Health insurance carriers strive to help their members access the care that they need to improve their health and quality of life. At the same time, regulatory changes are compelling carriers to find new ways to reduce administrative costs and keep premiums reasonable while maintaining compliance with the Affordable Care Act and HIPAA.

DocuSign is the most reliable and secure way to digitally transform your business. Health insurance carriers are using DocuSign to increase customer satisfaction in a compliant and secure manner while attaining significant reduction in general operating expenses. Companies like UnitedHealth Group, Healthcare Service Corporation, Anthem, Vision Service Plan, and Wellcare have partnered with DocuSign to boost employee productivity and delight members, groups, and brokers. DocuSign makes it simple for you to get started and easily integrates with your existing enterprise systems.

Delight customers

Your customers are using mobile devices and interactive platforms every day. DocuSign lets them get the products, services, and information they need, anywhere, any time, and on any device. With DocuSign, your members can quickly and easily complete forms and documents digitally—setting you apart from the competition.

Increase efficiency and productivity

Printing, scanning and faxing won't cut it when you need to be lean and efficient. DocuSign simplifies processes and improves productivity, all while reducing your per-member-per-month administrative costs. Whether you are onboarding agents and brokers, credentialing physicians, or enrolling members, time is of the essence. DocuSign transactions are faster and less error-prone. DocuSign can help you manage your group business segments more efficiently, improving service to small companies, global businesses and everything in between.

> "DocuSign has transformed the way conduct business, created numerous process efficiencies and recognized significant administrative cost savings"
>
> **-Kenny Chasten**, Vice President, Chief Procurement Officer, Wellmark

Improve HIPAA compliance

HIPAA is no stranger to healthcare. You need to ensure that you are safeguarding patient data and keeping core business processes in compliance with HIPAA as well as with other regulations like SOX and Safe Harbor, all while improving transparency and accountability to internal and external stakeholders. DocuSign has signed BAAs (Business Associate Agreements) in place with healthcare customers and has SSAE 16 certified (SOC1 and SOC2) datacenters.

Rest easy with best-in-class security

Digital provides more robust identity and authentication requirements than a stack of papers or fax. You need that security to protect your most sensitive information and adhere to regulations. DocuSign enables full compliance with ESIGN, UETA, and HIPAA, providing complete, court-admissible audit trails, anti-tampering controls, and multi-faceted verification of signing events.

Extend Technology Investments

DocuSign works with nearly any application, website, portal or system that you use today or in the future. Our extensive partner ecosystem includes leading solutions such as Salesforce.com, SAP, Microsoft Office 365, Oracle, Box, and many others, as well as implementation partners like Deloitte and Accenture.

Health Plan Use Case Examples

With DocuSign you can automate a wide variety of processes, including:

- Provider contracting
- Provider credentialing
- Agent/broker onboarding
- HIPAA forms
- Premium change notifications
- Policy documents
- Billing documents
- Claims processing e.g. accident questionnaire, EOI (evidence of insurability)
- Medicare/Medicaid forms
- Prior authorizations
- Reimbursement rate updates
- Purchase orders
- HR forms
- Member enrollment
- Account provisioning
- Group contracting and renewals

Sample Customers

DocuSign is the easiest way to get things done. Top health insurance carriers are using DocuSign to make workflows, approvals and agreements simple, secure, and fully digital, so they can get on with their business and their lives.

For More Information

Contact your account executive or email sales@docusign.com to learn more about how DocuSign can help you delight members and reduce administrative costs.

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