

Signing Consumers Agreement

In DocuSign

This guide will walk you through the step-by-step process of reviewing and signing the Consumer Agreement in DocuSign. DocuSign makes electronic signing secure and fast from any device, a smart phone, tablet or computer.

1 Step 1 - Choose a Link

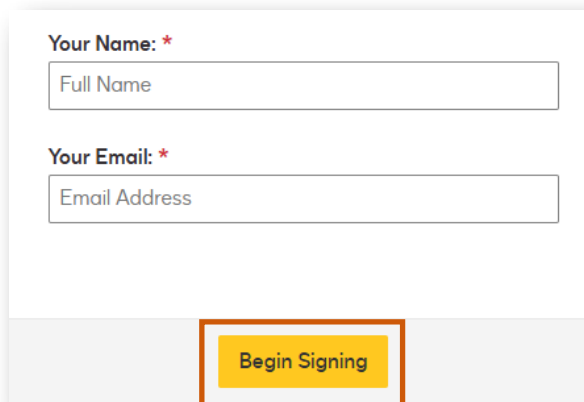
Click on the appropriate link to launch the form.

This [link](#) is for **Consumers** who will be signing the agreement themselves (English)

This [link](#) is for **Legal Guardians** who will be signing the agreement on behalf of a Consumer (English)

2 Step 2 - Enter Your Information

Enter your **full legal name** and **email address** and click **Begin Signing** at the bottom of the page.



Your Name: *

Full Name

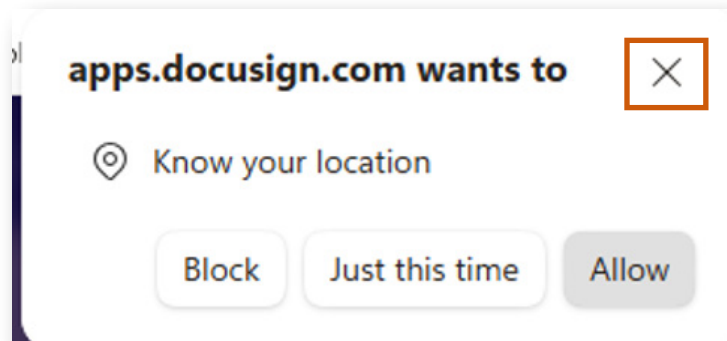
Your Email: *

Email Address

Begin Signing

i Information - Location Access, If Prompted

If prompted to “know your location” **click** on the “x” in the upper right corner to continue.



3 Step 3 - Consent to Continue

- Check off the **attestation box** to agree to use Electronic Records and Signatures.
- Click the **Continue** button to open the Agreement.

Please read the [Electronic Record and Signature Disclosure](#).

☐ agree to use electronic records and signatures. *

English (US) ▾ Other Options ▾ **Continue**

4 Step 4 - Review the Agreement

Click the yellow **Start** button to navigate through all required fields. Fill out text boxes and select checkboxes.

The screenshot shows a document interface. On the left, there is a yellow button labeled "Start" with an orange border. To its right, the document title is displayed: "Consumer Agreement for Personal Care Attendant Program (PCA) Fiscal Intermediary (FI) Services". Above the title, the DocuSign Envelope ID is shown: "5D99FBD8-E927-4F8D-9EBA-2FC2DC110535". On the right side of the document, the MassHealth logo is visible, with the text "THE COMMONWEALTH OF MASSACHUSETTS" and "Executive Office of Health and Human Services" below it. Below the title, a paragraph states: "By signing this document, I acknowledge that I am a consumer of MassHealth-approved Personal Care Attendant Services (PCA Services) and understand that:"

5 Step 5a - Sign the Agreement: Consumer

Consumers completing the Agreement should:

- Select the **Sign** field and click **Adopt and Sign** to add the electronic signature
- Print your **full legal name**
- Enter your **ID number**. The date will auto populate.

The screenshot shows the signing section of the agreement. On the left, there is a yellow button labeled "Sign" with an orange border. To its right, there is a purple button labeled "Sign" with a pencil icon. Above the "Sign" button, the text "Required - Sign Here" is displayed. Below the "Sign" button, there are four fields: "Consumer Signature", "Consumer Printed Name", "Consumer ID", and "Date". The "Date" field is pre-filled with "8/19/2026". Above the fields, there is a paragraph of text: "14. I must sign certain forms that will allow the FI to act on my behalf. I understand that my PCA cannot be paid until the forms, including the Consumer Agreement, are completed and returned to the FI. The FI will send" followed by "you a copy of the signed forms."

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Step 5b - Sign the Agreement: Legal Guardian

Legal Guardians completing the Agreement on behalf of a Consumer should:

- Enter the **Consumer's full legal name** in the Consumer Printed Name field
- Enter the six-digit **Consumer ID number** in the Consumer ID field.
- Select the **Sign** field and click **Adopt and Sign** to add your electronic signature.
- Enter your **full legal name** in the Legal Guardian Printed Name field. The date will auto populate for you.
- Optional:* You may also upload legal guardianship documentation using the attachment field.

The screenshot shows a form titled "Adopt Your Signature". It has several input fields: "Consumer Printed Name", "Consumer ID", "Legal Guardian Signature", "Legal Guardian Printed Name", and "Date". A yellow button labeled "Fill In" is highlighted with an orange box. There is also a "Sign" button with a signature icon.

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Step 6 - Adopt Your Signature

- Type your name in the **Full Name** field
- Type your initials in the **Initial** field
- Click the yellow **Adopt and Sign** button to continue

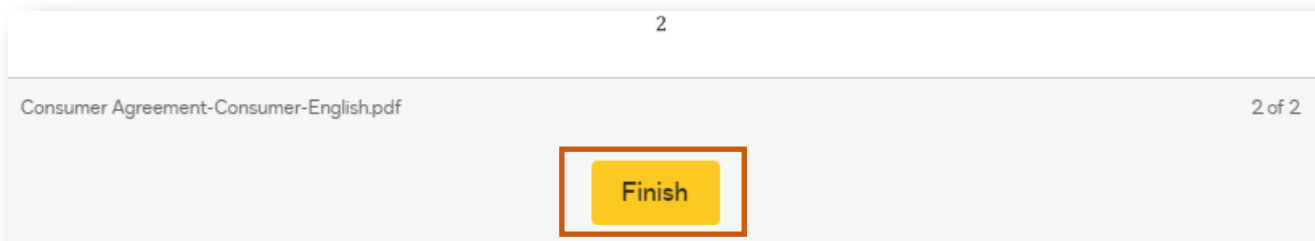
The screenshot shows the "Adopt Your Signature" form. It has two main input fields: "Full Name" and "Initials". Below these are tabs for "SELECT STYLE", "DRAW", and "UPLOAD". A "PREVIEW" section shows a sample signature and initials. At the bottom, there is a yellow button labeled "Adopt and Sign" and a "Cancel" button. A disclaimer at the bottom states: "By selecting Adopt and Sign, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts."

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Step 7 - Submit the Agreement

After completing all required fields **click** the yellow **Finish** button to submit the document. You will receive a message that the Agreement has been signed successfully.

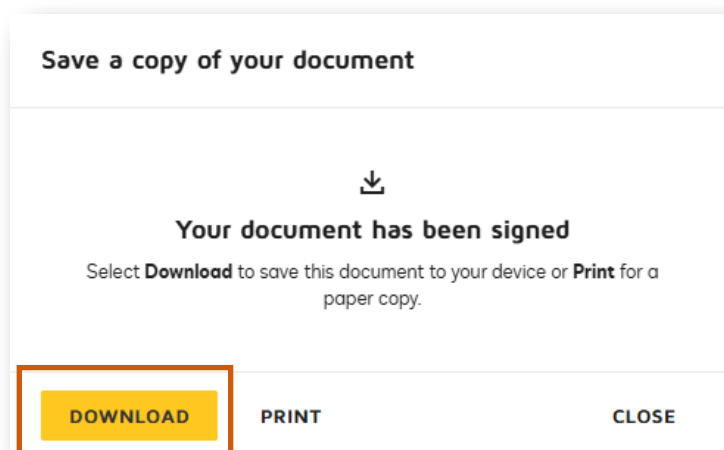
Tip: there will be two Finish buttons, one in the upper right corner and another one on the bottom of the page. You can use either button to submit the Agreement.



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Optional: Save a copy of the Agreement

You can choose to save a copy of the agreement for your records. To do so, **click Save Copy**. Click on **Combined PDF** to download the document and save it to your folder.



For help with completing the Consumer Agreement in DocuSign, please email the Intake Department at Agreements@tempusunlimited.org or contact Tempus Unlimited FI Consumer Relations at (877) 479-7577.