

MED – Medical Services Business Continuity Plan

Purpose: To ensure that key business processes continue in the event of an emergency or disaster (fire, climate, water, electrical disruptions, storms or building collapse) so that disruption to Medicaid providers and members is minimized.

Identification of Roles:

Manager – develops program specific procedures for each review function when systems (OnBase, MMIS, ISIS, Outlook, telephone) are not available and ensures staff members are trained on general business continuity procedures as well as review specific procedures. Anticipates disruptions due to weather and implements team action plans.

Program Specialist – maintains call tree and updated staff list.

Project Assistant – serves as liaison with DHS to identify concerns and solutions to resolve system issues at the earliest possible opportunity; instructs Medical Services staff on steps to implement to restore business processes; documents all systems outages to identify barriers to meeting performance standards.

Programmer – serves as liaison with DHS network to stabilize or restore systems at the earliest possible opportunity.

Director – oversees unit procedures to maintain business continuity; initiates liaison with Telligen to replace State of Iowa – DHS facility support if needed.

All staff members – maintain business continuity tools on desktop and on paper; inform program specialist of changes in personal information for call tree, maintain up-to-date knowledge of business continuity procedures.

Performance Standards:

Performance standards are not specified for this procedure

Path of Business Procedure:

Step 1: Medical Services staff members rely on the following supports and systems to conduct business:

- PCs
- Telephones
- OnBase workflow including faxing capability indicated as RightFax
- Network services
- MMIS
- ISIS

- IMPA
- MQUIDS software
- Clear Coverage online prior authorization
- iMAG

Step 2: All systems, except MQUIDS, iMAG and Clear Coverage are the responsibility of the State. Medical Services staff will assist State of Iowa – DHS staff in testing and implementing any changes to bring systems up at the earliest possible time.

Step 3: MQUIDS database is hosted on a SQL server located on the DHS campus. The middle tier is loaded on a server at the IME building. Backup, maintenance and disaster recovery activities are provided the DHS DDM group. All systems and servers are backed up nightly in an automated process. Applications systems failures will require a complete reload of the application software and database restoration from the back-up tapes. Programmer works with DHS network staff to restore or stabilize MQUIDS at the earliest possible opportunity.

Step 4: The iMAG database is hosted on a SQL server located in the IME building. The database is maintained by DHS DBAs. Backup, maintenance and disaster recovery activities are provided the DHS DDM group. All systems and servers are backed up nightly in an automated process. Applications systems failures will require a complete reload of the application software and database restoration from the back-up tapes. Programmer works with DHS network staff to restore or stabilize iMAG at the earliest possible opportunity.

Step 5: Clear Coverage represents software accessible by IME staff and providers that is hosted on a server and database maintained by McKesson Corporation. This service is provided to IME through a contract maintained by Telligen. Programmer serves as liaison with McKesson and works to restore Clear Coverage at the earliest possible opportunity.

Step 6: Technology has resulted in dependence on numerous systems. Outages may impact one or more systems. The table below lists systems with options for temporary replacement functions to ensure business continuity:

System Outage	First Option	Second Option
Telephone	Email	Stand-alone fax
RightFax	Stand-alone fax	Email
Email	Telephone	RightFax or Stand-alone Fax
OnBase	Email and paper forms; continue work within ISIS, MMIS and Clear	Variations depending on additional system outage

	Coverage; continue review of electronic claims	
MMIS	Continue work within OnBase and Clear Coverage; track on spreadsheet for later entry in MMIS	Variations depending on additional system outage
ISIS	Continue work within OnBase and MQUIDS; track on spreadsheet for later entry in ISIS	Variations depending on additional system outage
MQUIDS	Continue work within OnBase and ISIS; track on word documents for later entry in MQUIDS	Variations depending on additional system outage
iMAG	Paper forms and spreadsheet tracking for later entry in iMAG	Variations depending on additional system outage

Step 7: While each business function has specific operational procedures to address business disruption, the following components must be part of each process:

- a. Forms for prior authorization requests available in hard copy and on desk top to be used for manual completion and distribution through stand-alone fax, email or U.S. mail.
- b. Forms for requests for additional information available in hard copy and on desk top to be used for manual completion and distribution through stand-alone fax, email or U.S. mail.
- c. Criteria in hard copy and on desk top to be used to complete reviews by email or by telephone.
- d. Calling trees established for IME-based and field staff. Outages at IME may or may not impact field staff. Adverse weather conditions may not prevent field staff from continuing work. Coordination between IME-based and home-based staff will occur to ensure minimum disruption for Medicaid providers and members.

Step 8: Many outages such as servers or phone/fax lines going down cannot be anticipated. Inclement weather, however, may be anticipated. If a snowstorm or other weather event is predicted, the manager will convene a team planning meeting or email direction to develop or present a specific plan to minimize disruption and ensure business continuity.

Step 9: In the event of a significant disruption and the IME facility is not available the following actions may occur as needed:

- a. Field staff will continue level of care review for waivers supporting special populations.
- b. Managers will work from home utilizing remote access to DHS email and Telligen email.
- c. Two designated staff prior authorization staff members will re-locate to the Telligen Corporate office in West Des Moines to conduct priority reviews of transplants and children's home health.
- d. Staff will complete medical reviews, document results, arrange for peer/consultant review following business disruption procedures outlined in process-specific operational procedures.
- e. Review data will be maintained on word and excel documents until electronic entry is available.
- f. The toll free numbers for prior authorization and other medical service inquiries will be re-routed to Telligen.
- g. Prior authorization and other medical information/records mailed to the IME facility will be diverted to Telligen as needed to complete reviews.
- h. Instructions to providers regarding the temporary changes will be communicated by telephone and email. Providers will be asked to submit requests on paper or by encrypted email if available.
- i. MMIS and ISIS will be accessed from remote locations.

Step 10: Following disruption events the management team will convene an analysis exercise to determine what worked well, what didn't work well and what improvements and revisions should be included in the business disruption plan.

Forms/Reports:

Task specific forms for business continuity are located in each business process procedures.

RFP References:

N/A

Interfaces:

ISIS
MMIS
MQUIDS
iMAG
OnBase
Outlook

Attachments:

N/A