


ELECTRONIC SIGNATURES FOR SUPPORT COORDINATION AGENCIES (SCAs)




OAAS-TNG-25-002
Issued February 19, 2025





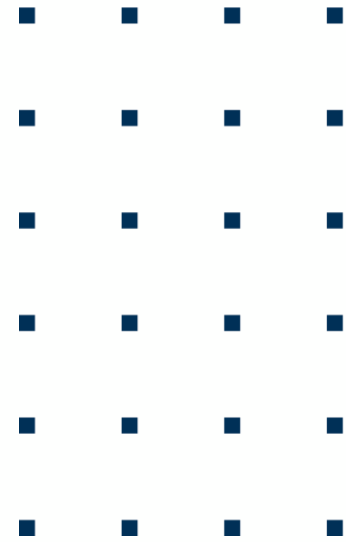
Effective January 7, 2025
SCAs may begin obtaining
electronic signatures in
accordance with the OAAS
Electronic Signature Policy for
SCAs, OAAS-ADM-25-001.





SIGNATURES FROM OAAS WAIVER PARTICIPANTS

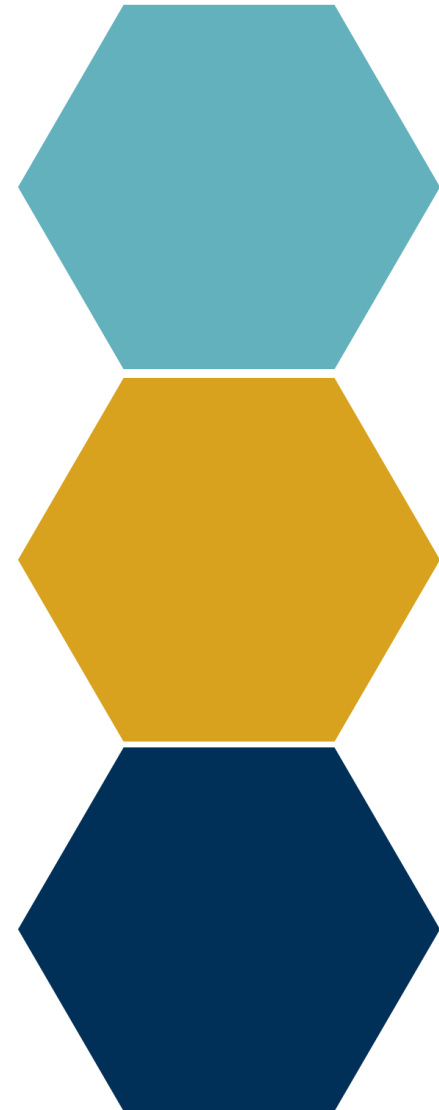
When the Office of Aging and Adult Services (OAAS) SCAs are obtaining signatures, they may use one of the following types of signatures:



- Wet signatures—physical, handwritten signature made with ink on paper.
- Electronic signatures—an electronic process via software that indicates agreement to a document.

OBTAINING ELECTRONIC SIGNATURES

- The SCA MUST:
 - Adhere to the State of Louisiana Division of Administration Office of Technology Services (OTS) Information Security Policy - Information Security - Louisiana Division of Administration (DOA).
 - Use an electronic signature platform that meets:
 - ❖ LDH HIPAA requirements - <https://ldh.la.gov/page/hipaa>; and
 - ❖ OTS Information Security Policy: Information Security -Louisiana Division of Administration (la.gov).
 - Have a Business Associate Agreement (BAA) between the SCA and the electronic signature platform provider.



PARTICIPANT ELECTRONIC SIGNATURES

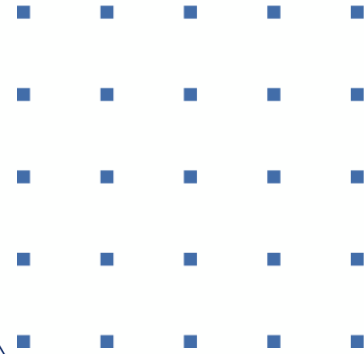
- The Participant **MUST**:
 - Agree to use the electronic signature option.
 - Be capable of using the electronic signature option

NOTE: If at any time, a participant states that they want to sign ANY documents with a wet signature and NOT an electronic signature, the SCA must accommodate this request.



SCAs MUST ENSURE THE FOLLOWING:

- Authenticity of the signature;
 - Electronic signature platform must capture the IP address;
 - If face-to-face, ensure that the participant is actually signing the document via electronic format;
- That any Protected Health Information (PHI) contained within the document is protected from unauthorized access and disclosure; and
- The document is protected after it is signed electronically.



QUESTIONS

THANK YOU

