2019 DocuSign Video(1).mp4

The UnitedHealthcare logo displays over a white background as upbeat music plays. A woman speaks.

WOMAN: UnitedHealthcare is committed to innovative solutions that help providers and patients.

A red banner, a blue banner, and an orange banner containing white text appear under the logo on the screen.

ON SCREEN TEXT: INNOVATIVE SOLUTIONS
                                 PROVIDERS
                                 PATIENTS

WOMAN: That's one reason we partnered with DocuSign, a company that automates workflows and enables secure electronic sign-ons.

The DocuSign logo appears over a white screen. Neon colors flow through the black text of the logo. The background turns blue. White text appears over the blue screen.

ON SCREEN TEXT: ELECTRONIC SIGN-ONS
                                 WORKS EASIER AND BETTER
                                 FOR EVERYONE

WOMAN: The new system can make health care work easier and better for everyone. Here's how.

An illustrated man and woman appear on the screen. A dashed line appears behind a paper and pen icon that moves around the screen making a path from the man to the woman. A clock icon appears in between the man and woman. The hands on the clock spin. Dollar signs rise up from the man and woman.

WOMAN: As you know, the systems to capture patient consents and clinical questionnaires can be costly and cumbersome. For example, UnitedHealthcare clinical staff now call and send faxes to doctors' offices to request clinical information for prior authorization and appeal requests.

A medical staff icon appears in the center of the screen. A telephone icon appears below it, connected by a dashed line. A fax machine icon appears above the medical staff icon, connected by a dashed line. White text appears on the right side of the screen.

ON SCREEN TEXT: Clinical Information
                                 Prior Authorization
                                 Appeal Requests

A clipboard icon appears on the right side of the screen. Another fax machine icon appears in the center of the screen, and the clipboard and fax machine are connected to the medical staff icon by a dashed line.

WOMAN: When you get the request, you have to fill out the questionnaire and fax it back. This process is paper heavy, hard to track, and time consuming, and it can lead to delays in patient care. So how does our DocuSign for eSignature process help?

The background of the screen changes from blue to red to dark blue to green to purple as white text appears in the center of the screen.

ON SCREEN TEXT: PAPER HEAVY
                          HARD TO TRACK
                          TIME CONSUMING
                          DELAY IN PATIENT CARE

The DocuSign logo displays over a gray screen. White text moves into the screen.

WOMAN: It allows us to send and receive documents in a secure, HIPAA-compliant, electronic environment.

ON SCREEN TEXT: SECURE, HIPAA-COMPLIANT,
                          ELECTRONIC ENVIRONMENT

A doctor icon, a person icon, a board and checklist icon, and a medical staff icon display over a blue screen, connected with a dashed line.

WOMAN: On one hand, that saves paper, and it can help improve response times.

White text displays across alternating gray and purple screens to match the woman's dialogue.

ON SCREEN TEXT: LESS TIME FILLING OUT
                          AND FAXING BACK DOCUMENTS

ON SCREEN TEXT: MORE
                          TIME

WOMAN: Plus, you'll spend less time filling out and faxing documents and more time with your patients.

A doctor, nurse, and medical staff icon appear in a vertical row on the purple screen.

WOMAN: The process is straightforward, and there are no additional costs for you.

The scene fades to a screenshot of an email from DocuSign.

WOMAN: Let's take a look at how it works. When you receive an email from DSE at DocuSign.net, simply select the "Review Documents" button to start the secure signing process.

The cursor clicks on the yellow button within the email, which brings up a secure form from UnitedHealthcare. A yellow tab on the left of the document is labeled "Start." The cursor selects and

drags it to a field at the bottom of the form, and tab now reads "Choose." The cursor scrolls through a list of yes/no questions related to personal medical history and selects "No" for each item.

WOMAN: You'll be guided to the field you need to fill out. You can select "Yes" or "No" to all questions. And you can type in notes and specific directions.

The cursor now moves to the "Physician's Signature" field and clicks the "Scan" button, creating a digital signature. The cursor then moves to a menu at the top of the browser and clicks "Other Actions," bringing up a list of options included "Finish Later."

WOMAN: Don't have time to complete the process right away? No problem. You can save and finish later. You'll even get a friendly reminder the next day. After you've completed all of the document's fields, select "Finish."

The cursor clicks on "Finish" in the menu bar. A completion message appears within the browser.

ON SCREEN TEXT: You're Done! You'll Receive an Email Copy
                     Once Everyone Has Signed

WOMAN: You can also save, download, or print the document. And you'll automatically receive a copy of the document at the email where it was originally sent.

The screen fades to navy blue, and icons appear in a vertical row indicating a graph, a chemistry set, and a clipboard. The icons then collapse into the center of the screen, replaced with an envelope icon.

WOMAN: You also can send chart notes and lab values directly to our secure email address.

The UnitedHealthcare logo displays on a white background. It moves to the right as the word "DocuSign" appears at the left.

ON SCREEN TEXT: DocuSign˙ UnitedHealthcare

WOMAN: Okay, you've seen the benefits, so how do you opt in and enroll? Just use the link below to sign up. It's as simple as that.

The logos scroll upward and disappear, replaced by a blue link.

ON SCREEN TEXT: UCSAGPHARMACY@UHC.COM

The screen fades to black.