***Commonwealth of Massachusetts***

***Executive Office of Health and Human Services***

***Office of Medicaid***

[*www.mass.gov/masshealth*](http://www.mass.gov/masshealth)

MassHealth

# All Provider Bulletin 385

December 2023

**TO**: All Providers Participating in MassHealth

**FROM**: Mike Levine, Assistant Secretary for MassHealth [signature of Mike Levine]

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](https://www.mass.gov/masshealth-provider-forms?_gl=1*1jtx7w2*_ga*MjczOTY2Njk3LjE3MDA1NzMxNTE.*_ga_MCLPEGW7WM*MTcwMTk2NjU3NC44LjEuMTcwMTk2NjU5NC4wLjAuMA..) 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

This bulletin is available on the [MassHealth Provider Bulletins](http://www.mass.gov/masshealth-provider-bulletins) web page.

[Sign up](https://www.mass.gov/forms/email-notifications-for-masshealth-provider-bulletins-and-transmittal-letters) to receive email alerts when MassHealth issues new bulletins and transmittal letters.

## Questions

### Dental Services

Phone: (800) 207-5019; TTY: (800) 466-7566

### Long-Term Services and Supports

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

Email: support@masshealthltss.com

Portal: [www.MassHealthLTSS.com](http://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](mailto:providersupport@mahealth.netprovider@masshealthquestions.com)