocuSign (see to the right) and the provider(s) will be able to review and sign it.

Commonly Asked Question: Do DocuSign envelope notification emails expire?

This is a standard DocuSign setting designed for security purposes and it occurs after 5 clicks or 48 hours of inactivity. If a link expires, it does not require a full resending of the form, for when you/the providers attempt to open an expired form for the first time, DocuSign auto sends a new email notification and presents a page advising that the link has expired and a new notification has been sent. A provider will get a reminder to complete their DocuSign form after 2 days. If they still do not complete the form, they will get additional reminders each day thereafter.

Learn more here: https://support.docusign.com/articles/Do-envelope-notification-emails-expire

Modio Health QA via DocuSign

New Medicaid Form

From: Coordinator@modiohealth.com

Date: Thursday, September 15, 2019







Modio Health QA sent you a document to review and sign.

REVIEW DOCUMENT

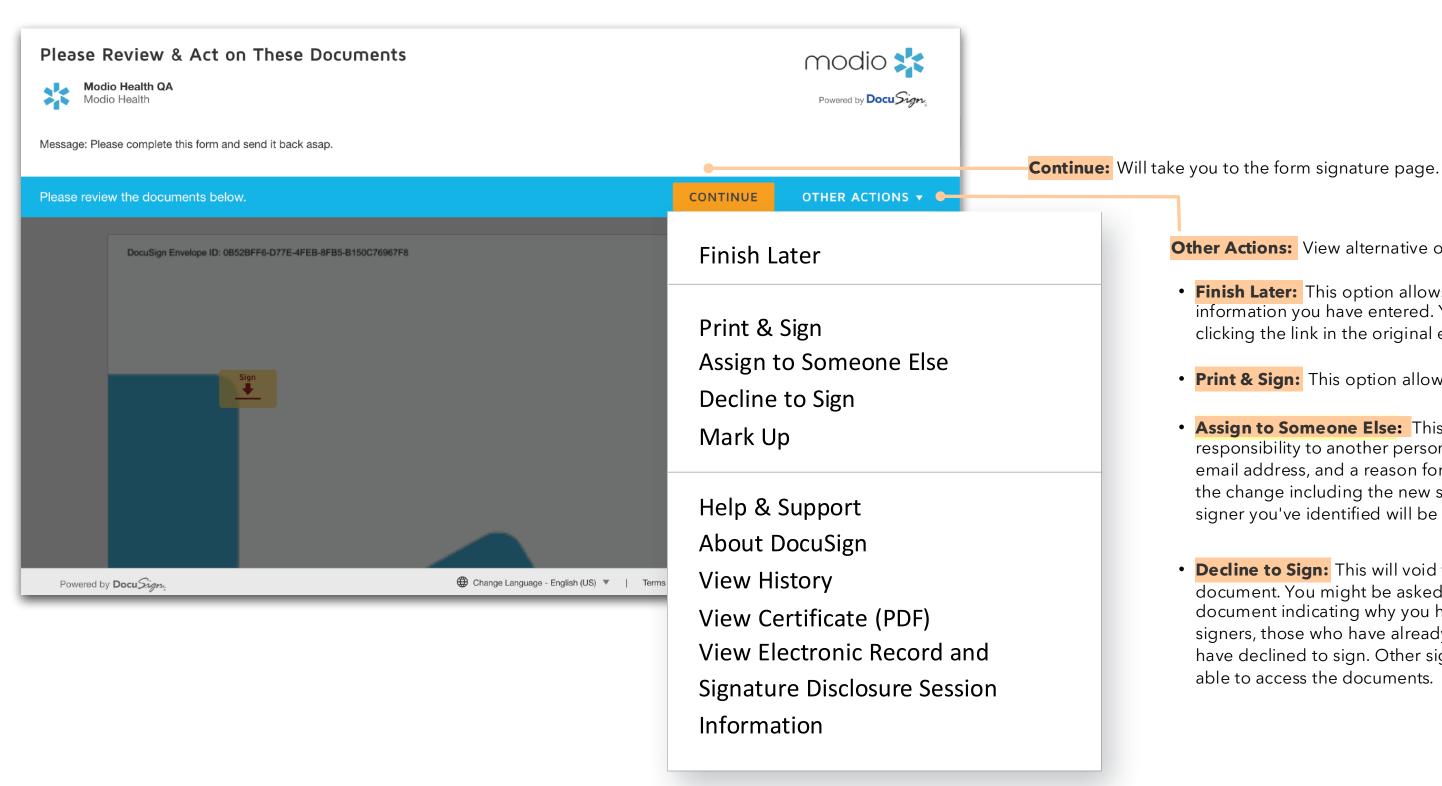


Message: Please complete this form and send it back asap.

Powered by Docu Sign.



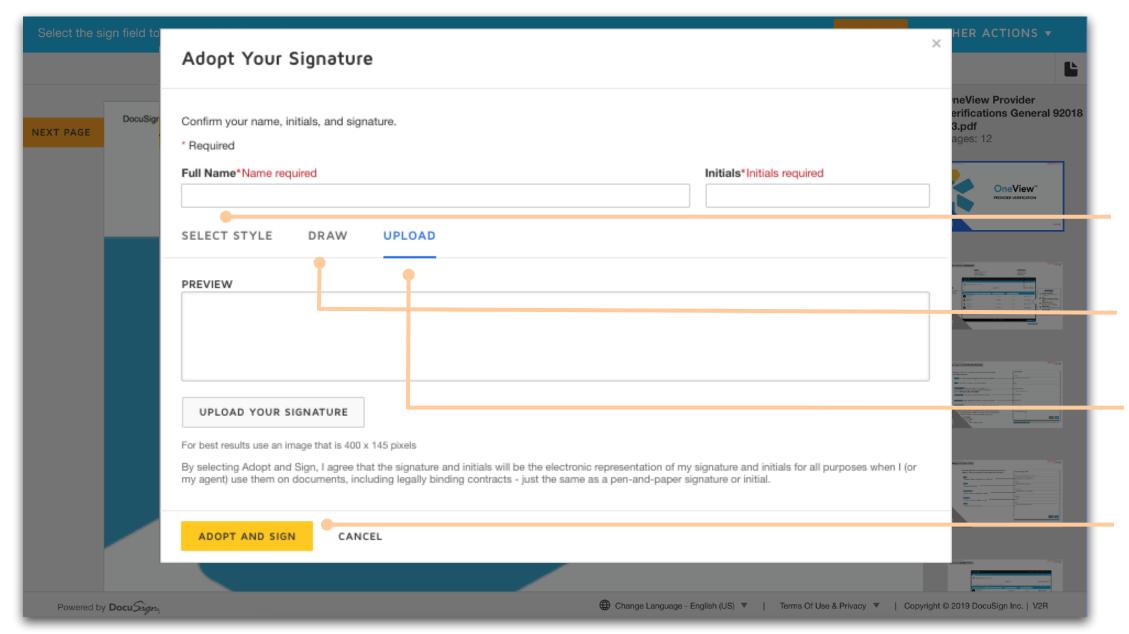
When you receive a DocuSign form, you don't have to sign it right away. If you can't finish the document right now, you can choose to finish later. Alternatively, if the document was sent to you by mistake, is incorrect, or you're not the right signer, you can either decline to sign or assign the document to someone else.



Other Actions: View alternative options to signing the form right away.

- **Finish Later:** This option allows you to exit the signing process and save any information you have entered. You can return to finish signing the document later by clicking the link in the original email.
- **Print & Sign:** This option allows you to print and sign the document on paper.
- Assign to Someone Else: This option can be used to reassign the signing responsibility to another person. You will be asked to provide the new signer's name, email address, and a reason for the change. The sender will receive a notification of the change including the new signer's info and the reason for the change. The new signer you've identified will be prompted to sign the document.
- **Decline to Sign:** This will void the form. This option lets you decline to sign the document. You might be asked to provide a message for the sender of the document indicating why you have declined to sign. In cases where there are other signers, those who have already completed signing receive an email stating that you have declined to sign. Other signers who have not completed signing will not be able to access the documents.





The first time you select a **sign** or **initial** field, you are asked to adopt a signature and initials. Verify that the name and initials are correct. To change the name or initials, enter the changes in the **Full Name** and **Initials** fields.

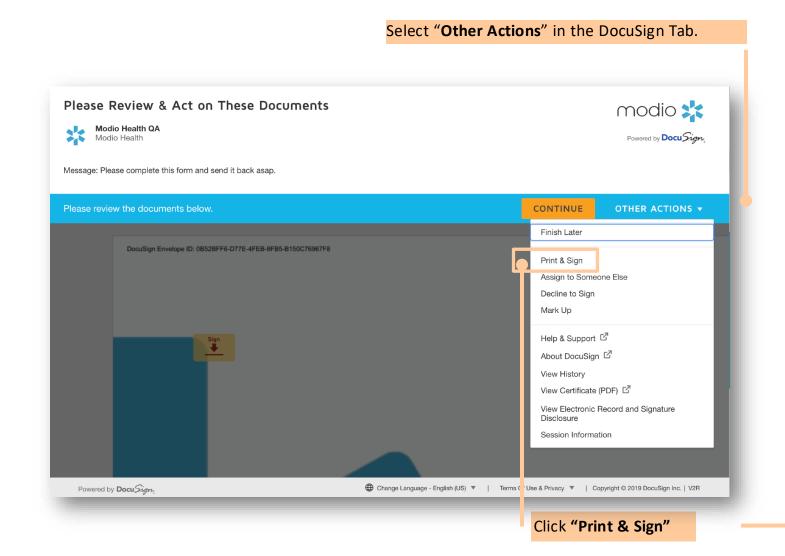
- **SELECT STYLE:** To select from a list of predefined signature styles, click **SELECT STYLE.** If you don't see any signature styles that appeal to you, you can create or upload a signature.
- **DRAW:** Use this field to create your own signature. Use a mouse to draw your signature (or your finger if you're on a touchscreen). If you make a mistake, click **Clear** to reset the field.
- **UPLOAD:** To upload a signature instead, select the **UPLOAD** tab. Click **UPLOAD YOUR SIGNATURE** and navigate to the image file on your device. When finished, confirm your signature and initials are correct, then click **ADOPT AND SIGN**.

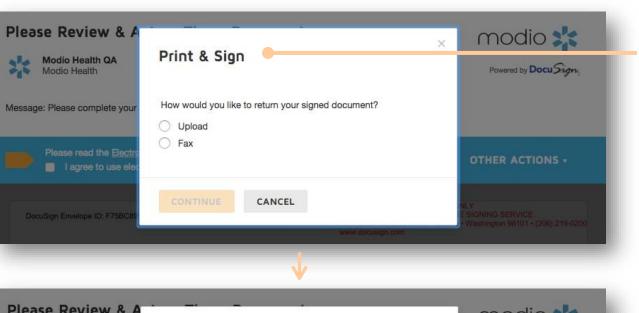
Note: After clicking **ADOPT AND SIGN,** your signature is set, and you won't be able to change it for this document.

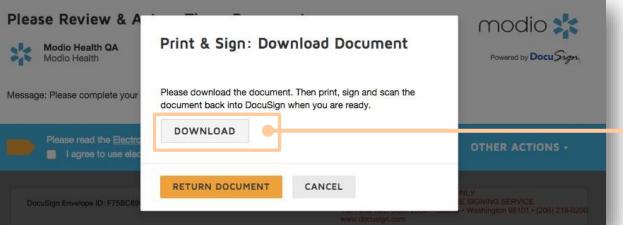
TIP GUIDE: USING FORMS- OBTAINING AWET SIGNATURE

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Once you have performed a review of the document, made any necessary changes, and determined that your document needs an ink/wet signature (not esignature), you will need to use the "Print and Sign" Function.



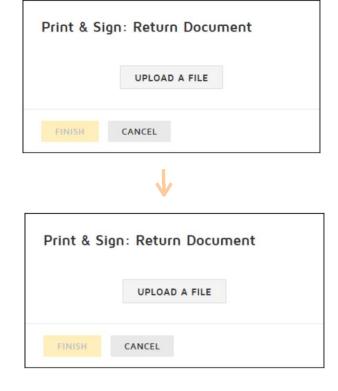




Choose between the return options Upload or Fax.

- **Upload:** You download the documents, print them, complete them with pen on paper, scan them, then upload the scanned, signed documents in order to return them.
- Fax: You download the documents, print them, complete them with pen on paper, and return them to the sender by following the faxing instructions provided.

Click **Download.** You will now have a copy of the pre-filled form on your desktop to print and send to your providers. **NOTE**: If you download the document and don't choose to fax or upload the finished form, the Send status within OneView will not show as completed.



Returning Document:

- 1. Save the documents to your computer, by clicking **DOWNLOAD**.
- 2. Using your normal printing method, print the documents you saved to your computer. Fill out and sign the printed pages as needed. Create an electronic file version of the documents (for example, scan the documents and save them as a file on your computer). In the Print & Sign: Download Document dialog box, click RETURN DOCUMENT.
- 3. Click **UPLOAD A FILE.** Then select the electronic file from its stored location on your computer.
- 4. The file is uploaded and the file name and number of pages are shown in the dialog box. If you selected the incorrect file, select the file name to remove the file and then upload the correct file.

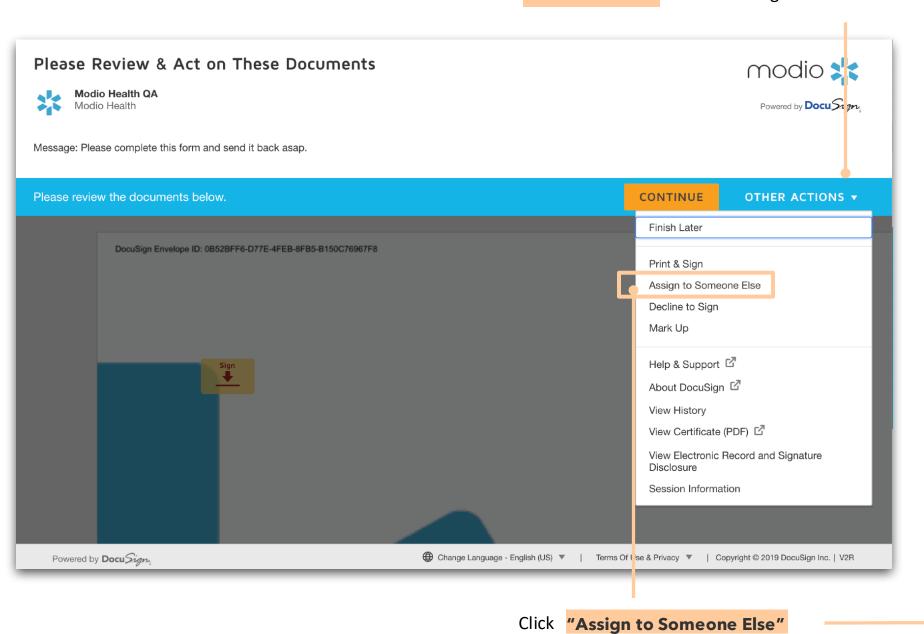
FAX: If you chose to fax your documents as the return method, the DocuSign fax cover page must be the first page that is sent. The fax cover page has information that links your documents to the envelope and your documents might be lost if the cover sheet is not the first page.



TIP GUIDE: USING FORMS- ASSIGN TO SOMEONE ELSE

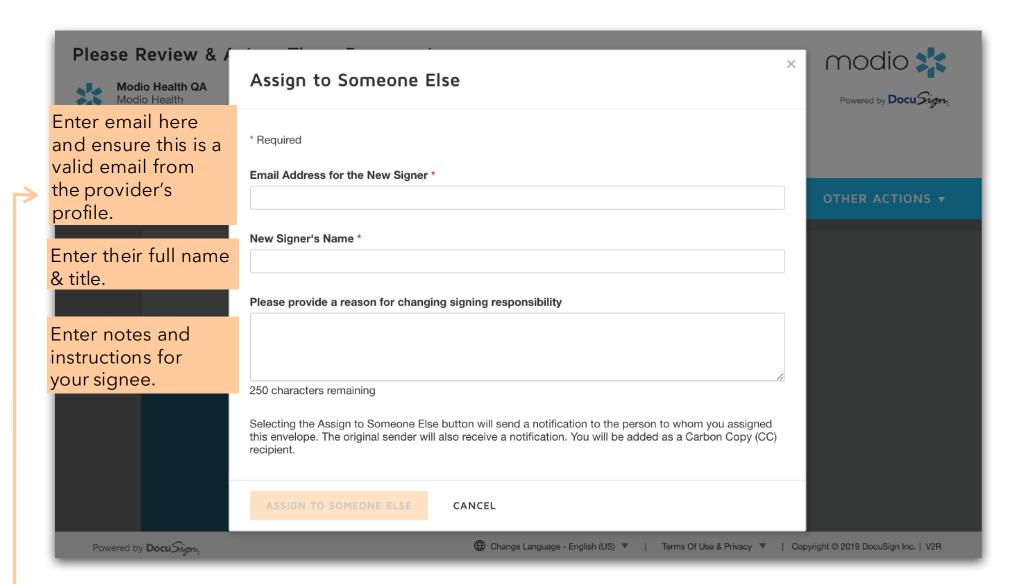
modio 💥

If you assign a form to someone else, they will receive a notification email tocomplete the form. The email that they receive will appear identical to the original email you received from DocuSign.



Select "Other Actions" in the DocuSign Tab.

Pro Tip: Our team highly recommends sending all forms to yourself first so that you can review and make any necessary changes, then re-assigning to the signer for completion.



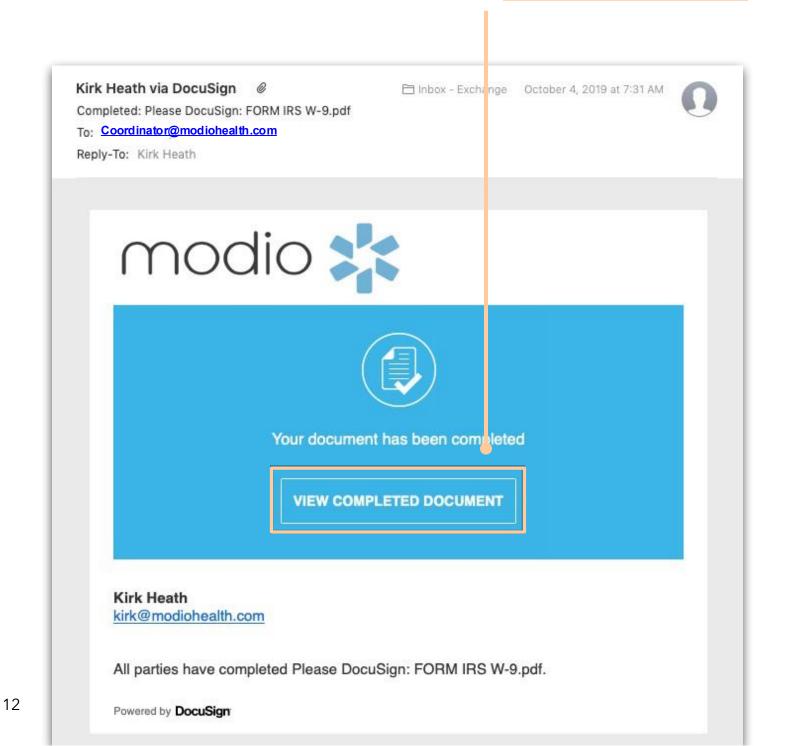
Note: Once the form has been signed, you will be notified and the status will change to Complete in OneView^{TM.}

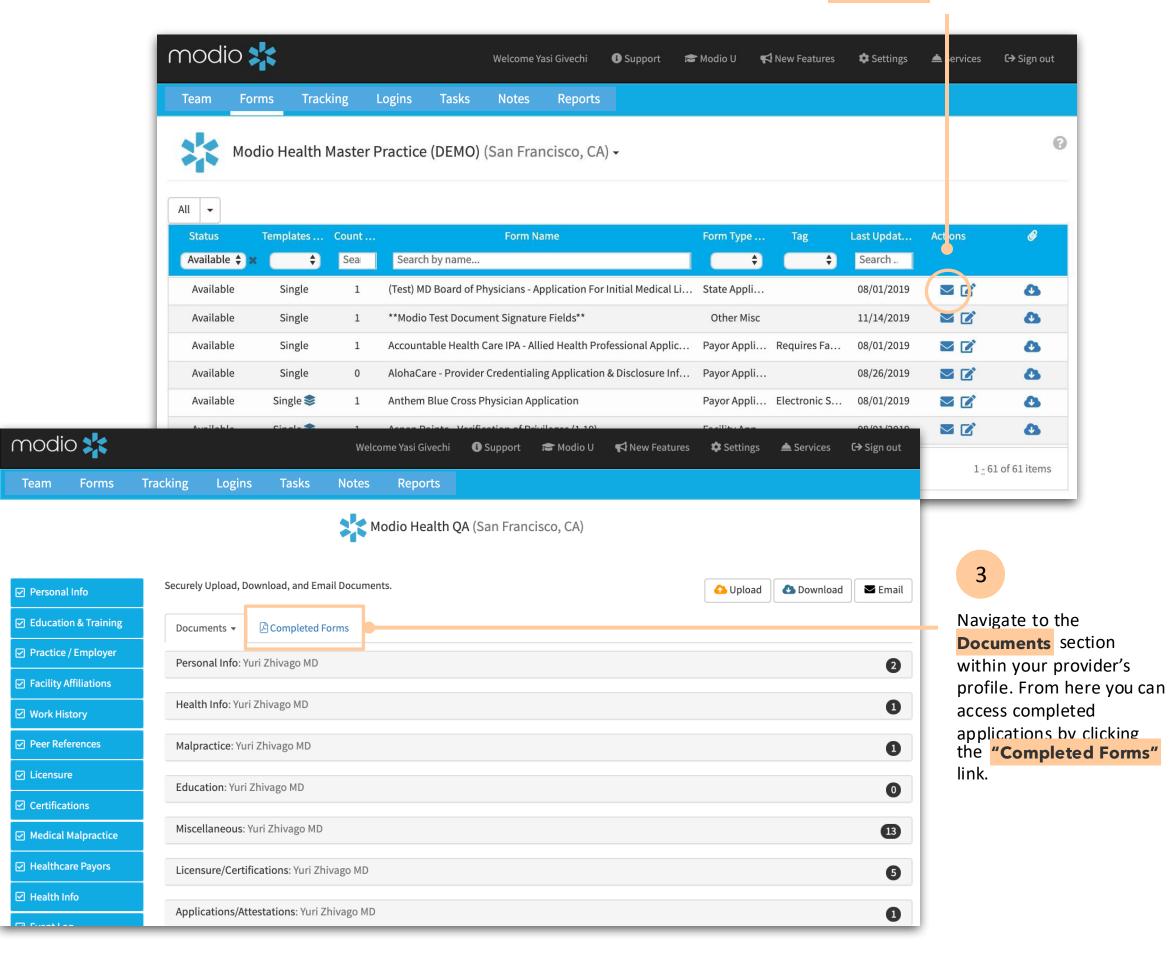


Click the envelope icon to view the send history. Refer to slide #5 for more details where you will see the status of the application as **Completed.**

Once your applications are completed, there are several locations where they will be stored. 1. You can find them in your email 2. They will be available to view within the Send History for that form 3. They will be stored in your provider's Documents section.

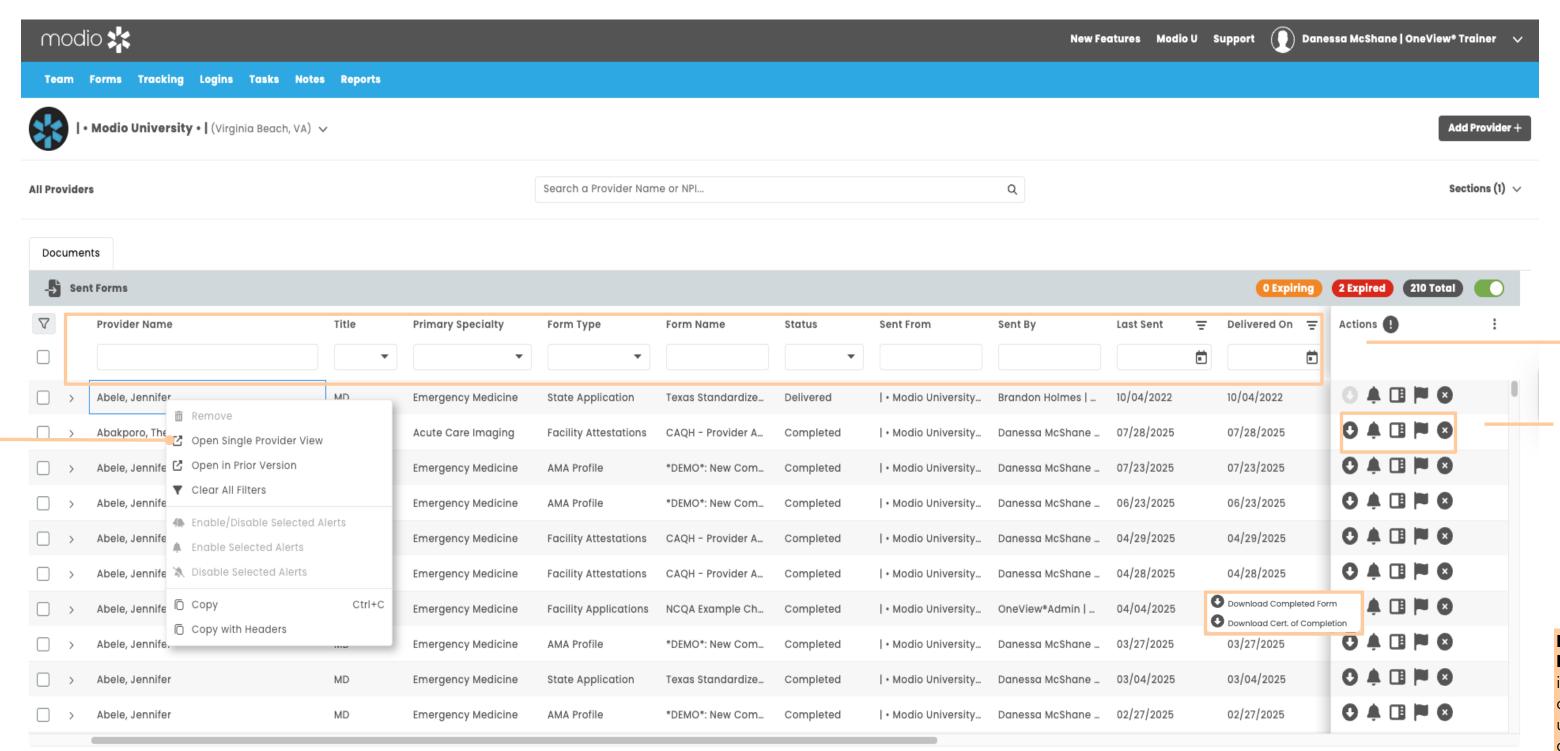
Your completed application will be delivered in an email from DocuSign. Follow the link titled "View **Completed Document**" or download the attachment(s).







OneView V2 allows you to easily access relevant forms for providers in both, all-provider view and single-provider view. A new Sent Forms grid allows you to access any Forms completed through Modio's DocuSign integration for your providers. You'll see the Sent Forms grid after the Documents grid in your Sections filter, and last on your V2 page by default. If you want to disable the grid or move its position in the grid order, you can do so in Grid Settings.



Grid Level Filters:

With inline editing, you can quickly add a new expiration date for the form. Simply double-click into the Exp. Date field to add new information.

Actions Row:

Use the download icon • to download a completed form.

You can also:

- disable alerts
- flag records
- inactivate a record •

Downloading Completed Forms: If your Form status

Forms: If your Form status is marked as complete, click on the down arrow under the actions item column to download the completed form and/or the certificate of completion.

Q Chat

All Provider View:

View.

view.

Easily identify all forms

Single Provider View:

completed within your team

by opening the Completed

Forms grid in All Providers

Use the right-click menu to

navigate to single provider

Privacy Policy



If your team has a multi-team set up it might be beneficial to enable the "Sent From" column. This column will display the name of the Team the form was originally sent from.

Just like other V2 grids, use the grid menu to customize your personal settings and display the columns you need, or you can drag and drop columns within the grid to reorder them.

modio 💥 New Features Modio U Support (Megan Peters 🗸 Team Forms Tracking Logins Tasks Notes Reports | • Modio University • | (Virginia Beach, VA) > All Provider Search a Provider Name or NPI.. -Sent Forms 0 Expiring 3 Expired 46 Total Sent From Sent On **.** : Search... Abele, Jennifer 03/29/2024 Background Authorization Form (Certi... | • Modio University • | 9/1/2022 9/1/2022 9/1/2022 ✓ Title ☐ → Heath, Kirk 9/23/2021 9/23/2021 01/18/2024 9/23/2021 Primary Specialty ☐ > Heath, Kirk Form Type Modio - Verification Checklist 12/15/2021 12/15/2021 12/15/2021 01/18/2024 Form Name 6/15/2022 6/15/2022 6/15/2022 01/18/2024 Sent From Abele, Jennifer 1/24/2023 1/24/2023 01/18/2024 ✓ Delivered On ✓ Completed On Exp. Date Expires Within ✓ Last Updated

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Accessing the "Send From" Column:

- 1. Select the 3 dots icon
- 2. Select the column icon to view a dropdown list of the existing columns.
- 3. Check the box next to the Sent From option
- 4. The "Sent From" column will appear.

Terms and Conditions

Sent From Column:

1. Clients who have

multiple teams and are

managing forms from

multiple teams will use

this column to view the

Filter, sort and view and

report on the Team the

form was sent from.

team it was sent from.



For additional questions or further training, contact the Modio Team:



Live Chat Support



