



MassHealth
Orthotic Provider Bulletin 8
July 2022

TO: All Durable Medical Equipment (DME), Oxygen and Respiratory Therapy (OXY), Prosthetic (PRT), and Orthotic (ORT) Providers participating in MassHealth

FROM: Amanda Cassel Kraft, Assistant Secretary for MassHealth

RE: E-Signature policy for DME, OXY, PRT, and ORT MassHealth Medical Necessity Review Forms

Background

MassHealth publishes Medical Necessity Review (MNR) forms for specific DME and ORT items. MassHealth previously required wet signatures on these forms.

Effective for dates of service on or after August 1, 2022, MassHealth is expanding the signature requirement to allow electronic signatures as an alternative to wet signatures on all DME, OXY, ORT and PRT MNR forms. (Signature and date stamps are still not accepted.)

Acceptable Forms of Signature for MNR Forms

For DME, OXY, ORT and PRT MNRs, MassHealth will accept provider signatures executed by an authorized signatory in any of the following formats:

1. Traditional “wet signature” (ink on paper)
2. Electronic signature that is either:
 - a. Hand drawn using a mouse or finger if working from a touch screen device
 - b. An uploaded picture of the signatory’s hand drawn signature
3. Electronic signatures affixed using an appropriate digital tool including, but not limited to:
 - a. Adobe Sign
 - b. DocuSign

If using an electronic signature, the signature must be visible, include the signatory’s name and title, and must be accompanied by a signature date.

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One of the following notations must be included to indicate that the signatory's name, typically applied in typed format alongside the electronic signature, was electronically signed:

- Electronically signed by
- Authenticated by
- Approved by
- Completed by
- Finalized by
- Signed by
- Validated by
- Sealed by

Unacceptable as Signatures

Typed text of a name not generated by a digital tool, even in computer-generated cursive script, or an electronic symbol, are not acceptable forms of electronic signature. A signature stamp (a tool used to hand stamp a prescriber's or DME provider's name) does not constitute an electronic signature and is also not acceptable.

Recordkeeping

Providers must maintain validated and authenticated electronically signed MassHealth MNR forms in the member's records in accordance with MassHealth- recordkeeping requirements.

MassHealth Medical Necessity Review Forms

MassHealth has updated all DME, OXY, ORT, and PRT [Medical Necessity Review forms](#) found in the MassHealth Provider Library to allow for electronic signature along with the traditional wet signature as an acceptable method of executing the MNR forms.

MassHealth Website

This bulletin is available on the MassHealth website at www.mass.gov/masshealth-provider-bulletins.

[Sign up](#) to receive email alerts when MassHealth issues new bulletins and transmittal letters.

Questions

If you have any questions about the information in this bulletin, please contact the Long Term Services and Supports (LTSS) Provider Service Center.

Contact Information for MassHealth LTSS Provider Service Center

Phone: Toll-free (844) 368-5184

Email: support@masshealthltss.com

Portal: www.MassHealthLTSS.com

Mail: MassHealth LTSS
PO Box 159108
Boston, MA 02215

Fax: (888) 832-3006