



**Continuity of Operations Plans (COOP) Considerations for Medical Assistance**

As county operations are impacted and COOPs are activated, the Department encourages counties to consider the below factors. These are considered best practices for COOPs that impact Medicaid members.

1.	<b><u>Critical Services and Operations Review</u></b>
	<p>Does the plan identify the essential business services and functions provided by your company?</p> <p>Consider vital personnel and equipment, information storage, intellectual capital (who knows what), computer and technology, record management, physical facilities, and services provided by your vendors. What functions must be conducted onsite?</p>
2.	<b><u>Internal Resources and Capabilities Review:</u></b>
	<p>Does the plan address training personnel, preparing equipment and backup systems?</p> <p>Consider cross training staff in additional duties to back up critical roles. Prepare backup systems for payroll and customer service portal. Prepare equipment and supplies such as first aid, fire alarms and emergency power generator. Distribute facilities map with evacuation routes and locations of alarms.</p>
	<p>Does the plan address budget and finance mechanisms to ensure financing of essential services during a disaster/pandemic?</p>
	<p>Does the plan consider stockpiling supplies and equipment needed to maintain essential services during a disaster/pandemic?</p>
3.	<b><u>Business Continuity Organization (Delegation of Authority):</u></b>
	<p>Does the plan define the roles and responsibilities for team members?</p>
	<p>Does the plan identify a central authority to oversee and coordinate the operations in an emergency?</p> <p>Identify the lines and delegation of authority. Address interaction with external organizations including contractors and vendors.</p>
4.	<b><u>Internal Plans and Policies Review:</u></b>



	<p>Does the plan address emergency response procedures?</p> <p>Consider evacuation plan, fire protection plan, safety and health program, security procedures, insurance programs, employee manual, warning customers, protecting vital records, and emergency plan of communication.</p>
	<p>Does the plan address establishment of an emergency response team?</p>
5.	<p><b><u>Business Impact Analysis:</u></b></p> <p>Does the plan identify risks, and recovery time objectives for business processes and information technology? Does it consider the impact of reduced staff on the performance of services?</p> <p>Identify recovery point objective for data restoration, sustainable number of days for business closures, and cash needed to sustain the business.</p>
6.	<p><b><u>Business Continuity Strategies and Requirements:</u></b></p> <p>Does the plan identify procedures, resource requirements, and logistics for execution of all recovery strategies, such as alternate worksites and data restoration? Consider budget for emergency preparedness.</p> <p>Do you have a flexible work plan that include social distancing, hygiene etiquette, cancellation of non-essential activities, and relocation to an alternate facility?</p> <p>Do you have plans to utilize technologies to facilitate communication without person to person contact?</p> <p>Do you have a policy on employee compensation and sick-leave absences unique to a pandemic, such as non-punitive and liberal leave, and when a previously ill person who is no longer infectious can return to work?</p>
7.	<p><b><u>Incident Management:</u></b></p> <p>Does your plan define procedures for incident detection, alerting and notifications, business continuity plan activation, emergency operations center activation, damage assessment and situation analysis, development and approval of an incident action plan?</p> <p>Do you have a policy for employees who have been exposed to pandemic or suspected to be ill or become ill at work site, such as infection control response and immediate mandatory sick leave?</p> <p>Do you have policies to allocate resources to protect your employees and customers during a pandemic?</p> <p>Consider providing sufficient and accessible infection control supplies in all business locations, and enhancing communication and information technology infrastructure to support tele-commuting.</p>



8.	<b><u>Test, Training and Exercises:</u></b>
	<p>Do you have a plan to conduct tests, drills and training for internal staff at least annually?</p> <p>Proactively engage your employees in preparing for a disaster before it happens. Develop training curriculum for business continuity team members and set testing schedules.</p> <p>Do you have plans to communicate and educate your employees, such as emergency response manuals, and external resources for consultation with professionals?</p>
	<p>Do you have plans to collaborate with external organizations to help your community, such as sharing best practices and sharing timely and accurate pandemic information?</p>
	<p>Does the plan outline the processes to review, evaluate and modify the plan at least once a year?</p>
	<p>Does the review process include reflecting lessons learned from drills and actual events?</p>
	<p>Do you have a plan to schedule triggers and assignments for the periodic review of the business continuity and IT disaster recovery plan?</p> <p>Include corrective action program to address deficiencies.</p>
9.	<b><u>Reconstitution:</u></b>
	<p>Does the plan address the steps to return to normal work schedules after a disaster?</p> <p>Consider how to ensure safety of facilities, evaluate the need to hire temporary workers to complete the reconstitution process, and provide assistance to your employees.</p>

