WellCare
2019
Business Continuity Plan (BCP)

Version 2.1

Business Unit Name Kentucky
VP Responsible for Business Functions Bill Jones, State President
Date Completed/ Updated 5-31-19

Purpose: The Business Continuity Plan (BCP) is an essential component of any business continuity program. The BPC documents the steps necessary to maintain continuity during a loss, disruption or interruption of critical business processes in an organization.

WellCare Health Plans, Inc. has a BCP for every Critical Business Unit. Each BCP describes the critical business functions performed within that Business Unit as indicated in their BIA, the resources required to support these processes and how to maintain these processes during an emergency event. The content of the BCP provides the organization with a tool to maintain business continuity during an outage.

BUSINESS CONTACTS

Listed below are the participant(s) responsible for creating and approving this Business Continuity Plan (BPC) and their role during the creation, review and approval of this document.

Roles:

R: Responsible: Person(s) responsible for developing / updating the BCP and involving the appropriate people in its development and review.

C: Consulted: Person(s) responsible for reviewing the BCP content and providing quality feedback throughout its development.

A: Accountable: Person responsible for providing the official approval of the BCP upon creation as well as the updates made during the annual review process. The person accountable is normally at the VP level and responsible for the Business Unit.

Participant Name	Title	Role
Allison Porter	Human Resources Business Partner	R
Aubrey Harmon	Director, Market Compliance Officer	C
Mark Shelton	Manager, IT Systems	C
Benjamin Orris	Chief Operations Officer	C
Bill Jones	Chief Executive Officer	A
Rebecca Randall	Chief Compliance Officer	C
Laurie Holden	Chief Financial Officer	C
Terri Flanigan	VP, Field Health Services	C
Bonnie Irvin	Provider Network Director	C

Note: Add more rows as necessary

LOCATIONS

Listed below are the physical location(s) and associates covered by this BCP.

Physical Address	Number of Associates			Normal Working Hours		
	At Location	Working Remote	Total	Days of the Week	Working Hours	Time Zone
Owensboro Office (Region 2) The Springs, Building C 2200 E. Parrish Avenue Suite 204 Owensboro, KY 42303	11	10	21	M-F	8:00 AM – 5:00 PM	CST
Louisville Office (Region 3) 13551 Triton Park Blvd, Suite 1800 Louisville, KY 40223	119	28	147	M-F	8:00 AM – 5:00 PM	EST
Bowling Green Office (Region 4)	16	12	28	M-F	8:00 AM – 5:00 PM	CST

360 East 8th Avenue Suite 311 Bowling Green, KY 42101						
Lexington Office (Region 5) 2480 Fortune Drive Suite 200 Lexington, KY 40509	32	8	40	M-F	8:00 AM – 5:00 PM	EST
Ashland Office (Region 7) 1539 Greenup Ave 5th FL Ashland, KY 41101-7613	13	3	16	M-F	8:00 AM – 5:00 PM	EST
Hazard Office (Region 8) 450 Village Lane Hazard, KY 41701	40	17	57	M-F	8:00 AM – 6:00 PM	EST

Note: Add more rows as necessary

1. TRAINING

Every Business Unit should provide Business Continuity Training to their associates annually. Training should include at a minimum:

1. How to obtain update their Emergency Contact Information via HR
2. How to obtain a copy of the Associate Emergency Contact Information
3. How to execute the Call Tree
4. Roles and responsibilities for all Associates and specifically the Recovery Team during an emergency
5. Typical preparation activities
6. Typical actions if there is a loss of facilities
7. Typical actions if there is a loss of the data center

Training Date	Conducted By	Method (i.e. training class, PPT, staffing meeting, email, etc.)
TBD	Allison Porter, HRBP	WebEx

2. CALL TREE

Business Units will utilize a Call Tree to contact their team members in an emergency. Using the Associate Emergency Contact Information, the Call Tree is executed from the top down with each manager/supervisor calling their direct reports. This process cascades through organizational chart until every associate has been notified /updated.

The Associate Emergency Contact Information is maintained via the EPP website. This file is updated from the HR ADP system and contains the emergency contact information for every associate. Every associate is responsible for maintaining their emergency information. Every manager/supervisor should know how to obtain a copy of this document.

3. **BUSINESS RECOVERY TEAM**

This section includes a list of the leaders and team members that are critical to the business continuity and a quick recovery of the Business Unit. These associates would be your first responders and responsible for the execution of the activities described in this document. The associates should be listed in descending order starting with the Business Unit leader. The most senior person on this list is the person in charge of the Business Unit during an emergency event.

For each associate, include their responsibilities in an emergency, which may or may not align with their normal responsibilities. (Who manages the call tree, who handles communications, who works to ensure all associates are working from home effectively, etc.). These responsibilities should correlate with the actions described in this document.

	Last Name	First Name	Title	Responsibilities
1	Jones	Bill	Chief Executive Officer	Communicates with all business unit leaders and the Department and CHFS
2	Orris	Benjamin	Chief Operations Officer	Responsible for Business Unit during emergency event. Ensures associates are working from home effectively, works with IT to ensure system access, and facility recovery and readiness point person
3	Shaps	Howard	Medical Director	Communicates with all departmental leaders within his scope of responsibility
4	Porter	Allison	Human Resources Business Partner	Communication to all associates
5	Irvin	Bonnie	Provider Network Director	Manages communications to department and providers
6	Flanigan	Terri	VP, Field Health Services	Manages communications for care management teams
7	Harmon	Aubrey	Director, Market Compliance Officer	Mitigates compliance risks
8	Randall	Rebecca	Chief Compliance Officer	Manages communications with State Partners
9	Russell	Patricia	Director, Provider Operations	Manages communications to department
10	Holden	Laurie	Chief Finance Officer	Responsible for market financial matters
11	Maggard	Shannon	Population Health Management Director	Manages communications to department
12	Betten	Laura	Quality Improvement Director	Manages communications to department
13	Lau	Brandon	Sr. Director, Field Sales and Marketing	Manages communications to department

BUSINESS UNIT FIRST RESPONDERS

The Business Unit First Responders are those who are the most critical to keeping operations functioning as normal. The Business Unit Second Responders are those who support the First Responders and / or can take the place of the First Responder should a team member be unable to perform their duties. This cascades through the tier levels.

Please identify your Business Unit Responders by tier, including their name, title, critical function, contact number(s) and whether the associate has a WellCare issued laptop.

Business Unit First Responders

	First & Last Name	Title	Critical Function	Contact Number(s)	User has a WellCare Issued Laptop (Yes or No)
1	Bill Jones	Chief Executive Officer		(502) 253-5248 (502) 269-2597 Mobile	Yes
2	Ben Orris	Chief Operations Officer		(502) 253-5201 (502) 558-1932 Mobile	Yes
3	Allison Porter	Human Resources Business Partner	Associate Contact List	(502) 253-5151 (502) 262-0354 Mobile	Yes
4	Rebecca Randall	Chief Compliance Officer		502) 253-5111 (502) 548-4426	Yes
5	Bonnie Irvin	Provider Network Director		(502) 253-5296 (502) 398-1811 Mobile	Yes
6	Terri Flanigan	VP, Field Health Services		(216) 255-7710 Mobile	Yes

Business Unit Second Responders

	First & Last Name	Title	Critical Function	Contact Number(s)	User has a WellCare Issued Laptop (Yes or No)
1	Harmon, Aubrey	Director, Market Compliance Officer		(502) 253-5148 (502) 434-9974 Mobile	Yes
2	Candice Bowen	Sr. Director, Network Management		(502) 689-7363 Mobile	Yes
3	Pat Russell	Director, Provider Operations		(502) 253-5105 (502) 541-3426 Mobile	Yes
4	Laurie Holden	Chief Finance Officer		(502) 253-5157	Yes
5	Shannon Jones	Population Health Management Director		(606) 436-1511 (502) 689-6776 Mobile	Yes
7	Brandon Lau	Sr. Director, Field Sales and Marketing		(502) 253-5141 (502) 640-1132 Mobile	Yes

Business Unit Third Responders

	First & Last Name	Title	Critical Function	Contact Number(s)	User has a WellCare Issued Laptop (Yes or No)
1					
2					
3					
4					
5					

Note: Add more rows as necessary

4. **PREPARATION PLAN**

This section should describe preparation activities assuming there is advance notice of an incident (e.g. inclement weather). This section should represent a checklist of things to do prior to a possible event. Sample actions have been included to stimulate thought. Update this section to reflect preparation activities for your Business Unit.

Activity	Person(s) Responsible
First Notice – Actions to be taken when first aware of a possible event	
Communications: • Monitor the situation and provide updates on potential events and necessary preparations to the Business Unit and #EPCNotification via email. • Advise associates to update their Emergency Contact Information via the HR portal. • Advise associates of the WellCare Emergency Hotline 866-473-9135 (Local Hotline 502.253.5166) with instructions to keep the number some place safe and to call for updates during an emergency. • Advise associates to test their Citrix connectivity and system access from home. • Remind the Business Unit Recovery Team of their role in an emergency.	Bill Jones Allison Porter Ben Orris
Notify Business Partners that might need to know or might be impacted by an emergency event. This list would include other WellCare Business Units or vendors on the Workload Shifting strategy in your BIA. • Customer Call Center • Regulatory / Compliance • Vendors • Facilities • Information Technology	Ben Orris Rebecca Randall

Two and Three Days Prior to Event	Person(s) Responsible

Communications:
• Monitor the situation and provide updates on potential events and necessary preparations to the Business Unit and #EPCNotification via email.
    o Anticipated event
    o Timing
    o Potential impacts
    o Preparation activities being taken and status of these activities
• Advise associates to update their Emergency Contact Information via the HR portal.
• Advise associates of the WellCare Emergency Hotline 866-473-9135 with instructions to keep the number some place safe and to call for updates during an emergency.
• Advise associates to test their Citrix connectivity and system access from home.
	Bill Jones
	Allison Porter
	Ben Orris

Mobilize Business Unit Recovery Team - Pull the Emergency Preparedness Documents from the network to laptops and distribute as appropriate. Print copies and save copies on laptops for access during an emergency event. At a minimum the documents to pull include: • Business Impact Assessment • Business Continuity Plans • Manual Procedures • Documents/ Information needed to Work From Home • Associate Emergency Contact Information	Ben Orris Allison Porter
Notify Business Partners that might need to know or might be impacted by an emergency event. This list would include other WellCare Business Units or vendors on the Workload Shifting strategy in your BIA. • Customer Call Center • Regulatory / Compliance • Vendors • Facilities • Information Technology Include details such as: • Anticipated event • Timing • Potential impacts • Preparation activities being taken and status of these activities • What support will be needed from the vendor • How can they expect to receive updates - through what channel will updates be provided	Ben Orris Allison Porter
Consider what communications should be provided to Vendors, Members and/or Providers. • What should be communicated – what do they need to know • What action are we asking them to take – what do they need to do • Who should communicate – which organization is authorized to communicate in a coordinated manner	Bill Jones Ben Orris Rebecca Randall Bonnie Irvin

• How can they expect to receive updates - through what channel will updates be provided	
Consider what actions need to be taken to support / wrap up normal business activities: • Decease inventory – authorize overtime if necessary • Waive authorizations • Work backlogs • Ensure all files are on the network for backup	Bill Jones Ben Orris
Management Decisions • When will staff be released • Is there staff that should be sent out of the area (who, when & where) • When, how and where does the Business Unit Recovery Team report post emergency	Bill Jones

One Day Prior to Event	Person(s) Responsible

Communications:
• Monitor the situation and provide updates on potential events and necessary preparations to the Business Unit and #EPCNotification via email.
    o Anticipated event
    o Timing
    o Potential impacts
    o Preparation activities being taken and status of these activities
• Advise associates to update their Emergency Contact Information via the HR portal
• Advise associates of the WellCare Emergency Hotline 866-473-9135 with instructions to keep the number some place safe and to call for updates during an emergency.
• Advise associates to test their Citrix connectivity and system access from home
	Bill Jones
	Allison Porter
	Ben Orris

Mobilize Business Unit Recovery Team - Pull the Emergency Preparedness Documents from the network to laptops and distribute as appropriate. Print copies and save copies on laptops for access during an emergency event.
• Pull Emergency Preparedness Documents
    o Business Impact Assessment
    o Business Continuity Plans
    o Manual Procedures
    o Documents/ Information needed to Work From Home
    o Associate Emergency Contact Information
• Provide conference bridge and times for Business Recovery Team to call post event
• Designate a meeting place post emergency – consider where to meet if facilities are not available
• Instruct leaders how and when to use Call Tree
• Distribute Associate Emergency Contact Information
	Ben Orris
	Allison Porter

Evacuation Procedures: • Safeguard IT/phone/printer hardware using IT instructions • Secure PHI • Store all files and lose papers • Set Out of Office on voicemail and email • Take home laptops • Take home documents necessary to work from home • Take home Emergency Preparedness Documents	All Associates
Notify Business Partners that might need to know or might be impacted by an emergency event. This list would include other WellCare Business Units or vendors on the Workload Shifting strategy in your BIA. • Customer Call Center • Regulatory / Compliance • Vendors • Facilities • Information Technology Include details such as:	Ben Orris Rebecca Randall

• Anticipated event • Timing • Potential impacts • Preparation activities being taken and status of these activities • What support will be needed from the vendor • How can they expect to receive updates - through what channel will updates be provided	
Consider what communications should be provided to Vendors, Members and/or Providers. • What should be communicated – what do they need to know • What action are we asking them to take – what do they need to do • Who should communicate – which organization is authorized to communicate in a coordinated manner • How can they expect to receive updates - through what channel will updates be provided	Bill Jones Ben Orris Rebecca Randall Bonnie Irvin
Consider what actions need to be taken to support / wrap up normal business activities: • Decease inventory – authorize overtime if necessary • Waive authorizations • Work backlogs • Ensure all files are on the network for backup	Bill Jones Ben Orris
Management Decisions • Release staff • Send staff out of the area (who, when & where) • When, how and where does the Business Unit Recovery Team report post emergency	Bill Jones

<table>
<tr><th>Post Event</th><th>Person(s) Responsible</th></tr>
<tr><td>Stay safe and secure.</td><td>All Associates</td></tr>
<tr><td>Call WellCare Emergency Hotline for company updates and next steps.</td><td>All Associates</td></tr>
<tr><td>Execute Call Tree to assess safety and availability of all associates.</td><td>Leaders</td></tr>
<tr><td>Assess impacts and determine if the recovery plan for Facility Down or Technology Down needs to be implemented.</td><td>Business Unit Leader</td></tr>
<tr><td>Business Unit Recovery Team report as directed by leadership.</td><td>Business Unit Recovery Team</td></tr>
<tr><td>Create action plan and communicate to WellCare Associates.</td><td>Business Unit Recovery Team</td></tr>
<tr><td>Mobilize Business Unit Recovery Team and implement action plans.</td><td>Business Unit Recovery Team</td></tr>
<tr><td>Notify Business Partners that might need to know or might be impacted by an emergency event. This list would include other WellCare Business Units or vendors on the Workload Shifting strategy in your BIA.
• Customer Call Center
• Regulatory / Compliance
• Vendors
Include details such as:
• Impacts
• Timing for recovery
• Actions they need to take
How can they expect to receive updates - through what channel will updates be provided</td><td>Ben Orris
Rebecca Randall</td></tr>
<tr><td>Consider what communications should be provided to Vendors, Members and/or Providers.
• What should be communicated – what do they need to know
• What action are we asking them to take – what do they need to do
• Who should communicate – which organization is authorized to communicate in a coordinated manner
• How can they expect to receive updates - through what channel will updates be provided</td><td>Bill Jones
Ben Orris
Rebecca Randall
Bonnie Irvin</td></tr>
</table>

5. RECOVERY PLAN –FACILITY DOWN

This section should describe actions to be taken assuming there has been a loss of facilities. Loss of facility is when the facility cannot be occupied by staff. This section should represent a checklist or a To Do list of actions to take in an event. Sample actions have been included to stimulate thought. Update this section to reflect recovery activities for your Business Unit.

Activity	Person(s) Responsible
Initial Communications: Use the Employee Emergency Number and Call Trees to communicate with associates about impacts to facilities and what actions they should take (i.e. report in, work from home, wait for instructions). Also include how future updates will be communicated. • Assess situation and determine next steps • Notify #EPCNotification via email • Implement Call Tree	Ben Orris

Mobilize Business Unit Recovery Team
• If event anticipated - At designated time, open Conference Bridge and/or meet at designated location.
• If event un-anticipated – Use Call Tree to notify Business Recovery Team of meeting time, conference bridge and/or location.
• Engage supporting teams such as HR, Facilities and IT to support assessment and recovery.
• Assess damage and develop a recovery plan with timelines for Short Term and Long Term solutions
  o Implement work from home?
  o Find temporary work locations?
• If un-anticipated event, pull Emergency Preparedness Documents and implement
  o Business Impact Assessment
  o Business Continuity Plans
	Bill Jones

Follow up Communications: After a plan has been established, use the Employee Emergency Number and Call Trees to communicate with associates about impacts to facilities and what actions they should take (i.e. report in, work from home, wait for instructions). Also include how future updates will be communicated. • Update on situation and next steps • Notify #EPCNotification via email • Implement Call Tree • How will updates and changes be communicated going forward	Ben Orris Allison Porter
Notify Business Partners that might need to know or might be impacted. This list would include other WellCare Business Units or vendors on the Workload Shifting strategy in your BIA. • Customer Call Center • Regulatory / Compliance • Vendors • Facilities	Ben Orris Rebecca Randall

Activity	Person(s) Responsible
• Information Technology Include details such as: • Impacts • Timing for recovery • Actions they need to take • How can they expect to receive updates - through what channel will updates be provided	
If Work From Home is implemented, notify IT with number of associates. Set up processes to support WFH issues. • Engage IT • Implement Call Tree with instructions and how to report issues • Compile list of issues and work with IT	Ben Orris
Consider what actions need to be taken to restore normal business activities: • Consider who is on-line and available to work • What business functions should be restored up first • Restore authorizations • Continue with Workload Shifting and monitor until Business Unit is 100%	Bill Jones Ben Orris
Consider what communications should be provided to Vendors, Members and/or Providers. • What should be communicated – what do they need to know • What action are we asking them to take – what do they need to do • Who should communicate – which organization is authorized to communicate in a coordinated manner • How can they expect to receive updates - through what channel will updates be provided	Bill Jones Ben Orris Rebecca Randall Bonnie Irvin

6. RECOVERY PLAN – TECHNOLOGY DOWN

This section should describe actions to be taken assuming there has been a loss of technology. Loss of technology is when all or some systems cannot be accessed by staff. This section should represent a checklist or a To Do list of things to do after an event. Sample actions have been included to stimulate thought. Update this section to reflect recovery activities for your Business Unit.

Activity	Person(s) Responsible
Initial Communications: Use the Employee Emergency Number and Call Trees to communicate with associates about impacts to technology and what actions they should take (i.e. report in, work from home, wait for instructions). Also include how future updates will be communicated. • Assess situation and determine next steps • Notify #EPCNotification via email – if available • Implement Call Tree	Ben Orris

Mobilize Business Unit Recovery Team
• If event anticipated - At designated time, open Conference Bridge and/or meet at designated location.
• If event un-anticipated – Use Call Tree to notify Business Recovery Team of meeting time, conference bridge and/or location.
• Engage supporting teams such as HR and IT to support assessment and recovery.
• Assess damage and develop a recovery plan with timelines for Short Term and Long Term solutions
  o Implement manual procedures
• If un-anticipated event, pull Emergency Preparedness Documents and implement
  o Business Impact Assessment
  o Business Continuity Plans
	Bill Jones

Follow up Communications: After a plan has been established, use the Employee Emergency Number and Call Trees to communicate with associates about impacts to technology and what actions they should take (i.e. report in, work from home, wait for instructions). Also include how future updates will be communicated. • Update on situation and next steps • Notify #EPCNotification via email – if available • Implement Call Tree • How will updates and changes be communicated going forward	Ben Orris Allison Porter
Notify Business Partners that might need to know or might be impacted. This list would include other WellCare Business Units or vendors on the Workload Shifting strategy in your BIA. (Workload Shifting could be possible if the outage is between your facility and the data center and not at the data center). • Customer Call Center • Regulatory / Compliance • Vendors Include details such as:	Ben Orris Rebecca Randall

Activity	Person(s) Responsible
• Impacts • Timing for recovery • Actions they need to take • How can they expect to receive updates - through what channel will updates be provided	
If Work From Home is implemented, notify IT with number of associates. (Work From Home could be possible if the outage is between your facility and the data center and not at the data center). Set up processes to support WFH issues. • Engage IT • Implement Call Tree with instructions and how to report issues • Compile list of issues and work with IT	Ben Orris
Consider what actions need to be taken to restore normal business activities: • Consider who is on-line and available to work • What business functions should be restored up first • Restore authorizations • Continue with Workload Shifting and monitor until Business Unit is 100%	Bill Jones Ben Orris
Consider what communications should be provided to Vendors, Members and/or Providers. • What should be communicated – what do they need to know • What action are we asking them to take – what do they need to do • Who should communicate – which organization is authorized to communicate in a coordinated manner How can they expect to receive updates - through what channel will updates be provided	Bill Jones Ben Orris Rebecca Randall Bonnie Irvin

7. MANUAL PROCESSES

For this section, assume the data center is down and is being transitioned to the Disaster Recovery site and that systems may not be available for days.

A. Manual Work-arounds - Document the step by step instructions for the Manual Work-around for each critical business process. These procedures should be detailed in such a way that associates could perform these steps by following this document. If documentation of manual procedures already exists, reference that documentation and place a copy on the EPC website.
B. Supporting Documents - List the documents / information / forms needed to support each Manual Work-around. Place a copy of these documents on the EPC website.
C. Suspended Processes - Document the suspended processes that CANNOT be executed via a Manual Work -around and will be suspended until systems are restored.
D. Process Recovery - Document the steps that will be taken when systems become available (i.e. Data entry of the information taken via the Manual Work-around process, calling back members or providers, etc.)

This table should exist for every Critical Business Process in the BIA where Manual Work-around = Y. Duplicate this table as necessary.

A. Manual Work-around			
Critical Business Process:	**Field Case Management**	**Manual Operating Capacity:**	**95%**
Step #	**Manual Work-around**		
1	Notify Command Center of outage to re-route Office calls to WellCare Customer Service. A. Implement a message to tell members to use other available means. (911 if Emergency) B. Report periodically status and changes throughout day to Command Center.		
2	Request assistance from IT/Tampa in pulling SHS Reports w/ Member Demographics for Field Staff and Delivering via Fax, Overnight Mailing, or by accessible means.		
3	Record inbound calls/requests into a manual log. Inform caller of outage and that a timely response will be made when system outage is over. Provide WellCare Customer Service number for follow-up.		
4	Make outbound calls/Face to Face visits as appropriate. A. Complete Screenings/Assessment by Hard Copy and System Input once availability has returned.		
5	Forward calls to other areas, queues, or associates as appropriate.		
6	Follow escalation protocols as necessary.		
B. Supporting Documents – Documents/ Forms needed to support the Manual Work-around document listed above			
MS Office-Call Logs completed by hand if Software is Unavailable.			
Printed Assessments: SCM Assessment, PHQ9, CAGE, SF12, HRA, Edinburgh, & Prenatal Screening			
C. Suspended Processes – Processes without a Manual Work-around that cannot be performed until systems are available			

Data Entry
Assignment of Members from the LAW
D. Process Recovery – Steps to be taken when systems become available
1. Notify Command Center of System Availability/Remove Implemented Message to Members
2. Begin returning calls to members based on Priority of Inbound call previously received.
3. Begin Data Entry of Hard Copy Screenings/Assessment.

B. Manual Work-around			
Critical Business Process:	**Reporting & Analytics (DMS Inquiries)**	**Manual Operating Capacity:**	**95%**
Step #	**Manual Work-around**		
1	Notification to DMS of system outage/provide alternative contact information		
2	Maintain a written log of inquiries/issues as they are received		
3	If internet/communication tools are available, work from home until company outage is remediated		
B. Supporting Documents – Documents/ Forms needed to support the Manual Work-around document listed above			
DMS Inquiry Tracking Log			
C. Suspended Processes – Processes without a Manual Work-around that cannot be performed until systems are available			
Confirmation of member eligibility			
E. Process Recovery – Steps to be taken when systems become available			
Enter issues manually tracked via the inquiry log into our electronic spreadsheet and within LIONS			

A. Manual Work-around			
Critical Business Process:	**Network Development**	**Manual Operating Capacity:**	**100%**
Step #	**Manual Work-around**		
1	Employees will work from home. Phones will be forwarded to cell phones.		
2	If no electricity at home, manual log will be kept on any issues/inquiries.		

B. Supporting Documents – Documents/ Forms needed to support the Manual Work-around document listed above
E-mails and log issues will be printed.
C. Suspended Processes – Processes without a Manual Work-around that cannot be performed until systems are available
N/A
D. Process Recovery – Steps to be taken when systems become available
Manual Log will be entered into systems

A. Manual Work-around – Provider Relations			
Critical Business Process:	**Provider Relations**	**Manual Operating Capacity:**	**100%**
Step #	**Manual Work-around**		
1	Request Tampa to pull outlook calendars and overnight to the office for PR team.		
2	Request a printed Provider Directory for the KY Network.		
3	Notify Tampa customer service to prepare for increase in call volume in customer service for member eligibility verification from providers.		
4	Notify the Utilization Management team of increased call volume if fax lines and internet access isn't available.		
5	Request a printed PDL from Tampa to distribute to pharmacies.		
6	Manually track provider calls and visits in a note book.		
B. Supporting Documents – Documents/ Forms needed to support the Manual Work-around document listed above			
Outlook calendars, Provider Directories, Preferred Drug Lists would be requested.			
Provider Handbooks, Quick Reference Guides, Provider Resource Guides, and Member Handbooks are currently available in each office.			
C. Suspended Processes – Processes without a Manual Work-around that cannot be performed until systems are available			
Xcelys, salesforce, payspan, wellcare link resources, provider portal			
D. Process Recovery – Steps to be taken when systems become available			
Input manually tracked calls and visits into sales force.			
Provide follow up to provider requests that required system access to be resolved.			

A. Manual Work-around			
Critical Business Process:	**Field Operations (POC processing of contracts for PLF loading)**	**Manual Operating Capacity:**	**100%**
Step #	**Manual Work-around**		
	Determine impacted locations		
	Reassign work based on areas operational		

	Log for documenting incoming issue received by email and questions

B. Supporting Documents – Documents/ Forms needed to support the Manual Work-around document listed above
Master files for contract loads

C. Suspended Processes – Processes without a Manual Work-around that cannot be performed until systems are available
Loading and distribution of PLFs for contract loading

F. Process Recovery – Steps to be taken when systems become available
Assign work back to owner
Work issues log to ensure all communication documented and assigned to person for resolution

A. Manual Work-around			
Critical Business Process:	**Field Health Analytics**	**Manual Operating Capacity:**	**50%**
Step #	**Manual Work-around**		
1	**None for actual data extraction**		
2	Utilize hard copy notes/e-mail to plan steps/queries for reporting/analysis when systems are working again.		

B. Supporting Documents – Documents/ Forms needed to support the Manual Work-around document listed above
Hard copy e-mail or notes from meetings for future analysis
C. Suspended Processes – Processes without a Manual Work-around that cannot be performed until systems are available
All analytical functions – standard reports and ad-hoc analysis
D. Process Recovery – Steps to be taken when systems become available
Review data content and connections to ensure working and complete. Prioritize reports and analysis and resume normal functions.

BCP REVIEW LOG

This BCP 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
Peter Nyame	Review and updates to staff and associate counts	4/15/2016
Allison Porter	Oversee review and updates to document	5/15/2017
Allison Porter	Oversee review and updates to document	5/29/2018
Allison Porter	Oversee review and updates to document	5/31/2019