

Arizona Health Care Cost Containment System

Manual: Office of Managed Care Policy and Procedures	Effective Date: 3/01/03 Revision Date:
Subject: Business Continuity Planning	
Authorized Signature:	Page 1 of 2

I. Purpose:

AHCCCS requires in contract that each of its Contractors have a Business Continuity Plan. This policy outlines required components of the Plan and also suggested checklists and plan testing methods.

II. Background

AHCCCS is mandated to provide health care benefits to its enrollees. It does so through contracts with Acute Care and ALTCS contractors. In the event of a disruption to the contractors normal business it is vital that the contractor have the ability to not only continue to deliver services to its enrollees, but also recover from the disruption as quickly as possible. This recovery can be accomplished by the development of a Business Continuity Plan, which contains strategies for recovery.

III. Definitions

CONTRACTOR means AHCCCS Acute Care Plans and ALTCS Program Contractors and ADHS/BHS.

IV. Policy

- A. Each Contractor shall have a Business Continuity Plan.
- B. The Business Continuity Plan shall be reviewed at least annually and updated as needed by the Contractor.
- C. The Contractor shall ensure that its staff is trained and familiar with the Plan.
- D. The Plan should be specific to the Contractor's operations in Arizona and reference local resources. Generic Plans which do not reference operations in Arizona and the Contractor's relationship to AHCCCS are not appropriate.

E. The Plan shall contain, at a minimum, planning and training for:

- Healthcare facility closure/loss of a major provider.
- Electronic/telephonic failure at the Contractor's main place of business.
- Complete loss of use of the main site.
- Loss of primary computer system/records.
- How the Contractor will communicate with AHCCCS during a business disruption.

F. The Plan should include provisions for periodic testing.

G. All Contractor Plans shall be subject to review and approval by the AHCCCS Administration.

V. Reference

The Federal Emergency Management Agency (FEMA) has a website which contains additional information on Business Continuity Planning, including a checklist for reviewing a Plan. AHCCCS encourages the Contractor to use relevant parts of this checklist in its evaluation and testing of its own Business Continuity Plan. The website is located at <http://www.fema.gov/ofm>

VI. Authority

AHCCCS Acute Care, ALTCS, and ADHS/BHS Contracts require contractors to have a Business Continuity Plan.