



- 1. Is the E-signature option only for special circumstances (for example, inability to obtain a handwritten signature) or will this be available for everyday use?**

The option will be available for everyday use on all ISPs, including those in revision status.
- 2. Can the individual's E-signature signing method be different than the guardian's E-signature signing method? For example, can the individual sign the document through iRecord and the guardian via an email link?**

Yes. If the individual and guardian signatures are needed, either method could be used. E-signature status can be viewed using the "Click to E-sign" tab.
- 3. If multiple guardians are requesting to sign the ISP can E-signature still be utilized?**

No. The Support Coordination Agency (SCA) would need to follow up with the guardians and obtain handwritten signatures. E-signature will only allow for one guardian to sign the ISP. Therefore, if more than one guardian signature is required, E-signature may not be used.
- 4. If the individual and the guardian are selected to approve the ISP, will the guardian being the only signer of the ISP satisfy the approval requirement?**

No. If the individual was selected to use E-signature, then their signature along with the guardian must be obtained to fulfill ISP approval requirements.
- 5. If the individual is the only person selected to sign their service plan but they have a guardian, can the plan be approved in iRecord with only the individual's E-signature?**

Yes. However as noted in the manuals and in the accompanying guidance document, "*Signatures from the individual and guardian/legal representative (if applicable) must all be included*".
- 6. If an ISP is signed with a handwritten signature page and uploaded into iRecord, will E-signatures still be required?**

No. The uploading the signed ISP will fulfill the approval requirement and would cancel any pending E-signature that may have been initiated.
- 7. Can you initiate one E-signature method and then modify it to a different E-signature method?**

Yes. The SC would go back to the "select signer(s) for E-Sign" tab and request the new method to be used. The previous method would then be cancelled.
- 8. What occurs if the service document is declined by the individual and/or guardian?**

The process for obtaining the ISP approval would need to begin again once the reason for the declination is addressed.
- 9. Will E-signatures be available for other documents that require individual and/or guardian signatures?**

No. At this time, only the ISP document is available for E-signature through iRecord.
- 10. How will E-signature identify guardianship information?**

Guardian(s) are identified if they are listed as a contact in iRecord with a checkmark in the "Legal Guardian" location.
- 11. Can E-signature be utilized as a method to distribute the plan to the individual and/or guardian for review/comment?**

No. The feature is intended to be initiated after the plan reviews/comments/revisions have concluded. All efforts should be completed to minimize the need for the E-signature process to be initiated a second time for the same plan.

12. Can iRecord distribute the draft plan for review/comment prior to seeking signature?

Yes. The “Send Plan” tile allows for easy electronic distribution of the draft plan via email for DDD providers listed in the plan and anyone who has been identified as a contact with HIPAA authorization (checkbox selected).

13. Upon ISP approval, will the providers listed in the ISP automatically receive a copy of it with the E-signature?

No. Signed ISPs will not automatically be sent. The SC will need to continue to send a copy to provider(s)/individual/legal guardian.

14. Once approved, will the ISP that is automatically uploaded into iRecord appear with the E-signature?

Yes. However, the “Draft” watermark will remain on the document.

15. Are instructions on the technical aspects of utilizing E-Signature available?

Yes. Further information regarding E-Sign can be referenced in the iRecord user manual in the section titled “Plan Signatures”. [Plan Signatures \(iRecord User Guide\)](#)