

## Provider Alert #3

March 27, 2023

### Change in Provider Contract Signature Process

**Scope:** This Provider Alert applies to all Community Care providers contracted for HealthChoices and/or UPMC Health Plan Behavioral Health Services

**Purpose:** This Provider Alert is to inform providers that Community Care will begin using Adobe Sign electronic signature software for executing Community Care provider contracts and amendments beginning in April 2023 (excluding Single Case Agreements which will begin at a later date). Use of this software allows a faster and more secure method to send, track, and manage provider contracts. When signing a contract, no downloads or sign-ups are required, and it can be signed from any device.

Due to the high volume of phishing and fraudulent emails that occur, Community Care wants to make sure that providers are made aware of this change so that documents aren't sent to a spam folder or deleted. The documents will be sent from a Community Care/UPMC email address and the logo will appear in the email.

Contracts are sent to the contract signatory identified on the application form that providers complete. If someone other than the identified contract signatory needs to sign the contract, the delegate function within Adobe Sign can be used to forward the contract. Reminders will automatically be sent until the contract/amendment is executed. Once signed, the completed contract is automatically sent to the signatory. The signatory can then forward the completed contract to any other person(s) within the provider's organization.

If you have any questions, please feel free to contact your [Provider Relations Representative](#).

To learn more about [Signing with Adobe Sign](#).

HealthChoices Contracts:

All HealthChoices contracts and UPMC lines of business