



Corporate
**WellCare Corporate Emergency
Preparedness Plan**

2019

V 5.4

PREPARED BY

EMERGENCY PREPAREDNESS COMMITTEE

COMPREHENSIVE HEALTH MANAGEMENT, INC.

**Revision History**

Revision	Release Date	Author	Changes in progress
0.01	11/25/2008	W. Greg Brooks	Working Copy – created from individual functional area business continuity documents
0.02	11/25/2008	W. Greg Brooks	Complete Draft Document Framework prior to functional area review
0.03	1/13/2009	W. Greg Brooks	Added Regulatory Reference Table
0.04	3/30/2009	Denise Malecki	Combined revised Corporate BCP with sections written for a proposed Corporate DRP
0.05	10/5/2009	W. Greg Brooks	Refreshed document for 2009
1.0	5/26/2010	William McKinney	Reworked entire document.
1.2	7/28/2010	William McKinney	Updated EPC membership in Appendix C to reflect changes in sales and marketing and pharmacy EPC membership.
1.3	9/30/2010	William McKinney	Updated EPC membership in Appendix C. Added additional beneficiary and pandemic content. Updated training requirements. Removed Mike Cotton from steering team list. Added new approvals.
1.4	10/22/2010	Steven Tate	Updated EPC membership in Appendix C. Updated Steering Team in App D (removed Rex Adams, added Larry Anderson, and changed Walt Cooper title and role).
2.0	4/28/11	Steven Tate	Updated for 2011, including: addition of EPC Charter ratified 1/21/11; allowance of EPP approval by functional VP or Area Leader; embedded PDFs of approved Corp EPP and EPC charter.
2.1	8/1/11	Steven Tate	Updated appendix: steering team, EPC representatives, and emergency planning location 1.



WellCare Corporate EPP

Revision	Release Date	Author	Changes in progress
2.2	11/23/11	Steven Tate	Updated appendix and TOC: EPC representatives; added state RA contacts.
3.0	1/27/12	Steven Tate	Updated appendix and TOC: EPC representatives; received Exec Sponsor sign-off on 2012 version.
3.1	5/22/2012	Steven Tate	Updated appendix and TOC: EPC representatives, Steering Team, RA contacts; added glossary from Area EPP template; update section 2.2.
3.2	7/11/2012	Steven Tate	Updated Appendix C (EPC Representatives) and refreshed date on Appendix B (Steering Team).
3.3	8/23/2012	Steven Tate	Updated Appendix C (EPC Representatives).
3.4	4/30/2013	Frederick Trathen	Updated Glossary; Updated EPC notification criteria; Updated Appendix: B - EP Steering Team Membership, C - EPC Membership D - Emergency Preparedness Contractual Requirements E - EPC Meeting Locations F - WellCare Regulatory Affairs Associates.
4.0	3/24/2014	Brien Burkett	Reworked entire document.
4.1	11/21/14	Staci Cross	Updated Emergency Declaration Map, Associate Communications, Member & Provider Communications
5.0	12/9/14	Staci Cross	Updates to support RFP request. Correction of inconsistencies.
5.1	5/18/2015	Danielle Hancock	Correction of naming inconsistencies



WellCare Corporate EPP

Revision	Release Date	Author	Changes in progress
5.2	5/31/16	Danielle Hancock	Updated Emergency Declaration process flow, changed "Corporate Communications" to "Internal Communications", updated EP SharePoint site links
5.3	5/1/2017	Danielle Hancock	Adding Executive Emergency Team
5.4	3/9/2018	Danielle H Miller	Updated Corporate Pandemic Disease Response section to reflect the Emergency Response Team



Approvals

The management team members identified below have reviewed this emergency preparedness plan and agree that the boundaries and activities identified in this document are accurate to the best of their knowledge.

Name	Title	Signature	Date
Mike Polen	EVP, Medicare and Operations		



Table of Contents

Revision History..... i

Approvals iv

Purpose 6

 1.1 Associated Plans and Subordination..... 6

 1.2 EPP Scope and Assumptions..... 7

 1.3 Beneficiary Emergencies..... 8

 1.4 Corporate Pandemic Disease Response 8

 1.5 Emergency Preparedness Governance 8

 1.6 Approval and Distribution 9

 1.7 Contractual and Regulatory Compliance..... 10

 1.8 Associate Awareness and Training Activities..... 10

 1.9 Plan Testing 10

Emergency declaration..... 10

 1.10 Identification, Assessment, and Activation 10

 1.11 Associate Expectations 11

 1.12 Associate Communications 12

 1.13 Member & Provider Communications & Continuity..... 12

Appendix A: EPC CHARTER 13

 1.1 Purpose..... 13

 1.2 Duties and Responsibilities 13

 1.3 EPC Oversight 14

 1.4 EPC Membership and Meetings..... 14

 1.5 Amendments..... 14

Appendix B: Glossary of Common Terms and Acronyms 15

Appendix C: EPC Meeting Locations and Conference Bridge..... 18



PURPOSE

The purpose of the Corporate Emergency Preparedness Plan is to ensure WellCare Health Plans, Inc. is prepared to provide services to our members and providers in an emergency situation. Processes and procedures have been developed to support both business continuity as well as disaster recovery to restore full operations after an event. This WellCare Corporate Emergency Preparedness Plan (EPP) provides the strategic Corporate Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) for WellCare Health Plans, Inc., herein referred to as “WellCare”.

The BCP facets of this plan identify WellCare’s strategic capabilities for ensuring the continuity of member and provider services in response to an emergency event. The DRP portion of this plan is designed to provide immediate response and subsequent recovery from an emergency event. An emergency event is an unplanned business interruption, man-made or natural, including but not limited to inclement weather, declared emergencies, systems failures/disruption, loss of utility services, building evacuations, fire, etc.

The combination of the BCP and the DRP shall be herein referred to as an Emergency Preparedness Plan (EPP).

WellCare’s priorities and primary objectives are:

- **People:** Ensure WellCare’s associates have been trained on the proper response to emergency situations and are out of harm’s way in the event of an emergency.
- **PHI (Protected Health Information):** Ensure WellCare has taken appropriate measures to protect PHI during emergency situations.
- **Production:** Ensure WellCare has steps in place to prioritize and continue production activities ensuring members have access to care.

WellCare believes that the priorities above are embodied within the Corporate EPP and are appropriate to provide safety and well-being for WellCare associates while still providing prompt and appropriate responses to both anticipated and unanticipated emergency events.

1.1 Associated Plans and Subordination

This document governs WellCare’s Corporate EPP and includes elements common across business functions. This document does not account for the entirety of WellCare’s EPP. Instead, this document is a ‘parent’ document to accompany the business area EPPs. A business “area” generally consists of multiple departments and/or divisions reporting to a WellCare vice president or area leader. The business area EPPs contain detailed disaster recovery and business continuity plans for that business function.

The Corporate EPP makes every effort to be aligned with existing WellCare policies and procedures, contractual requirements, and federal, state, and local laws. In the case of any conflict, the Corporate EPP shall be considered subordinate to these other documents, requirements, and/or regulations.



In addition, the Corporate EPP is subordinate to Federal, state and/or local plans during a disaster declaration by those authorities. WellCare will cooperate with state, county and city emergency officials as well as other responders in the development of emergency response plans and participate in multi-jurisdictional emergency planning exercises as required.

1.2 EPP Scope and Assumptions

The scope of the Corporate EPP includes WellCare's corporate campus in Tampa and various field offices within the contiguous 48 states and Hawaii. The Corporate EPP shall be updated annually by the Emergency Preparedness Committee (EPC) to include new regions and plans that are added to the scope of WellCare's operations.

The scope of the Corporate EPP does not include business continuity or disaster recovery of WellCare's medical and administrative vendors. Review of emergency planning for such vendors shall be managed through pre-implementation and annual delegation audits in addition to other normal vendor management venues.

The scope of the Corporate EPP does not include WellCare's response to emergency situations and disaster declarations impacting WellCare's membership where such emergencies do not also impact one or more of WellCare's field offices or the corporate campus except as outlined in sections 1.3 and 1.4 below. Such emergency situations shall be handled as outlined in functional policies, procedures, and/or step actions.

The Corporate EPP is designed to create a state of readiness that will provide a structured response to both anticipated (e.g., storm closure) and unanticipated (e.g., immediate building evacuation) emergencies as well as other external incidents that potentially could cause business interruption (e.g., loss of electrical service).

The Corporate EPP is based upon the following assumptions. Additional assumptions present in the business area EPPs are outlined within those documents.

- Business recovery is performed in accordance with the procedures that have been set forth within this plan and subordinate documentation
- Plan review, maintenance and updates are performed on an annual basis by the EPC to ensure accuracy and a viable state of readiness
- Sufficient alternate sites that are pre-designated as backup facilities are unaffected and prepared to support recovery of business functions
- Organizations external to WellCare, such as customers, vendors, government agencies, and others will be reasonably cooperative during the business recovery period
- Business recovery awareness and training programs have been implemented and exercised annually
- Qualified personnel in sufficient quantities are available to perform business recovery responsibilities



- Adequate communication channels and contact information are available for executive decision making and associate communication
- Required funding, equipment, and supply requirements will be reviewed and approved in a timely manner

1.3 Beneficiary Emergencies

WellCare's corporate policies and procedures allow WellCare to respond to the increased volume of claims and beneficiary interactions associated with emergency situations. WellCare policies relax medical management requirements, such as prior authorization and prescription refill limitations, where necessary and appropriate.

In the event of a localized public health emergency, WellCare will work with the appropriate state and Federal agencies to conduct outreach in an attempt to contact members and determine which members may meet criteria for additional assistance with special medical needs and/or transportation. Where necessary and appropriate, WellCare will conduct claims reviews in an attempt to determine members with special needs during an emergency event.

1.4 Corporate Pandemic Disease Response

During a pandemic, the Emergency Response Team (ERT) will provide physical security and emergency support to affected areas. The ERT will coordinate all services for sanitization and health quality restoration. This group will make a prognosis for occupancy of each company facility affected by an outbreak. Additionally, the ERT will coordinate risk reduction and avoidance activities as well as emergency response with property management and local emergency response authorities.

In the case of a mass vaccination campaign initiated by a state or Federal agency, WellCare will make its facilities available as requested and appropriate.

1.5 Emergency Preparedness Governance

WellCare's Emergency Preparedness Committee (EPC) is the governing body responsible for maintaining WellCare's Corporate EPP. The mission of WellCare's EPC is to provide the guidance and support that facilitates the development and implementation of all area EPPs. The EPC charter is included as Appendix A of this document.

The Emergency Preparedness Lead (EPL) shall preside over all meetings of the EPC at which he or she is present and shall act as the chief liaison between the EPC and the Emergency Preparedness Executive Sponsor (EPES) and the Emergency Preparedness Steering Committee (EPSC). The EP Lead shall be responsible for maintaining the Corporate EPP, facilitating the activities of the EPC and its representatives, and otherwise serving as a central point of contact for WellCare's emergency preparedness and business continuity activities. The EP Lead shall appoint a backup to preside over meetings when the Lead is unable to attend and otherwise act in the stead of the Lead as needed. The EP Lead may appoint an EPC secretary who shall give notice of all EPC meetings, prepare agendas, record and maintain and distribute minutes, and maintain the WellCare Emergency Preparedness SharePoint site.



The Program is supported by the Executive Emergency Team (EET), which is comprised of executives of Business Areas that are critical to business continuity and recovery. This Team convenes as appropriate to provide input and guidance on business continuity strategies and oversees the execution of these strategies.

Escalation from the EPC shall be via the EP Lead to the Emergency Preparedness Executive Sponsor. The EP Executive Sponsor provides guidance to the EP Lead and the EPC, as well as acts as the chief liaison to the EP Steering Committee. The EP Steering Committee is comprised of WellCare executive leadership and the EP Executive Sponsor serves as its Lead. The EP Steering Committee is responsible for declaring and managing an emergency situation.

The EPC shall convene at least quarterly to review the status of WellCare's emergency planning activities, report updates by area, and/or assign tasks necessary to improve WellCare's Corporate EPP. Additional EPC meetings shall be convened as necessary to review possible emergency situations and make the determination when/if to escalate situations for formal emergency declaration.

The EPC and EP Steering Committee members are maintained on the Emergency Preparedness SharePoint site at:

<https://wellcareportal.wellcare.com/CorporateCompliance/EmergencyPreparedness/Pages/default.aspx>

1.6 Approval and Distribution

The Corporate EPP is a confidential document maintained by the EP Lead and governed by the EPC. The business area EPPs are confidential documents maintained by the associated departments under the guidance of the EPC. The Corporate EPP and its components are available to all EPC members and are made available to WellCare associates on a "need to know" basis. Members of the EPC may access and maintain the Corporate EPP, business area EPPs and all associated documents on the Emergency Preparedness SharePoint site at:

<https://wellcareportal.wellcare.com/CorporateCompliance/EmergencyPreparedness/Pages/default.aspx>

The EP Lead is responsible for ensuring all EPP documentation is reviewed and updated annually. The EP Executive Sponsor and the EP Lead are responsible for updating and approving the Corporate EPP. The EPC Charter may be amended only after a two-thirds vote of the EPC membership followed by approval by the EP Lead and EP Executive Sponsor. All business area EPPs shall be reviewed and updated by the business area EPC representative and approved by the associated vice president or area leader as well as the EP Lead.

It shall be the responsibility of WellCare's various regulatory affairs personnel (state and CMS) to collect and submit appropriate, applicable portions of the Corporate EPP and associated WellCare policies and procedures upon request by state and Federal agencies. It is also the responsibility of these regulatory affairs personnel to provide the EP Lead with timely notification of document and information requests.



1.7 Contractual and Regulatory Compliance

WellCare is a nation-wide company servicing members in multiple states with health plans that must comply with the respective Federal and state regulatory requirements. Different governing agencies may have specific business continuity requirements which dictate the activities of WellCare. In all cases, WellCare's objective is to abide by all contractual and regulatory mandates and maintain service continuity and sustainability.

In addition to compliance with HIPAA contingency plan governing standards (Health Insurance Portability and Accountability Act of 1996 (HIPAA) Security Standards for the Protection of Electronic Protected Health Information; 45 CFR Part 160 and Part 164, subparts A and C), the primary universal requirement throughout WellCare's contracts is the prompt notification to CMS, state agencies, and other regulating bodies in the event of an emergency impacting WellCare's ability to perform services. Such notice shall be the responsibility of the corporate Compliance Department (CMS and other Federal agencies), Legal Department, and regional regulatory affairs departments (state agencies).

1.8 Associate Awareness and Training Activities

The EPC shall provide general emergency planning awareness training to all associates at least once per calendar year. Specific area EPP training shall be the responsibility of the area EPC representatives and provided to associates as appropriate.

1.9 Plan Testing

WellCare employs two strategies for testing of its Corporate EPP. First, annual table-top exercises are used to evaluate plans and identify possible gaps for remediation. In addition to the table-top exercises, WellCare shall conduct annual systems recovery testing prior to the start of the Atlantic hurricane season. The result of the testing shall be documented and presented to WellCare's Internal Audit Department, the EPC, the EET and the EP Steering Committee.

EMERGENCY DECLARATION

1.10 Identification, Assessment, and Activation

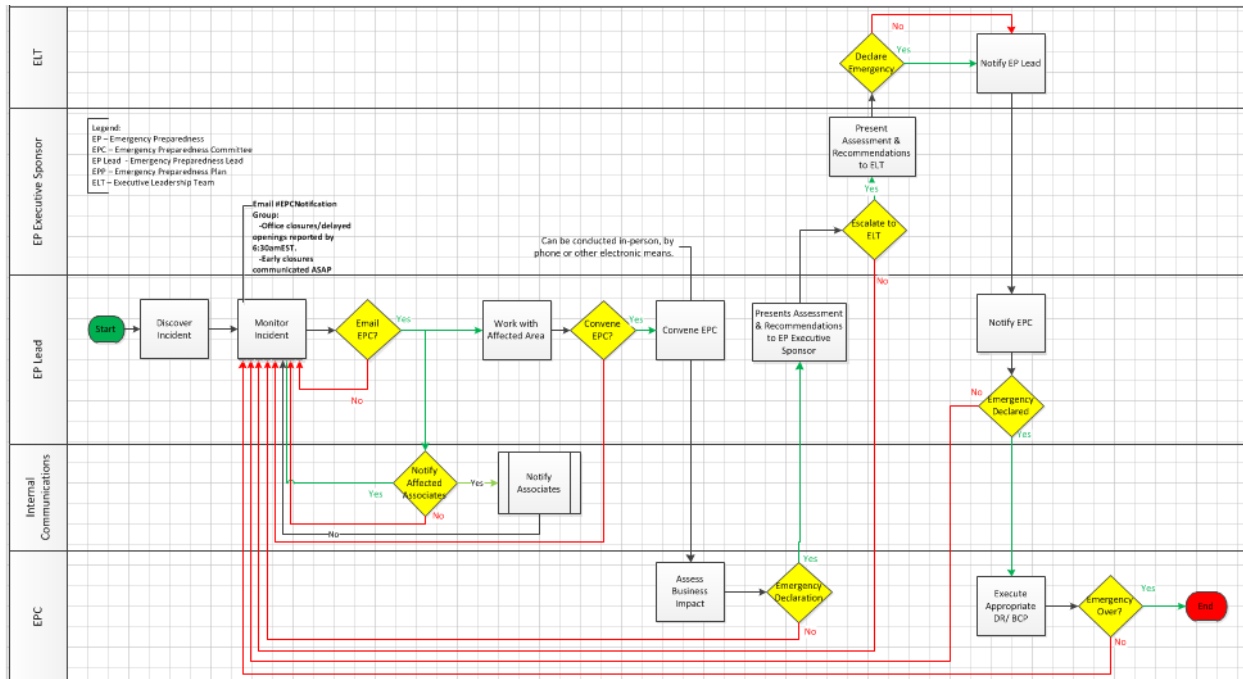
Upon discovery of a major incident that could potentially interrupt WellCare's business, the EP Lead alerts (and if necessary, convenes) the EPC and the EET and updates the EP Executive Sponsor as appropriate. Within four hours, the EPC and EET assess the incident's impact to business operations and develops recovery recommendation(s) as necessary. In the event the EPC and EET recommends the declaration of an emergency, the EP Lead presents the assessment and recommendation to the EP Executive Sponsor for a decision regarding escalation to the EP Steering Committee and possible declaration of an emergency.

The EP Steering Committee shall be responsible for the declaration of an emergency and for making any associated decisions necessary before EPPs can be initiated. The EP Steering Committee includes the Executive Leadership Team and the CEO of WellCare Health Plans, Inc.



EP Steering Committee decisions shall be put to a simple majority vote of members present. The EP Executive Sponsor shall serve as the tie-breaker for any votes. Once convened by the EP Executive Sponsor, the EP Steering Committee members present shall be deemed sufficient for all decision making even if the members present do not represent a quorum of the EP Steering Committee.

Once approved by the EP Steering Committee, the decision to declare an emergency is then communicated by the EP Lead to the EPC who then communicates to the appropriate business areas. Emergency response and business continuity activities go into effect immediately. Depending on the nature and scope of the emergency, the Internal Communications team may also distribute one or more associate announcements and/or update the associate emergency hotline message.



Meetings of the EPC, EET and / or EP Steering Committee may be conducted in person, via telephone, or via other electronic communication channels as necessary for timely communication and decision-making. The EP Lead shall be responsible for communicating the location and time of EPC, EET and EP Steering Committee meetings in the event of an emergency. Emergency meeting locations and the conference bridge are identified in Appendix C of this document.

1.11 Associate Expectations

All associates, regardless of level, are responsible for checking the WellCare Emergency Hotline at (866) 473-9135 and returning to work when requested or immediately at the conclusion of the emergency.

All associates should check work voicemail twice daily during an emergency, call the WellCare Emergency Hotline twice daily during an emergency, and be available by phone in the event



that supervisors or other WellCare personnel need to convey critical information. WellCare associates also are expected to monitor local TV and radio stations in the event of a regional emergency.

All associates shall report to the primary or alternative work location as directed by supervisors or other WellCare management via the WellCare Emergency Hotline or other individual contact (e.g., phone, email).

In addition to the inbound communication outlined above, WellCare shall use phone trees and the Emergency Notification System to communicate with associates. As a result, it is critical that all associates maintain up-to-date contact information in the Human Resources portal including personal addresses, home phone numbers, personal cell phone numbers, and alternative email addresses.

All managers are responsible for downloading a current organizational contact report from the Human Resources portal on a regular basis and immediately preceding an anticipated emergency.

1.12 Associate Communications

All associates are updated before, during and after an event via the Emergency Hotline, WellCare Link, the Emergency Notification System and departmental call trees. When possible, associates are notified of emergency events in advance. Associate communications include actions the associate should take before, during and after an event, as well as how to receive on-going updates.

1.13 Member & Provider Communications & Continuity

WellCare members and providers are updated before, during and after an event via the WellCare website(s) and normal channels of communications. The business areas responsible for normal day to day member & provider communications are also responsible for communications in an emergency event. These procedures are outlined in their EPP documentation.

Processes necessary to maintain services with WellCare members and providers are outlined in the appropriate business area EPPs. These plans describe how member and provider services will be maintained during an emergency event.



APPENDIX A: EPC CHARTER

1.1 Purpose

WellCare Health Plans, Inc. and its subsidiaries (collectively “WellCare” or the “Company”) are committed to developing and implementing comprehensive, compliant business continuity and disaster recovery plans (collectively “emergency preparedness plans” or “EPPs”) that protect associates and ensure the survival of the Company. To that end, WellCare has established an Emergency Preparedness Committee (the “EPC”) to collaborate on and coordinate enterprise-wide emergency preparedness issues and matters. The primary duties and responsibilities of the EPC are set forth below.

The EPC shall provide planning and guidance to allow the Company to respond to business disruptions by:

- Safeguarding associates’ lives and Company property
- Making operational and financial assessments and decisions
- Quickly recovering and resuming operations
- Protecting all of the organization’s records and data
- Maintaining regulatory compliance
- Allowing members access to uninterrupted services

1.2 Duties and Responsibilities

The responsibility of the EPC is to ensure each critical functional area within the Company develops a contingency plan that achieves the following:

- Identifies necessary resources to enact the contingency plan
- Provides for the safety and well-being of the people on the impacted premise at the time of the disaster
- Continues critical business operations
- Outlines contingency and backup processes and procedures
- Minimizes immediate damage and loss
- Facilitates effective coordination of recovery tasks
- Calls for regular updating of the functional plans
- Aligns with the other functional area contingency plans
- Aligns with the Company information systems disaster recovery capabilities



The EPC shall be responsible for monitoring situations and incidents that could lead to the declaration of an emergency and keeping Company associates and senior management briefed on such situations as necessary. Additionally, the EPC shall be responsible for providing recommendations to the Company's Executive Leadership Team via the EP Steering Committee regarding the declaration of an emergency and any associated decision-making.

1.3 EPC Oversight

EPC Members shall be appointed by the business area leaders and shall include representation from every area of the Company. The EP Lead shall be appointed by the EP Executive Sponsor. The EP Steering Committee and the EP Executive Sponsor shall be appointed by the CEO. The EP Steering Committee may include, but is not limited to, the Executive Leadership Team. Oversight of the EPC shall be by the EP Steering Committee via the EP Lead and the EP Executive Sponsor. It shall be the responsibility of the EP Steering Committee, in consultation with the CEO, to make emergency declarations and other critical decisions.

Escalation from the EPC shall be via the EP Lead to the Emergency Preparedness Executive Sponsor. The EP Executive Sponsor provides guidance to the EP Lead and the EPC as well as acts as the chief liaison to the EP Steering Committee. The EP Steering Committee is comprised of WellCare executive leadership and the EP Executive Sponsor serves as its Lead.

1.4 EPC Membership and Meetings

The Emergency Preparedness Committee Lead shall preside over all meetings of the EPC at which he or she is present and shall act as the chief liaison between the EPC and the EET and the EP Executive Sponsor and the EP Steering Committee. The EP Lead shall be responsible for maintaining the Corporate EPP, facilitating the activities of the EPC and its representatives, and otherwise serving as a central point of contact for WellCare's emergency preparedness activities. The EP Lead shall appoint a backup to preside over meetings the Lead is unable to attend and otherwise act in the stead of the Lead as needed. The EP Lead may appoint an EPC secretary who shall give notice of all EPC meetings, prepare agendas, record, maintain and distribute minutes, and maintain the WellCare Emergency Preparedness SharePoint site.

The EPC shall convene at least quarterly to review the status of WellCare's emergency planning activities, report updates by area, and/or assign tasks necessary to improve WellCare's Corporate EPP. Additional EPC meetings shall be convened as necessary to review possible emergency situations and make the determination when/if to escalate situations for formal emergency declaration.

1.5 Amendments

This Charter may be amended only after a two-thirds vote of the EPC membership followed by approval by the EP Lead and EPC Executive Sponsor.



APPENDIX B: GLOSSARY OF COMMON TERMS AND ACRONYMS

Term	Definition
Activation (or Plan Activation)	When all or a portion of an EPP has been put into motion.
Alert	Notification that an incident with potential for disaster has occurred - stand by for possible activation of recovery plan.
Alternate Site	A location, other than the normal facility, used to process data and/or conduct critical business functions in case of an actual declared disaster.
Anticipated Event	An emergency event, such as a hurricane, that has some advanced warning, which provides an opportunity for "response" and planning prior to the actual event as well as after the event.
Area (or Business Area)	Multiple WellCare departments and/or divisions reporting to a WellCare vice president or area leader.
Assumptions	Basic, pre-determined conditions that will be in place if an incident occurs.
Business Continuity Plan (BCP)	Documentation of WellCare's strategic capabilities for ensuring the continuity of member, provider, and vendor services in response to man-made or natural disasters and other emergency situations.
Business Function	A working group performing a common activity. Each major business function should be represented in a Team.
Corporate Emergency Preparedness Plan (Corporate EPP)	The strategic Corporate Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) for WellCare Health Plans, Inc., herein referred to as WellCare, includes elements common across business functions. This document does not account for the entirety of WellCare's EPP. Instead, this document is a 'parent' document to several area EPPs.
Damage Assessment	The process of assessing damage following an incident to computer hardware, vital records, office facilities, etc., and determining what can be salvaged or restored and what must be replaced.
Disaster Declaration (or Emergency Declaration)	An official decision by the EP Steering Committee to activate the WellCare Corporate EPP.
Disaster (also see Emergency Event)	Any event that prevents or creates an inability by an organization or business function from performing critical work within an acceptable timeframe for some future period of time. An event is classified as a "disaster" only after an official declaration has been made.
Disaster Recovery Plan (DRP)	Documentation of WellCare's immediate response and subsequent recovery from an unplanned business interruption within WellCare, such as loss of utility service, building evacuation, or a catastrophic event such as a major



WellCare Corporate EPP

Term	Definition
	fire or hurricane.
Emergency Management Team (EMT)	Area group that provides overall coordination of response and recovery support activities. Once an incident occurs, the EMT determines which response and recovery actions should be invoked based on the severity of the incident. EMT will provide centralized support and/or leadership to affected business functions.
Emergency Event	Whenever an event interrupts normal operations and it is reasonably anticipated that the interruption will last a significant amount of time. (also see "Disaster")
Emergency Preparedness Committee (EPC)	The governing body responsible for maintaining WellCare's Corporate EPP. The mission of WellCare's EPC is to provide the guidance and support that facilitates the development and implementation of all area EPPs
Emergency Preparedness Plan (EPP)	The combination of a business area's BCP and DRP.
EPC Representative	An associate that serves as point person for a WellCare business area and is responsible for communicating EPC actions and decisions to their respective area leadership and/or EMT.
EP Steering Committee	A group of WellCare leadership responsible for making emergency declarations and other critical decisions escalated by the EPC.
Information Technology (IT)	Business area that provides overall management and coordination of response and recovery support activities pertaining to essential information systems.
Interruption	Any event, whether anticipated (i.e., public service strike) or unanticipated (i.e., blackout), that disrupts the normal course of business operations.
Protected Health Information (PHI)	Confidential member health information that WellCare must protect during emergency situations as stringently as it does during normal operating conditions.
Recovery (or Business Recovery)	The ability to respond to an interruption in services by implementing a Disaster Recovery Plan to restore an organization's critical business functions. Also, the phase of the EPP plan that occurs after the emergency response is performed.
Recovery Procedures	Actions necessary to respond to an incident and eventually restore critical operations.
Response (or Emergency)	Activities that go into effect immediately following an emergency event (if unanticipated), or immediately following indication of an anticipated event.



WellCare Corporate EPP

Term	Definition
Response)	This phase usually concludes after damage assessment concludes.
Restoration (or Emergency Restoration)	The planning process and activities for the restoration of normal operations at the primary (normal) business site.
Unanticipated Event	An emergency event that occurs without any advanced warning, such as a fire or utilities failure, so all business “response” and planning occurs after the actual event.
WellCare Corporate EPP	The aggregation of the Corporate EPP, the IT Infrastructure Disaster Recovery Plan and all WellCare business area BCPs.
WellCare Health Plans (WellCare)	General reference to the collection of government-paid health plans under the control of Comprehensive Health Management Inc.



APPENDIX C: EPC MEETING LOCATIONS AND CONFERENCE BRIDGE

In the event of an unanticipated emergency during which the EP Lead is unable to communicate meeting times and locations, the EP Steering Committee shall immediately convene at the Tampa headquarters at the locations listed below. If the Tampa headquarters is not accessible, the EP Steering Committee shall convene at the first accessible alternative location listed below.

This conference bridge will be opened for those that are not able to attend in person:

Conference Bridge: 1-844-531-9390
 Participant Code: 91444086
 Host Code : 91448782

Emergency Planning Location 1	Renaissance 1
	Executive Board Room, 3 rd Floor
	8725 Henderson Road
	Tampa, FL 33634
Emergency Planning Location 2	Pharmacy Building
	Independence Park 1 George Rd.
	4110 George Road, Suite 300; 150/100
	Tampa, FL 33634
Emergency Planning Location 3	Harborview Plaza
	Florida Sales
	3031 N. Rocky Point Dr., West Suite 600
	Tampa, FL 33607