



# Covered California

Covered California is an independent public entity within California State Government and is responsible for managing the State's private insurance exchange. Covered California works closely with the Department of Health Care Services, which oversees and administers California's Medicaid Program (Medi-Cal) and other health programs.

## Challenge

Covered California works with at least 14 thousand certified insurance agents. But the amount of paper involved in the agreement, certification and payment process was overwhelming. The process was slow, inefficient and difficult to track. "It was a beast of a load to try to process stacks and stacks of paper," recalls Austin Walls-Barcellos, Sr. Information System Analyst and Project Manager.

Because documents might contain sensitive and personal information, security was a concern. Covered California needed a total, secure digital transformation.

## Solution

Covered California began leveraging DocuSign several years ago, but not as a direct solution provider. Instead, enterprising staffers designed a work-around, incorporating DocuSign into their already existing system. "As a State agency, the process to make a complete transition involved a lot of red tape. Our solution enabled us to quickly leverage DocuSign, and begin to gather data proving its value," explains Walls-Barcellos.

## Results

Covered California now interfaces directly with DocuSign solutions, and the evidence centered on ROI continues to be impressive. The old process required data to be entered and updated manually, resulting in errors and was time consuming. With DocuSign, data automatically populates. The process is much more efficient now. Average agreements are completed in 2-3 months instead of 9 months. "We are much more nimble. We can quickly send an agreement to an agent or make amendments. They can now e-sign - and it pops up on our end seconds later," Walls-Barcellos says.

Additionally, only people with clearance can access documents, there is greater visibility between departments, better record retrieval and retention for compliance, and reduced costs associated with personnel as well as paper management.

## Results

Before  
DocuSign

9 months  
Agreement  
completion time

After  
DocuSign

2-3 months  
Agreement  
completion time

**"The DocuSign solution works brilliantly. Agreements with our certified insurers would take 9 months to complete, but those are now completed in two to three months."**

**Austin Walls-Barcellos**  
Sr. Information System Analyst  
Project Manager, Covered California

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DocuSign helps organizations connect and automate how they prepare, sign, act on, and manage agreements. As part of the DocuSign Agreement Cloud, DocuSign offers eSignature: the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, more than 475,000 customers and hundreds of millions of users in over 180 countries use DocuSign to accelerate the process of doing business and to simplify people's lives.

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