

BUSINESS DISRUPTION PLAN

Business Continuity and Recovery Plan of Capstone Health Plan

Capstone Health Plan adopts the Federal Emergency Management Administration (FEMA) approach to emergency planning, response and recovery in the event of a business disruption. Emergency Management is the process of preparing for, mitigating, responding to and recovering from an emergency.

This Business Continuity and Recovery Plan (BCRP) will offer alternative methods for Members and providers to communicate requests for treatment and services, and for Capstone to authorize necessary services, should normal operations be interrupted. Capstone will endeavor to ensure that the provider's reimbursement for necessary and authorized services is not delayed in the event of a business disruption.

Capstone Health Plan performs a back-up of the data generated on a daily basis. This electronic data is then stored off site. Should there be a temporary interruption, or even if the central offices of the Health Plan should be destroyed, critical data could be retrieved. The time period of retrieval may be extended depending on the degree of destruction of hardware at the central site and the time necessary to obtain replacement hardware.

Priorities of Service:

- Prior Authorization/Approvals to Providers for Necessary Member Treatment, Equipment or Supplies.
- Member Transportation to Medically Necessary Appointments.
- Continuity of Claims Processing and Provider Payment.

Although these listed Service Priorities will take priority in the event of a business disruption, Capstone Health Plan will endeavor to maintain routine services to the degree possible. Factors which may impact the recovery and function of the operations include:

- Scope and severity of disruption; i.e. Nationally, Regionally or Locally.
- Condition of Capstone's Physical Plant subsequent to an emergency.
- Ability of Capstone staff to commute and access the Capstone offices or an alternate site should the main office become inaccessible.

Emergency management is a dynamic process. Planning is but one aspect. Training, conducting drills, testing equipment and coordinating activities with the community are other important functions. Capstone Health Plan will periodically test its Business Disruption and Continuity Plan to maintain familiarity in the event of implementation.

In the Event of a Disruption to Capstone Operations:

The Capstone Health Plan Chief Executive Officer will be notified immediately. The C.E.O. will direct further notifications of staff who may then begin contacting other agencies and providers to inform these entities of the disruption and the anticipated duration.

If the land telephone system has been disrupted, necessary communications to Capstone may be made via a mobile line: (928) 699-8033. If necessary, further private mobile lines and phone numbers to connect to Capstone staff will be made available on a need-to-know basis.

Disruptions to the server and access to data will require notification to Garrett Stritch. An assessment will be made as to the anticipated duration of the disruption which may impact data entry and/or retrieval.

Capstone will notify the Division of Developmental Disabilities (DDD) to advise this agency of the nature of disruption and anticipated duration. DDD will be requested to send a broadcast message to District Offices and Support Coordinators. Capstone will log notifications which are made to agencies and individuals. This log will include the individual's/agency's name, time notified, date notified, and any requests made of the individual/agency.

Members may utilize the alternative number. Priorities are:

- Transportation Requests for Medical Appointments
- **If the Member is experiencing a medical emergency, call 911 or your Primary Care Physician. Do not attempt to contact the Health Plan if you have a medical emergency during a business disruption.**

Providers may utilize the emergency number, (928) 699-8033. Priorities are:

- Prior authorization requests for services and treatment.
- If an extended disruption is anticipated, Capstone will notify providers of an alternate method for submission of claims.

During the course of an interruption to normal operations, a periodic review of the duration will be conducted and communicated to Members, agencies and providers.