

Procedure

DEPARTMENT: Utilization Management	
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Table of Contents

Purpose2

Procedure2

Change Log5

Appendices5

Purpose

Longevity Health Plan has a Utilization Management Program that is available during normal business hours to all members and providers and has customer service availability to providers and members after business hours. Disasters that may occur during or after business hours will be described in this policy. This procedure will provide direction for the Utilization Management Department in the event of a disaster. A disaster may encompass any man-made or natural events that causes the business of Longevity Health Plan to be disrupted.

Procedure

1. The Utilization Department Leadership will answer phone requests from practitioners and providers during any period of “down time” due to natural disaster that exceeds one hour in duration.
2. The contracted call center will be provided with an on-call phone number for Utilization Department Leadership for this purpose.
3. The contracted call center will notify the Utilization Department Leadership within 30 minutes of a call being received for any Utilization Management functions. Once notified, Utilization Department Leadership will respond to the caller within 30 minutes.
4. Where there is a disaster that occurs during or affects normal business hours (8 am – 5 pm Eastern) and leaves the electricity and/or phone lines intact, all calls will be routed to Utilization Department Leadership.
 - a. An example might be a building evacuation due to a plumbing leak which does not affect electricity and/or phone lines.
 - b. Every attempt will be made to ensure the issue is handled at the time of the call, if appropriate.
 - c. Utilization Department Leadership will have secure access to Longevity Health Plan’s systems and can access via a remote computer with no compromise to any protected health information, all information in the systems, and member information. If the Utilization Department Leadership is not available and/or there is no secure access, the process will revert to #5 below.
 - d. Utilization Management requests for information and/or authorization will be handled via the secure system in the same manner as they would be handled had the disaster not occurred.
 - e. If unable to be resolved at the time of the call, the issue will be handed on the next business day following restoration of services. The entity placing the call will be told the nature of the disaster and the anticipated timeframe for restoration of services as well as the estimated timeframe to return their call to resolve their issue or request. The date, time, contact person, and contact phone number for the call will be documented so that the call can be returned timely.
5. If the electricity and/or phone lines are not intact and/or the Utilization Management Leadership are unable to effectuate secure access to Longevity Health Plan’s systems and all of Longevity Health Plan’s calls have been routed to the contracted call center, the following will occur:
 - a. For Utilization Management if the request is for urgently required services, a temporary tracking (ticket) number will be given to the person calling if applicable.
 - b. Per the Centers for Medicare and Medicaid guidance, the prior authorization (pre-certification) requirement will be waived if the disaster is an officially declared disaster by either state or federal government. In this instance, the requesting entity will be notified that there are no prior authorization (pre-certification) requirements needed at this time.
 - c. In instances where the disaster has not been formally declared, Longevity Health Plan will perform according to the following:

- If a system generated tracking (ticket) number has already been assigned, once the systems are once again functional, the authorization will be accessed and cross referenced with the temporary number provided to the requesting entity.
 - If a system generated tracking (ticket) number has not been assigned, or it is unable to be determined if assigned, a temporary tracking number will be assigned and given to the requesting entity.
 - All information will be documented by the Utilization Department Leadership and as soon as systems are functional, an authorization will be created, if required, or located if already in existence and cross referenced with any tracking (ticket) number the requesting entity was provided with.
 - The member's last name, first name, member ID, and date of birth will be documented along with requested services, diagnosis (es), place of service including the address, phone number, and requested provider(s).
- d. If the request is a routine Utilization Management request and not expected to be required prior to the resolution of Longevity Health Plan's system failure or for any of the other Utilization Management functions, information will be taken from the caller, an explanation of Longevity Health Plan's current status will be given, and the caller will be told a return call will be made to them as soon as the situation has been rectified and the systems have been restored.
 - e. If the request is a routine Utilization Management request but is anticipated to be required prior to the resolution of the system failure, refer to 5c and follow the guidance provided.

Note: If the disaster is expected to be of short duration, it may be more appropriate to explain the situation to the caller and provide an expected timeframe in which Utilization Management will be able to return their call.

6. Inpatient/Concurrent Reviews

- a. If the disaster is expected to last less than 24 hours, no specific actions need to be taken unless a call is received via the contracted call center regarding a question or concern regarding an inpatient stay.
 - b. If the disaster is expected to last greater than 24 hours, Utilization Management Leadership will provide a generated list of all inpatient cases for follow up and the Utilization Management Department personnel will continue to follow inpatient cases and conduct concurrent reviews.
 - c. Efforts will be made to contact hospitals in the affected service areas to alert of the situation and provided with alternate contact information where applicable.
 - d. If a list of inpatient members is unable to be obtained, the Utilization Management department will call all hospitals within the affected service areas to determine if any Longevity Health Plan members are currently being housed at their facilities. Handwritten, ongoing lists will be maintained until services are restored and all information is able to be entered into the systems.
7. If the disaster is severe enough and of such a widespread nature that no services are available in the affected service areas, there will be no efficient method to perform any of the Utilization Management functions during normal business hours and no services will be able to be offered by Longevity Health Plan until at least some of the needed services are restored, such as phone lines. Once phone lines are restored, the above steps can be performed.

Note: The Utilization Management Department will make every possible effort to notify providers within the affected service areas once needed services are restored to alert of the Utilization Management Department's availability being restored.

8. Once services are restored and all of the issues have been resolved, all documentation taken during the disruption will be entered into the appropriate systems, with dates and times recorded and paper copies of documentation destroyed as appropriate.

9. Throughout the above procedure, all hard copies of protected health information will be protected from discovery by always keeping them with Utilization Management Leadership.



Change Log

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NEW		8/3/2022	Courtney Gonzales	NEW

Appendices



UM Disaster
Recovery Plan.docx