

QIO - 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 Iowa Medicaid providers and members is minimized.

Identification of Roles:

Manager – develops program specific procedures for each review function when systems (OnBase, MMIS, IoWANS, 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 (PS) – maintains call tree and updated staff list.

Project assistant – serves as liaison with HHS to identify concerns and solutions to resolve system issues at the earliest possible opportunity; instructs 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 HHS 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 – HHS 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: QIO staff members rely on the following supports and systems to conduct business:

- PCs
- Telephones
- OnBase workflow including faxing capability (RightFax)

- Network services
- MMIS
- IoWANS
- IMPA
- MQUIDS software
- iMAG

Step 2: All systems, except MQUIDS and iMAG, are the responsibility of HHS. QIO staff will assist HHS staff in testing and implementing any changes to bring systems up at the earliest possible time.

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

Step 5: 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	First Option	Second Option
Telephone	Email	RightFax
RightFax	Email	
Email	Telephone	RightFax
OnBase	Email and paper forms; continue work within IoWANS and MMIS, continue review of electronic claims	Variations depending on additional system outages
MMIS	Continue work within OnBase, track on spreadsheet for later entry into MMIS	Variations depending on additional system outages
IoWANS	Continue work within OnBase and MQUIDS, track on spreadsheet for later entry in IoWANS	Variations depending on additional system outages
MQUIDS	Continue work within OnBase and IoWANS, track on Word documents for later entry in MQUIDS	Variations depending on additional system outages
iMAG	Paper forms and spreadsheet tracking for later entry in iMAG	Variations depending on additional system outages

Step 6: 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 desktop 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 desktop to be used for manual completion and distribution through RightFax, email, or US mail.
- c. Criteria in hard copy and on desktop to be used to complete reviews by email or by telephone.
- d. Calling trees established for all staff.

Step 7: Many outages, such as servers or phone 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 8: Following disruption events the management team will convene an analysis exercise to determine what worked well, what did not work well, and what improvements and/or 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:

IoWANS, MMIS, MQUIDS, iMAG, OnBase, Outlook

Attachments:

N/A