

Major State Dental Plan Provider Executes Contracts 95% Faster with DocuSign

With DocuSign, Leading Dental Plan Provider Goes Digital to Reduce Errors and Save Time and Money

Company's Top Objectives

A leading dental benefits provider connects individuals and groups with a variety of high-quality dental plans. Committed to advancing oral health in the state, this non-profit organization has the majority of dentists in the state in its network. The provider sells an array of affordable, quality dental plans both directly to clients and through a network of independent brokers and consultants.

Challenge

To keep up with demand, the dental provider leverages its broker/consultant network which in turn sells policies to individuals or businesses who bring those policies to the provider. This network is constantly growing, with the provider recruiting and signing up 25-30 new brokers each and every week. "This creates 25 new agreements which have to be signed by multiple parties before they can go into effect. With a disaggregated workforce constantly on the move, getting all the right signatures on all the right agreements with no repudiation became a challenge," said the provider's Corporate Privacy and Security Officer. On average it was taking 10 days to get a contract circulated for signature by all the right parties, and as much as 10% of those would come back with errors. The provider needed a solution to this manual, administrative albatross of paper signatures.



Top Benefits Achieved

- ✓ Decreased contract execution time by 95%, down from 10 days to a half day
- ✓ Saved one full-time resource in the first department where eSignature deployed
- ✓ Eliminated errors in the contract execution process and saved in paper-related costs
- ✓ Gained complete visibility over contract status for all contracts

All Broker and Consultant Agreements Are Now Completed in the Cloud with DocuSign

The Resolution

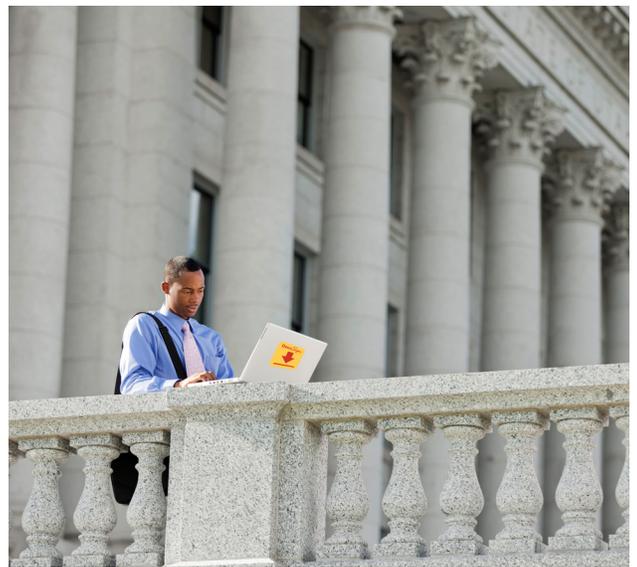
The dental plan provider chose DocuSign to untangle its manual processes to keep its contracts digital from start to finish. “We chose DocuSign because our research showed it was the gold standard in electronic signatures, and we wanted the best,” said the CPSO. “Plus, I didn’t need a whole taskforce spun up to manage our new technology implementation with DocuSign. We just started using the product out of the box – it was as simple as that.”

Simpler yet was the process of executing broker agreements. Senders select the appropriate agreement from their forms library, and signers receive notice via email. Today all broker and consultant agreements are being completed in the cloud using DocuSign. Cycles sped up drastically, and there is complete visibility over where each agreement is in the process. The provider no longer worries if affiliates are out of the office, because they can sign anywhere, anytime, from any device. And with DocuSign, all contracts are automatically retained for archival and storage.

The Key Benefits

Within days of implementing DocuSign, the contract flow between the provider and its brokers and consultants was transformed. Instead of waiting an average of 10 days to get all parties to sign on the dotted line, the provider started experiencing contract turn-around times within hours. “Thanks to DocuSign, there was no need to chase them with follow-up calls and emails to find out where contracts were and if they had been overnighted back in time,” observed the CPSO. “There were no more documents returned with missing pages and no more questionable signatures.”

The CPSO estimates that DocuSign has saved the equivalent of one full-time employee in his department alone. And he believes that the biggest benefits are yet to come “once we have all our departments using DocuSign.”



Without DocuSign, I would need to hire at least one more resource to deal with the manual tracking of contracts and signatures.”

**Chief Information Security
and Privacy Officer**

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