

BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

WellCare 2019 Business Impact Analysis (BIA) Questionnaire

Version 2.2

<i>Business Unit Name</i>
KENTUCKY
<i>Office Location(s) and Building Address</i>
<p>Owensboro Office (Region 2) The Springs, Building C 2200 E. Parrish Ave Suite 204 Owensboro, KY 42303 Main Office Number: (270) 688-7000</p> <p>Louisville Office (Region 3) 13551 Triton Park Blvd, Suite 1800 Louisville, KY 40223 Office Number: (502) 253-5100</p> <p>Bowling Green Office (Region 4) 360 East 8th Avenue Suite 311 Bowling Green, KY 42101 Office Main Number: (270) 793-7300</p> <p>Lexington Office (Region 5) 2480 Fortune Drive Suite 200 Lexington, KY 40509 Office Main Number: (859) 264-5100</p> <p>Ashland Office (Region 7) 1539 Greenup Ave 5th FL Ashland, KY 41101-7613 Office Main Number: (606) 327-6200</p> <p>Hazard Office (Region 8) 450 Village Lane Hazard, KY 41701 Office Main Number: (606) 436-1500</p>

BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

<i>VP Responsible for Business Functions</i> Bill Jones, Chief Executive Officer
<i>Date Completed/Updated</i> 5-31-19
<i>Number of Employees by Office Location(s)</i> Owensboro – 20 Louisville – 147 Bowling Green – 28 Lexington – 40 Ashland – 16 Hazard – 57
Employees working remote: 76
<i>Normal Operating Hours by Office Location(s)</i> Monday through Friday 8-5 EST (Louisville, Lexington, Ashland, Hazard) Monday through Friday 8-5 CST (Owensboro, Bowling Green)

BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

Purpose: The Business Impact Analysis (BIA) is an essential component of any business continuity program. The BIA identifies, quantifies and qualifies the business impacts of a loss, disruption or interruption of critical business processes in an organization. In addition, the BIA provides pertinent data from which appropriate continuity and recovery strategies can be determined.

WellCare Health Plans, Inc. has a BIA for every Business Unit. Each BIA describes the critical business functions performed within that Business Unit and the resources required to support these processes. Resources will include people, systems and applications, vendors, etc. The content of the BIA provides the organization with a tool to fully characterize and correlate these resources.

The BIA establishes the foundation for the Business Units Business Continuity Plan (BCP) which describes in detail “how” continuity will be maintained.

BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

7. ALTERNATE WORKSITES

A. Work Remote / Work From Home - Limited facilities and technology advances make working remote a viable option during normal operations as well as emergency. If normal facilities were inaccessible, is the Business Unit equipped / prepared to work remote? If NOT, list the Critical Business Process that could not be performed from a remote location and why.

Critical Business Process	Issue with Remote Work
N/A	

Note: Add more rows as necessary

B. Business Resumption Location – List below any space that you have a reasonable certainty would be available to your Business Unit as a possible work location for your displaced Business Unit. The locations listed must be aware of your plans to use their site in an emergency and must have the infrastructure to support your requirements.

Accommodations should include the type of infrastructure needed (i.e. desk, chair, phone, computer, copier, fax, etc.)

Location Name & Address	Critical Business Process Supported	# Seats Required	Accommodations Required

Note: Add more rows as necessary

BUSINESS IMPACT ANALYSIS QUESTIONNAIRE

BIA REVIEW LOG

This BIA will be reviewed/ updated annually or whenever a significant change occurs to the Critical Business Processes. All reviews and updates should be noted below, submitted to the EPC and posted on the EPC website.

Reviewed By	Description of Updates	Date of Update / Review