

Business Contingency and Continuity Plan

In the unlikely event of a disaster or emergency situation (such as a fire, equipment failure, or other natural, human, or environmental disaster), Ohio KePRO is prepared to continue all operations, including the functions of the Medicare Beneficiary Helpline, with minimal or no disruption to service. Our **Business Contingency and Continuity Plan (BCCP)** outlines our efforts to prevent disaster, and our plans for restoration of critical application services. Version 7 of this plan, last updated in November 2008, is summarized below:

BCCP overview:

- We make every effort to utilize precautionary controls and measures to protect our system application group and supporting infrastructure, and to avoid or minimize potential losses from disasters.
- The QIO Site Contingency Plan will be enacted when the QIO site is inoperable and cannot be recovered within 5 working days.

The following actions are taken as part of the *BCCP*:

- Routine backup of data and off-site storage of backup media
- Routine disaster-related training for all personnel
- Maintenance of ongoing contact with key organizations and personnel within the QIO system

Teams leading disaster recovery efforts within our organization include:

- The Business Continuity Team
 - Coordinate, manage and direct in a timely manner the resources necessary to provide overall guidance to the recovery process.
 - Disaster level is determined
 - Control Center is established
 - Recovery teams activated
 - Management Staff advised
 - Operating units notified
 - Damage assessments initiated
 - Communicate organizational status with our staff, business partners, and customers such as Medicare Providers and beneficiaries.
- The Review Recovery Team
 - Provides for the timely restoration of review operations procedures and processes.
 - Ensures review operations are functional
 - Arranges for the management and/or replacement of medical records required for review process
 - Ensures functionality of the Medicare beneficiary Helpline in an emergency situation, including routing of Helpline calls to a working cell phone

- Processes outstanding Medicare beneficiary case reviews and reorders all necessary medical records
- The ITS Backup/Recovery Team
 - Provides for the timely restoration of the operating system, the user's application processing environment and the continuous operation thereof and the control and identification of backup media received and generated at the backup site.
 - Restores computer systems operating environment including all computer systems, Web sites, and telecommunications systems. Disaster levels will determine the course of action taken, which may include:
 - Temporary or permanent relocation of QIO office
 - Repairs to existing QIO site, including refurbishment of building and repair or replacement of damaged equipment
 - Restoration or recovery of data from backup systems

Recovery operations will include:

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| • Damage Assessment | • Human Resources Recovery and Support |
| • Disaster Declaration | • IT Recovery |
| • Disaster Recovery | • Marketing & Communications Recovery |
| • Salvage | • HCQIP Recovery |
| • Relocation | • Review Recovery |
| • Notification | • Disaster Recovery Review |
| • Administrative Support | |
| • Confidentiality Procedures | |

Confidentiality Procedures:

- Evaluation of the disaster situation to determine necessary safeguards for onsite and offsite confidential information

Marketing & Communications Process:

- Communication with Medicare beneficiaries, healthcare providers, stakeholder organizations, relevant committees, and other pertinent entities regarding the emergency situation and the recovery process

Review Recovery Process:

- Recording of all Medicare beneficiary Helpline calls using various methods and paper forms as appropriate, with information to be entered into electronic system when operational
- Storage of medical records in a secure room, to be maintained onsite for up to 12 months
- Coordination with Marketing & Communications team to notify participating healthcare providers of outstanding reviews, and of disaster and recovery status

For more information about the *BCCP*, please contact us at 1-800-589-7337 or webmaster@ohiokepro.com.