

# **OneView**® Tip Guide: Using Forms

# **INTRODUCTION:**

# FORMS

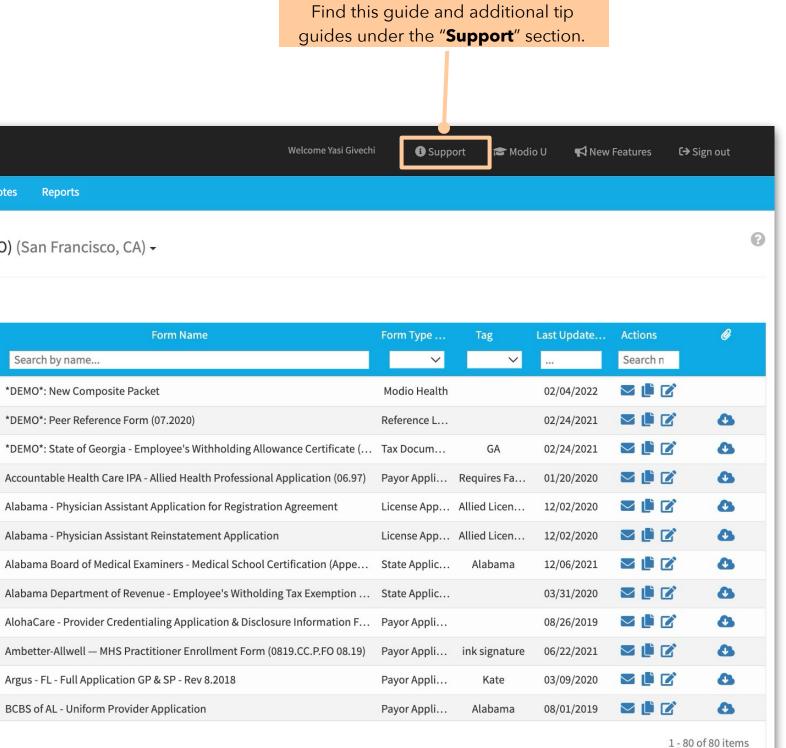
The Forms feature gives you access to your organizations forms and applications that have been individually mapped by our OneView® Forms Team. Here you can store forms like facility applications, payor contracts, DOPs, HR Documents and more! When your form is added to OneView®, you can send it to other 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.

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#### Status:

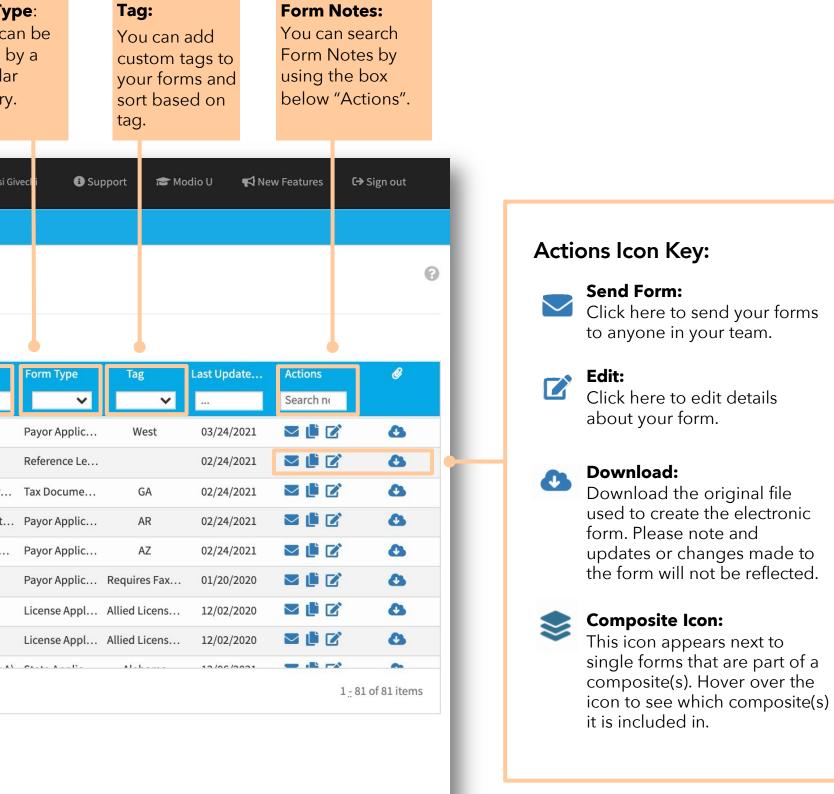
Forms can be filtered by status:

- New
- In Process
- Available
- Not In Use
- Archived

Note: The default filter for forms is the "Available" status.

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**Template Definitions: Singles**: An individual form **Composites**: A compilation of single forms which can be sent together in one send.



**D** Chat

## Live Help:

Stuck? We are here to help. Click here to chat with our support team.

#### Form Name:

Make edits to the form name.

**Form Type:** Update the form type.

**Tags:** Add a single tag to your form for organization.

#### Notes:

Include additional notes about your form here.

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## Start here: Click here to edit details about your form.

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**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.

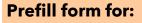
**Public Facility:** Indicates that the completed form is visible to the provider, and all coordinators on only the Team it was sent from.

#### **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**.

⑦ Support



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.

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5114	Available	Email Message
6103	Available	
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8243	Available	
8853	Available	Marten, Lily - MD
7987	Available	givechi, yasamin
6094	Available	givechi, yasamin
24294	Available	givechi, yasamin
12456	Available	givechi, yasamin
12057	Available	
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#### Send Form "New Field Mappings Test"

Prefill form data for provider(s), then choose a recipient for the form.

Select provider(s) from your team ...

Send form to: 
Myself 
Provider 
Coordinator 
Contact Only you will receive a copy of each provider form.

#### **Email Subject**

Specify a subject for the email...

#### Email Message

	Status	Last Sent
	~	
Marten, Lily - MD	Sent	
givechi, yasamin - MD	Completed	02/03/2021 12:16
givechi, yasamin - MD	Completed	02/03/2021 12:02
givechi, yasamin - MD	Completed	02/03/2021 11:57
givechi, yasamin - MD	Completed	02/03/2021 11:49

Status: Track the status of your sent forms here. The filters include: Sent, Delivered, Completed, Voided, and Declined.

#### **Status Types:**

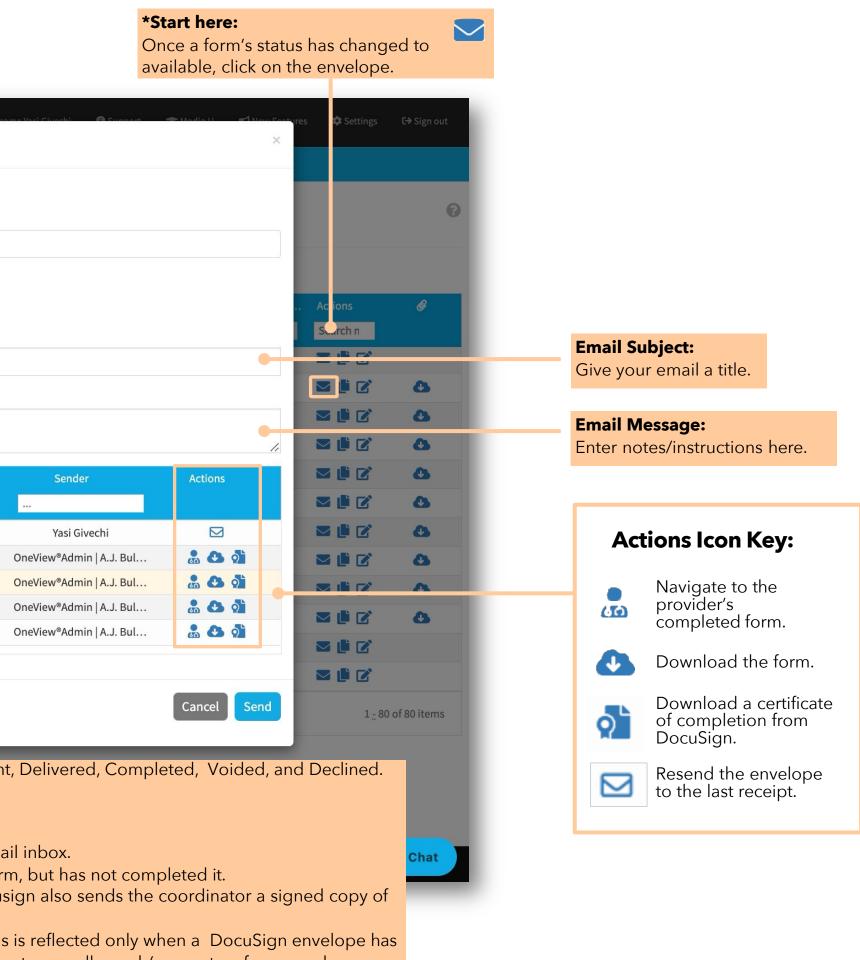
•Sent: Indicates the form was sent to the provider and is in their email inbox.

•Delivered: Indicates the provider has received and opened the form, but has not completed it. •Completed: Indicates the provider has completed the form. (Docusign also sends the coordinator a signed copy of the document.)

•Voided: Indicates the provider has voided the form. The void status is reflected only when a DocuSign envelope has fully expired (120 days). Please note a coordinator and provider cannot manually mark/generate a form envelope status of voided.

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





**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<sup>®</sup>.

#### **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.).

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5114	Available
6103	Available
15207	Available
28083	Available
8243	Available
8853	Available
7987	Available
6094	Available
24294	Available
12456	Available
12057	Available
	1 /1 ►

#### Send Form "New Field Mappings Test"

Prefill form data for provider(s), then choose a recipient for the form.

#### Prefill form for: \*

Lily Marten (ygivechi@my.smccd.edu) ×

#### Attachments

Documents	ents Browse	Completed Forms
Select		

# Order Form/Document Name 1 New Field Mappings Test

#### Send form to: $\bigcirc$ Myself $\bigcirc$ Provider $\bigcirc$ Coordinator $\bigcirc$ Contact

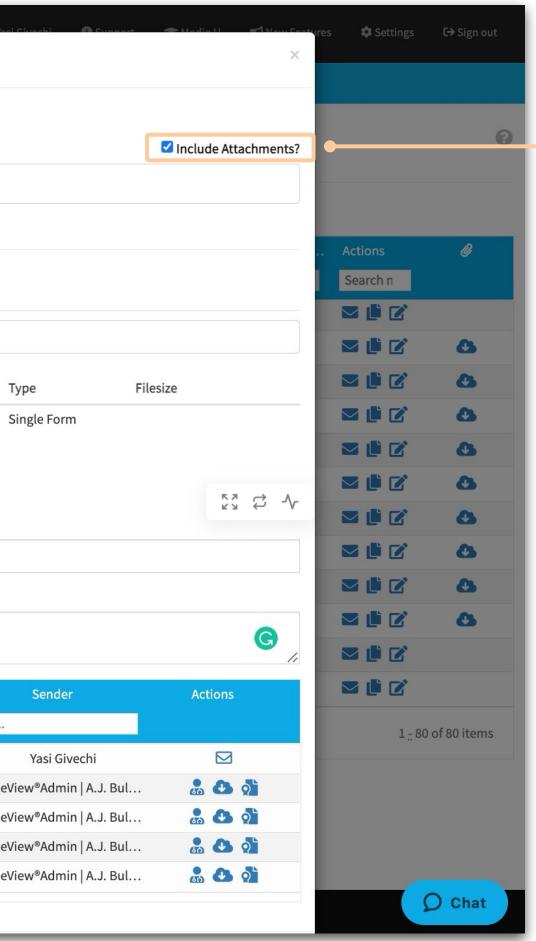
Only you will receive a copy of each provider form.

#### Email Subject

Specify a subject for the email...

#### Email Message

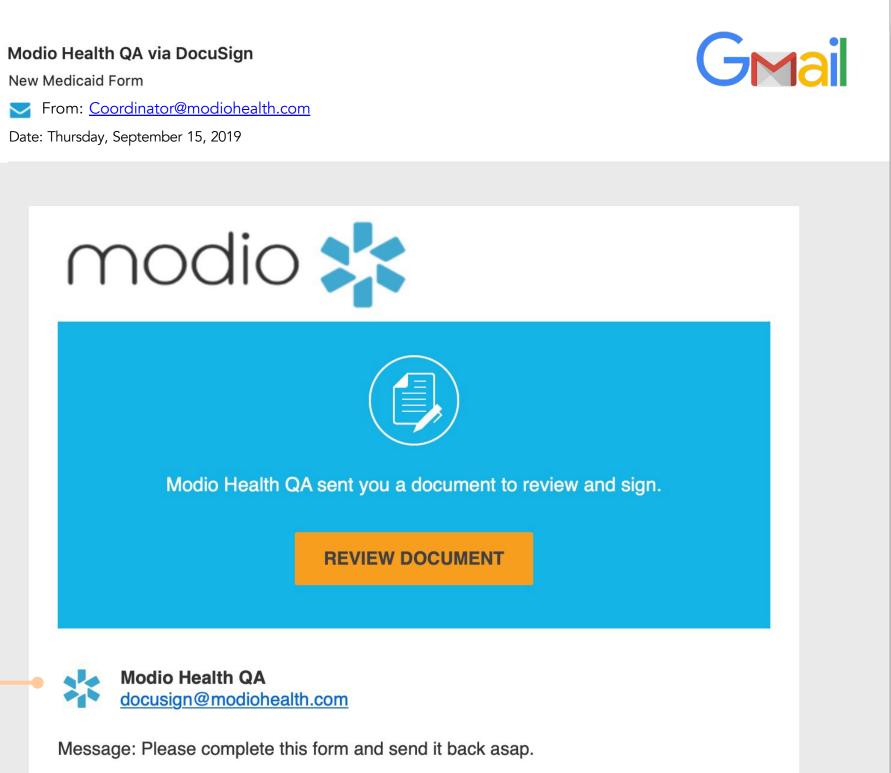
Provider	Status	Last Sent	
	$\checkmark$	$\checkmark$	
Marten, Lily - MD	Sent	02/15/2022 11:47 AM	
givechi, yasamin - MD	Completed	02/03/2021 12:16 PM	One\
givechi, yasamin - MD	Completed	02/03/2021 12:02 PM	One\
givechi, yasamin - MD	Completed	02/03/2021 11:57 AM	One\
givechi, yasamin - MD	Completed	02/03/2021 11:49 AM	One

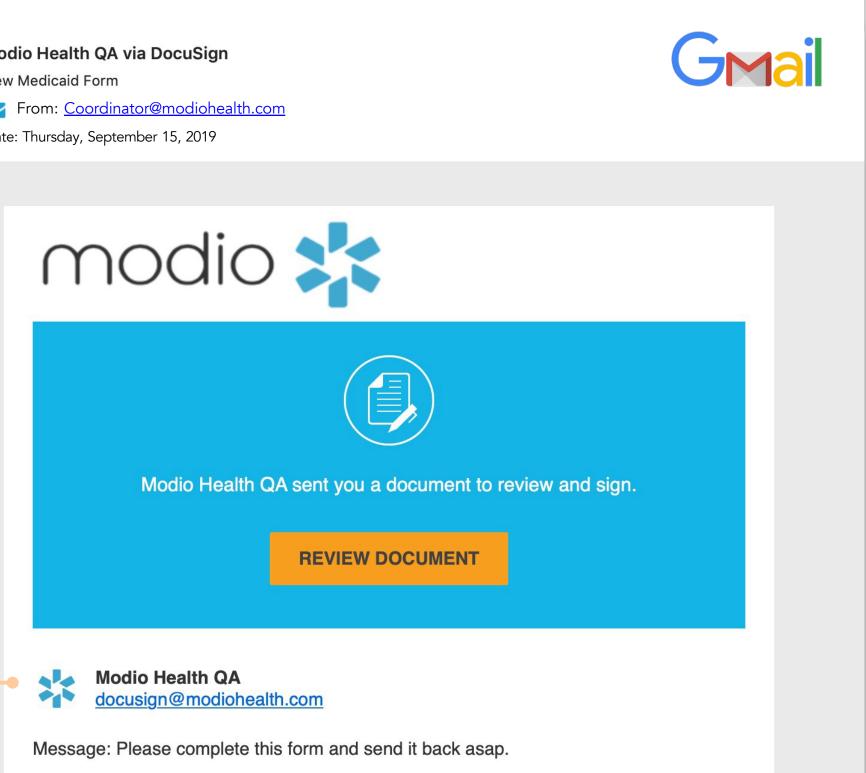


#### Including Attachments:

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.)

### **Commonly Asked Question: Do DocuSign envelope notification emails expire?**





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		givechi, yasamin - MD	Completed	02/03/2021 11:49 AM	OneView®Admin   A.J. Bul	🍰 🖒 🔬		
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#### 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.

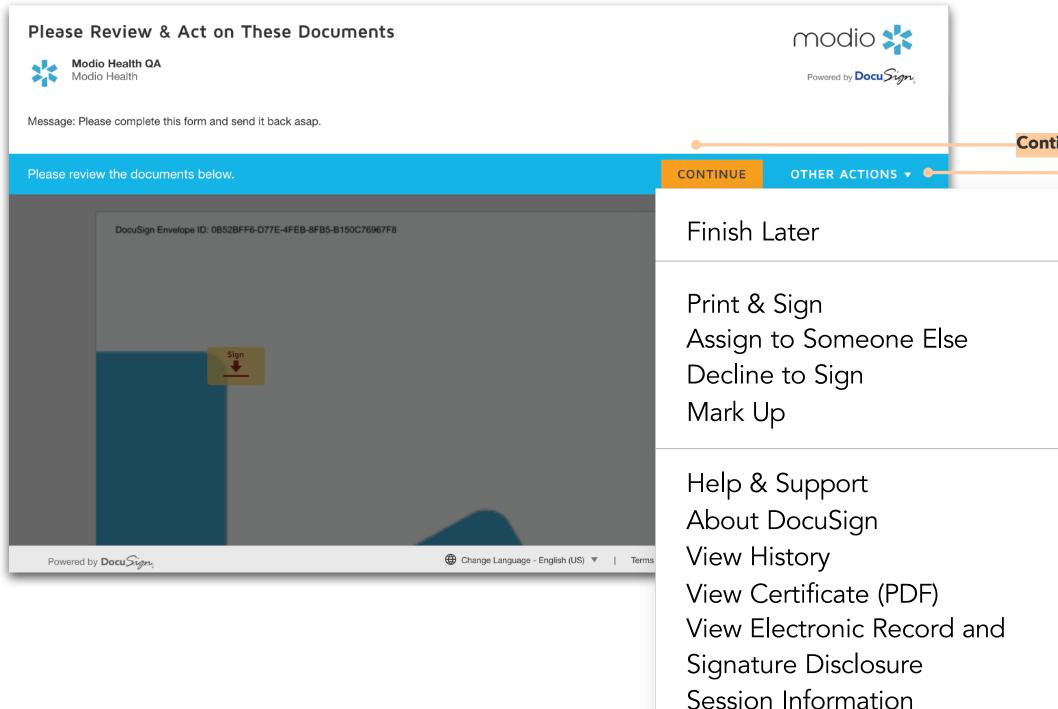
#### 7



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: <u>https://support.docusign.com/articles/Do-envelope-notification-emails-expire</u>

## 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.





**Continue:** Will take you to the form signature page.

**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.

Select the sign field to	Adopt Your Signature	X HER ACTIONS
NEXT PAGE	Confirm your name, initials, and signature. * Required Full Name*Name required Initials* Initials required	neView Provider erifications Genera 3.pdf ages: 12
	SELECT STYLE DRAW UPLOAD	
	UPLOAD YOUR SIGNATURE For best results use an image that is 400 x 145 pixels By selecting Adopt and Sign, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts - just the same as a pen-and-paper signature or initial. ADOPT AND SIGN CANCEL	
Powered by Docu Sign	🕀 Change Language - English (US) ▼   Terms Of Use & Privacy ▼   Copy	right © 2019 DocuSign Inc.   V2



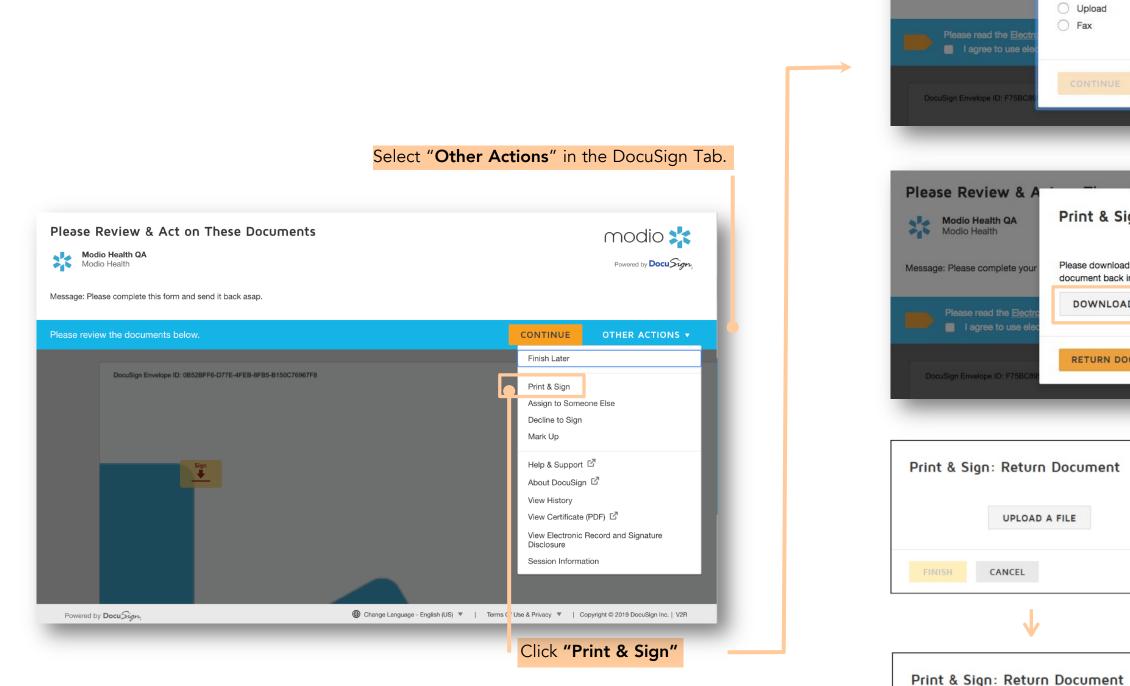
The first time you select a **sign** or **initial** field, you are asked to adopt a signature and initials. Verify that the name and initials are correct. To change the name or initials, enter the changes in the **Full Name** and **Initials** fields.

- **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

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



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Print & Sign	Powered by Docu Sign
How would you like to return your signed document?	
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www.docusign.com	
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Please Review & /

UPLOAD A FILE

CANCEL

Modio Health QA Modio Health

#### 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:**

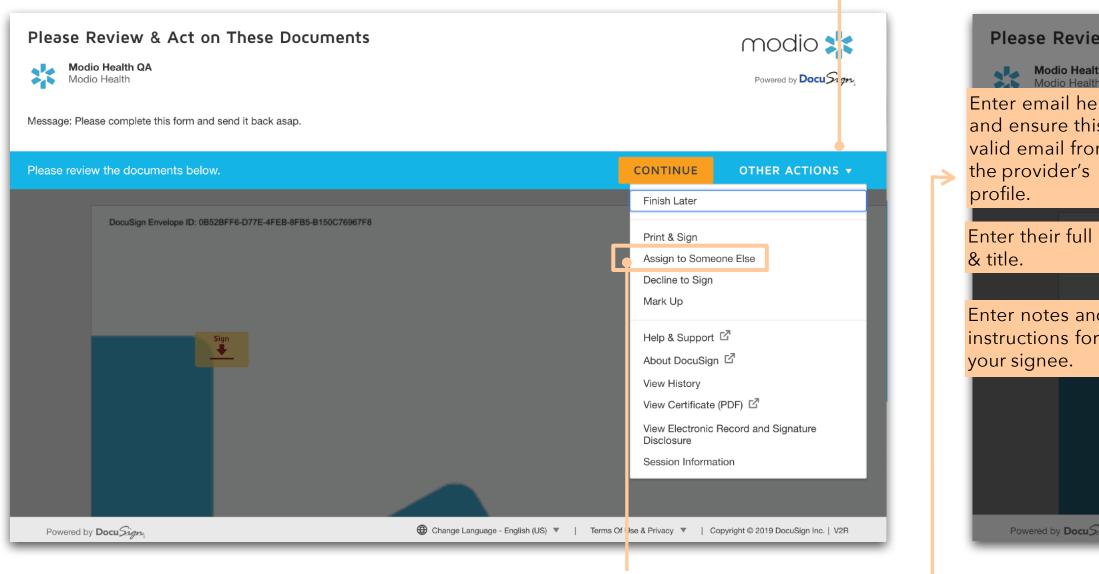
- 1. Save the documents to your computer, by clicking **DOWNLOAD**.
- 2. Using your normal printing method, print the documents you saved to your computer. Fill out and sign the printed pages as needed. Create an electronic file version of the documents (for example, scan the documents and save them 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

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.



Click "Assign to Someone Else"

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**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.

ew & /	Assign to Someone Else	×	MODIO
re s is a m	* Required Email Address for the New Signer *		
			OTHER ACTIONS -
name	New Signer's Name *		
d	Please provide a reason for changing signing responsibility		
	250 characters remaining		
	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.		
	ASSIGN TO SOMEONE ELSE CANCEL		
ign.	Change Language - English (US) ▼   Terms Of Use & Privacy ▼	Copy	rright © 2019 DocuSign Inc.   V2R

**Note**: Once the form has been signed, you will be notified and the status will change to Complete in OneView<sup>™.</sup>

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).

Kirk Heath via DocuSign Completed: Please DocuSign: FORM IRS W-9.pdf To: <u>Coordinator@modiohealth.com</u> Reply-To: Kirk Heath	🖹 Inbox - Exch	nge October 4, 2019 at 7:31 AM	0
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Your document	has been com	leted	
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Kirk Heath kirk@modiohealth.com			
All parties have completed Please Docu	Sign: FORM IRS	W-9.pdf.	

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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.** 

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OneView V2 allows you to easily access relevant forms for providers in both, all-provider view and single-provider view. A new Completed Forms grid allows you to access any Forms completed through Modio's DocuSign integration for your providers. You'll see the Completed 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.

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Add Provider +								
All Providers	Search a Provider Name or NPI	Q			Sections (1) $ \lor$			
Documents								
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>         Abele, Jennifer         MD         Emergency Medicine         Ot	ther Misc *Example* Intake A	• Modio University Danessa McShane	07/11/2023	07/11/2023	● ♠ 🖪 🏲 🛛			

# **All Provider View:**

Easily identify all forms completed within your team by opening the Completed Forms grid in All Providers View.

#### Single Provider View:

Use the right-click menu to navigate to single provider view.



		0 Expiring	2 Expired 76 Total	
Sent By	Sent On =	Delivered On 😑	Actions !	•
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Danessa McShane	07/11/2023	07/11/2023	○ ▲ 🗉 🏲 Ο	

#### **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 🕀



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.

# Sent From Column:

- 1. Clients who have multiple teams and are managing forms from multiple teams will use this column to view the team it was sent from.
- 2. Filter, sort and view and report on the Team the form was sent from.

Team	Forms	Tracking	Logins	Tasks N	otes Reports				
	odio University •	🛿 (Virginia Beach, VA	) ~						
l Providers						Sear	ch a Provider Name or NPI		
Provider Info	Licensure	Actions & Exclusions	certificatio	ns Education &	ک Training Work Expe	rience Malpractice	Insurance Documents		
-S Comple	ated Forms								_
Prov	vider Name		Title	Primary Special	ty Form Type		Form Name	Sent From	s
			•		•	•			
> Abe	le, Jennifer		MD	Allergy and Imm	unolo Background C	heck	Background Authorization Form	n (Certi  • Modio University •	g
	le, Jennifer Ith, Kirk		MD MD	Allergy and Imm General Surgery	-		Background Authorization Form		9
					Facility Applic		-		
> Hea	ith, Kirk		MD	General Surgery	Facility Applic		GA Uniform Practitioner Creden	ntialing  • Modio University •    • Modio University •	1
Hea Hea Hea Abo	th, Kirk th, Kirk		MD MD	General Surgery General Surgery	Facility Applic Other Misc Other Misc		GA Uniform Practitioner Creden Modio - Verification Checklist	ntialing I • Modio University •   I • Modio University •   wledg I • Modio University •	ç

Privacy Policy

				New Features	Modio U Suppo	ort 🕡 Megan Peters 🗸
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	Q					Sections $\!$
					0 Expiring	3 Expired 46 Total
n E		Completed \Xi	Exp. Date =	Expires Within	Last Updated	
-		<b></b>	<b></b>	•		Search
22	9/1/2022	9/1/2022	03/18/2024	Expired	03/29/2024	<ul> <li>Provider Name</li> <li>Title</li> </ul>
021	9/23/2021	9/23/2021			01/18/2024	Primary Specialty
2021	12/15/2021	12/15/2021			01/18/2024	Form Type
022	6/15/2022	6/15/2022	06/23/2023	Expired	01/18/2024	Form Name
023	1/24/2023	1/24/2023			01/18/2024	Sent On
						<ul> <li>Delivered On</li> <li>Completed On</li> <li>Exp. Date</li> <li>Expires Within</li> <li>Lost Updated</li> <li>Actions</li> </ul>
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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.

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

