## WellCare

### 2019

#### Business Impact Analysis (BIA) Questionnaire

Version 2.2

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<table>
<thead>
<tr>
<th>Business Unit Name</th>
<th>KENTUCKY</th>
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### Office Location(s) and Building Address

**Owensboro Office** (Region 2)
The Springs, Building C  
2200 E. Parrish Ave  
Suite 204  
Owensboro, KY 42303  
Main Office Number: (270) 688-7000

**Louisville Office** (Region 3)
13551 Triton Park Blvd, Suite 1800  
Louisville, KY 40223  
Office Number: (502) 253-5100

**Bowling Green Office** (Region 4)
360 East 8th Avenue  
Suite 311  
Bowling Green, KY 42101  
Office Main Number: (270) 793-7300

**Lexington Office** (Region 5)
2480 Fortune Drive  
Suite 200  
Lexington, KY 40509  
Office Main Number: (859) 264-5100

**Ashland Office** (Region 7)
1539 Greenup Ave  
5th FL  
Ashland, KY 41101-7613  
Office Main Number: (606) 327-6200

**Hazard Office** (Region 8)
450 Village Lane  
Hazard, KY 41701  
Office Main Number: (606) 436-1500
# Business Impact Analysis Questionnaire

**VP Responsible for Business Functions**  
Bill Jones, Chief Executive Officer

**Date Completed/Updated**  
5-31-19

**Number of Employees by Office Location(s)**  
- Owensboro – 20  
- Louisville – 147  
- Bowling Green – 28  
- Lexington – 40  
- Ashland – 16  
- Hazard – 57

# Employees working remote: 76

**Normal Operating Hours by Office Location(s)**  
- 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
### 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.

<table>
<thead>
<tr>
<th>Critical Business Process</th>
<th>Issue with Remote Work</th>
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<td>N/A</td>
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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.)

<table>
<thead>
<tr>
<th>Location Name &amp; Address</th>
<th>Critical Business Process Supported</th>
<th># Seats Required</th>
<th>Accommodations Required</th>
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**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.

<table>
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<tr>
<th>Reviewed By</th>
<th>Description of Updates</th>
<th>Date of Update / Review</th>
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