



# COLORADO ASSOCIATION FOR SCHOOL-BASED HEALTH CARE

## How to Prepare Your SBHC for Electronic Enrollment

As more school districts move to electronic enrollment, SBHCs need to coordinate with school districts and host schools to include a SBHC enrollment link as part of the enrollment package for the school. Several school districts in Colorado have already made the transition for school year 2020-2021 and SBHCs in those districts have adapted quickly. Due to COVID-19, other SBHCs also adopted this practice to assist their patients with enrollment. The following examples provide general guidance informed by the experience of SBHC programs run by Denver Health, Kids First Health Care, Mountain Family Health Center, and Summit Community Care Clinic.

### What is Electronic Enrollment for SBHCs?

Electronic enrollment refers to the ability for patients to complete the forms necessary to enroll as a patient at the SBHC through online access to these forms.

### Steps to Transition to Electronic Enrollment

1. Before setting up the electronic enrollment process, you will need to decide how to collect enrollment information and signatures. There are a couple of options:
  - Option 1:** Provide fillable PDF enrollment and consent forms that patients/guardians can complete, print, and return to the SBHC. This process requires patients to have access to a printer and physically deliver the form(s) to the SBHC.
  
  - Option 2:** Purchase HIPAA compliant e-signature software that allows patients to sign and submit the document electronically.
  
2. Coordinate with school district and host school(s) to include a SBHC enrollment link as part of the enrollment package for the school.
  - a. Ask the school and/or district to add an enrollment link to the SBHC in the next round of school enrollment for the district.
    - i. SBHC enrollment link can also be shared on the school website, emails, and school/district communications.
  - b. Check the MOU with the school/district and identify options for coordinating student enrollment in the SBHC and school enrollment.
    - i. If the MOU with school/district includes language about the school knowing if a student enrolls in the SBHC, include the following check mark in the school registration process: "I/We agree to the SBHC enrollment requirement"
    - ii. If no statement exists, consider ways to include a school-SBHC release of information (ROI) as part of the school's enrollment paperwork.
    - iii. Develop plan for the school to provide the SBHC with a list of students who return completed ROI to the school.
    - iv. Set-up SBHC enrollment link to redirect from the school enrollment link to your SBHC website for SBHC enrollment.

- c. Follow procedure according to enrollment type.
  - i. Identify which forms you want to include (consent, minor consent, telehealth consent, releases of information, patient history, income attestation, etc).
    1. Fillable PDF
      - a. Provide instructions for parents to complete forms including need for copies of any additional documents such as insurance cards.
      - b. Provide address for parents to send or drop off enrollment forms.
      - c. Provide phone number for parents to coordinate enrollment process.
    2. Full e-signature
      - a. Set up authentication code requirements by asking parents to submit their name and email address to receive authentication/access code to their email address.
      - b. Authentication code is used to fill in the registration and consent form.
  - ii. Once the enrollment form is completed and submitted, parent receive an email confirming that the form was received and next steps for receiving care.

**Internal Process:**

When using PDF fillable forms:

- SBHC needs to have a system in place to determine how they will support families with this process.
  - Provide patient laptop where forms can be completed/printed in the office.
  - List instructions about community locations such as libraries where this can be completed (possibly have a small account to set up to pay for printing).
  - Establish a process for communicating with families if student brings in printed and signed forms.

When using signature software:

- Depending on the package purchased, clinic staff can access completed forms by logging into chosen software (eSign Genie, DocuSign) or wait until the forms are moved to a secured drive (ShareFile or Dropbox) and access them there.
- SBHC staff signs the form (does not apply to all practices).
- SBHC staff updates EMR manually.
- SBHC staff scans the registration into the e-chart (there is no integration being used at this time).

**Cost of HIPAA signature software:**

The cost and capacity vary by provider and number of forms being used. Two SBHC networks provided information about the software they are using.

- Denver Health is using DocuSign. With 18 SBHCs, they are expecting to use the 14,000 consent packages (called envelopes) that they bought for \$1.50/envelope. In addition to this cost, they are paying for support fees. The total cost for one year is about \$30,000.
- Kids First Health Care is using eSign Genie. They are paying \$1,500 for 5000 copies/consent packages.