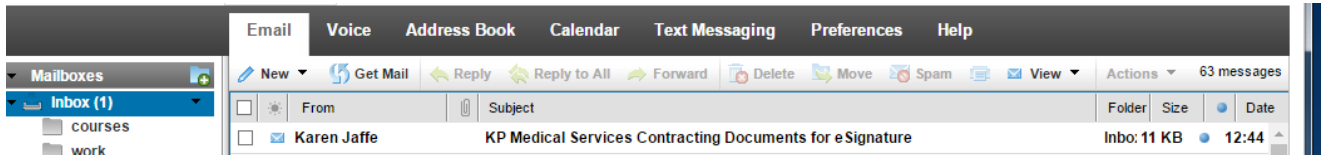


Directions for Electronic Signatures by Signatories to Kaiser Permanente Medical Services Agreements and Other Business Documents Prepared by Kaiser Permanente's Northern California Medical Services Contracting Department

Sertifi is a digital signature software application which has been licensed to Kaiser Permanente (KP). Sertifi provides a secure, traceable and expeditious means to sign business documents solicited by KP's Medical Services Contracting Department (MSC).

Please follow these steps to sign the KP document:

- You will receive an email from MSC titled "KP Medical Services Contracting Documents for eSignature".



- The name in the "From" field of the message will be MSC-COA-POOL@kp.org who will coordinate the signatures among the signatories from your office/organization and KP.



MSC COA Pool (KP Medical Services Contracting) has sent you the file "Last Test" for your review and signature.

REVIEW & COMPLETE

Hello, your contracts manager for this agreement is: Julia Kemp who can be reached at Julia.Kemp@kp.org or (510) 987-4032.

Alternatively to review and sign you may copy and paste the following URL in your browser: <http://www.sertifi.com/kpmsc/r.aspx?XvmolqqlbOF1>

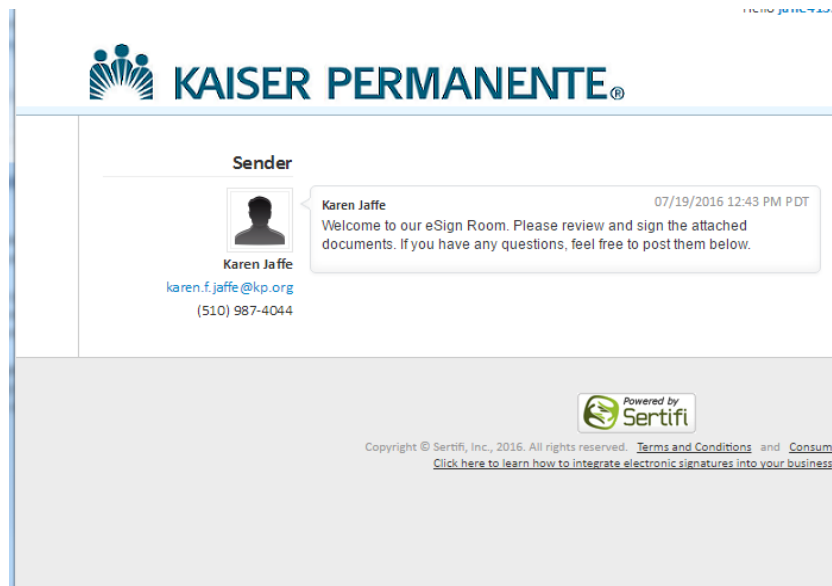
How to use Sertifi: <https://www.youtube.com/watch?v=nmuXJucDM7o>

If you require a designee to sign in your absence or additional parties CC'ed to review this request contact MSC COA Pool via email at: msc-coa-pool@kp.org.

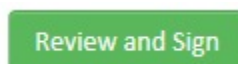
- Click on the green button, “REVIEW & COMPLETE” to review and sign the secured document.



- You will be redirected to a website that looks like this:



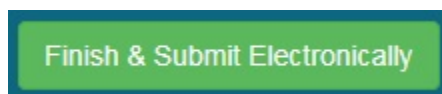
- Click on the green button, “Review and Sign”.



- Review the document. To proceed with signature, locate the flag titled “Sign Here”. Click inside the box and type your name as you would sign any legal document.



- Click on the green box titled “Finish & Submit Electronically”.



- If changes need to be made to the document, call or email your MSC Contracts Manager. After the changes are made to the document it will be resent for your signature via Sertifi.
- Once all signatures are obtained, you will receive a fully executed copy of the document via email to retain for your records. If you wish to view the document after you have signed it but before you receive MSC's email, you must register with Sertifi from the email address you used to receive the contract. Please make a notation of your registration password for your future use.

Frequently Asked Questions About the Electronic Signature Process

Q: Is this method of signature legally binding?

A: Yes.

Q: What should I do if I accidentally delete the signature request?

A: Please review your e-mail "Trash" folder for the original message and restore it. If you cannot locate the original, please contact your MSC Contracts Manager and request the document be resent for electronic signature.

Q: Can I delegate signing the KP document to an alternate party in my absence? If so, how?

A: Absolutely. Let MSC know you won't be able to sign and the document will be sent via Sertifi to your designated representative.

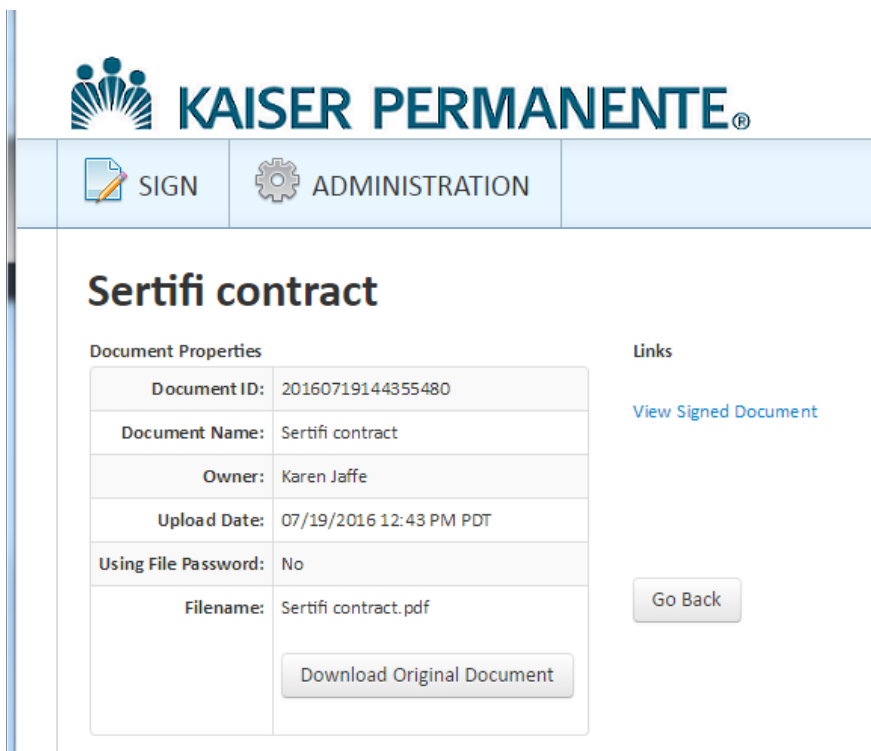
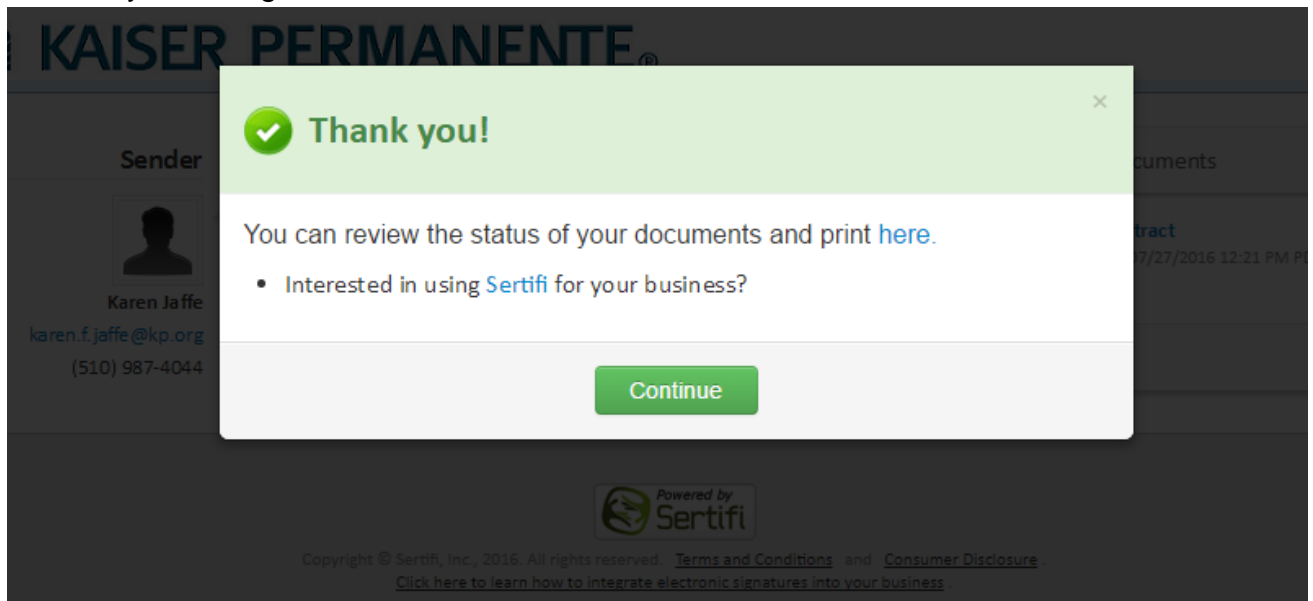
Q: Can I sign using my smart phone?

A: Yes. Please note that you will need to scroll to the top of the page to click on the Finish & Submit Electronically button.

Q: How do I review and/or save an electronic copy of the document I have signed before receiving a fully executed copy from KP?

A: First, you will be prompted to register. After you do that, this is the screen you will see when you sign your document. Follow the link to print or download the

document by selecting "here".



From this screen, if you select the view signed document link, you can download the executed copy of your contract or print from that screen to have your paper copy.