

## 41. Telephonic Signature

Forms that requires a signature for Medi-Cal (MC) can be signed with a wet signature (pen on paper), by phone (Telephonic Signature) or by electronic signature (Covered California applications, My Benefits CalWIN, etc.).

### 41.1 Hierarchy of Telephonic Signature

When capturing a telephonic signature, staff is required to use the highest level method that is currently available. The hierarchy of these methods are as follows:

1. Telephonic Signature Audio Recording -Cisco Finesse, Calabrio Audio Recording
2. Electronic Signature Recording - Covered Ca, My Benefits CalWIN, DocuSign
3. SAWS “checkbox” and Documentation in Case Comments- CalWIN Perform Data Collection Wrap Up Window, CalWIN Case Comments ([Telephonic Signature Workaround 41.3](#))



**Note:**

**Staff shall always use method 1.** If method 1 is unavailable a case comment must be added stating “*the Electronic OR the SAWS signature captured was the highest method of signature available*”.

The hierarchy in telephonic signature methods are dependent on the availability of the systems. If staff does not have access to the above mentioned software systems, they must follow the hierarchy until access to the systems is granted/restored. System access is requested through the IS help desk.

### 41.2 Official Telephonic Signature Process

Offices that have the ability to record using Cisco Finesse must follow the process below to complete a Telephonic Signature:

**Table 1: Official Telephonic Signature Process**

Step	Action
1.	<ul style="list-style-type: none"> <li>• Sign in and open the desktop application.</li> <li>• Select the <i>Telephonic Signature</i> tab.</li> <li>• Select <i>Medi-Cal</i> from the drop down.</li> <li>• Enter the <i>Case ID</i> and click on the [Get Case Info] button.</li> </ul>

**Table 1: Official Telephonic Signature Process**

Step	Action
2.	<ul style="list-style-type: none"> <li>• Inform them that the call is being recorded.</li> <li>• Provide a brief overview of the process.</li> <li>• Review and confirm the information/form that is being signed telephonically (i.e. RD information, SCD 101, CCFRM 604).</li> </ul>
3.	<ul style="list-style-type: none"> <li>• Press the [Start Recording] button at the bottom of the Telephonic Signature screen in Cisco Finesse.</li> <li>• Read the following to the client and get their verbal affirmation:   <p>“A signature over the phone has the same legal effect and can be enforced in the same way as a written signature. Would you like to sign this document over the phone? [Pause for client’s response] Do you certify under penalty of perjury under the laws of the United States of America and the State of California that you understand the questions and statements read to you, and your answers are correct and complete to the best of your knowledge? [Pause for client’s response] Please state your full legal name, today’s date, and the current time.” [Pause for client’s response]</p> </li> <li>• Press the [Stop Recording] button.</li> </ul> <p><b>Note:</b></p> <p>If the client does not agree/answer the above questions or does not want to complete the Telephonic Signature process check the <i>Telephonic Signature Declined</i> check box near the bottom of the Cisco Finesse screen.</p>
4.	<p>Document actions taken in the <b>Maintain Case Comment</b> window along with:</p> <ul style="list-style-type: none"> <li>• Whether Telephonic Signature was declined or completed</li> <li>• What form was signed telephonically (i.e. MC 604 IPS, SCD101 etc.)</li> <li>• What information was gathered through the telephone call</li> <li>• Date the Telephonic Signature was recorded</li> </ul>
5.	Mail a copy of the form(s) signed by Telephonic Signature to the client (i.e. MC 604 IPS, MC 380 etc.)

## 41.3 Telephonic Signature Workaround

Offices that do not have the ability to record using Cisco Finesse must follow the steps below to complete a Telephonic Signature.

**Table 2: Telephonic Signature Workaround**

Step	Action
1.	<ul style="list-style-type: none"> <li>• Inform the client that the call is being recorded (all calls are recorded, this does not require Cisco Finesse).</li> <li>• Provide a brief overview of the process.</li> <li>• Review and confirm the information/form that is being signed telephonically (i.e. RD Information, SCD 101, CCFRM 604).</li> </ul>

**Table 2: Telephonic Signature Workaround**

Step	Action
2.	<p>Read the following to the client and get their verbal affirmation:</p> <p>“A signature over the phone has the same legal effect and can be enforced in the same way as a written signature. Would you like to sign this document over the phone? [Pause for client’s response] Do you certify under penalty of perjury under the laws of the United States of America and the State of California that you understand the questions and statements read to you, and your answers are correct and complete to the best of your knowledge? [Pause for client’s response] Please state your full legal name, today’s date, and the current time.” [Pause for client’s response]</p> <p><b>Note:</b></p> <p style="padding-left: 40px;">If the client does not agree/answer the above questions or does not want to complete the Telephonic Signature process inform them of the other methods to provide a signature.</p>
3.	<p>Update the <i>Telephonic Signature</i> check box on the <b>Perform Data Collection Wrap Up</b> window. In order to accurately reflect the <i>History</i> of the <i>Telephonic Signature</i> check box on the <b>Perform Data Collection Wrap-Up</b> window, EWs must take the following action for cases where the check box is already checked from a previous telephonic signature:</p> <ul style="list-style-type: none"> <li>• Uncheck the box and Save, leaving the existing <i>Effective Begin Date</i>.</li> <li>• Update the <i>Effective Begin Date</i> to the date action is taken, and check the box. Save.</li> </ul> <p>If the check box is not already checked, the EW can update the <i>Effective Begin Date</i> to the date action is taken, and check the box.</p>
4.	<p>Document actions taken in the <b>Maintain Case Comment</b> window along with:</p> <ul style="list-style-type: none"> <li>• Whether Telephonic Signature was declined or completed</li> <li>• What form was signed telephonically (i.e. MC 604 IPS, SCD101 etc.)</li> <li>• What information was gathered through the telephone call</li> <li>• Date the Telephonic Signature was recorded</li> </ul>
5.	<p>Mail a copy of the form(s) signed by Telephonic Signature to the client (i.e. MC 604 IPS, SCD 101 etc.)</p>