



MassHealth
All Provider Bulletin 385
December 2023

TO: All Providers Participating in MassHealth

FROM: Mike Levine, Assistant Secretary for MassHealth

RE: Criteria for Acceptable Traditional and Electronic Signatures

Background

MassHealth previously required providers to sign MassHealth forms with wet signatures (i.e., ink on paper) and accepted scanned images of wet signatures.

Effective immediately, MassHealth will accept wet and electronic signatures that are submitted in accordance with this bulletin.

Before signing a MassHealth form with an electronic signature, providers and authorized signatories should ensure that they are using the most recent version of the form. Some provider forms can be downloaded from [MassHealth Provider Forms | Mass.gov](#) for the most up-to-date versions.

The form must state that electronic signatures are allowed. The signature field of the form will indicate if electronic signatures are permitted.

Criteria for Acceptable Signatures – Traditional and Electronic Signatures

MassHealth will accept signatures by providers and authorized signatories in any of the following methods:

- Traditional wet signature (ink on paper);
- Electronic signature that is
 - hand drawn using a mouse or finger if working from a touch screen device, or
 - an uploaded picture of the signatory's hand drawn signature;
- Electronic signatures affixed using a digital tool such as Adobe Sign or DocuSign.

All signatures must be visible, include the signatory's name, and have a signature date. Typed text of a name that is not generated by a digital tool such as Adobe Sign or DocuSign, including typed text in computer-generated cursive script, or an electronic symbol, are not acceptable forms of electronic signature.

MassHealth Website

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Questions

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Long-Term Services and Supports

Phone: (844) 368-5184 (toll free)

Email: support@masshealthltss.com

Portal: www.MassHealthLTSS.com

Mail: MassHealth LTSS, PO Box 159108, Boston, MA 02215

Fax: (888) 832-3006

All Other Provider Types

Phone: (800) 841-2900; TTY: 711

Email: provider@masshealthquestions.com