

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	<b>Effective Date: 03/02/2009</b> <b>Last Review Effective Date:</b> <b>02/11/2009</b>
SUBJECT: Business Continuity	SECTION: BC 1.3

**SUBTITLE: CRSA Business Continuity and Recovery Plan Contents, Annual Review, Training, and Testing**

**POLICY:**

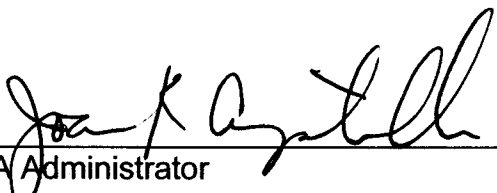
It is the policy of the Children's Rehabilitative Services Administration (CRSA) to conduct consistent and timely training, testing, and review of the CRSA Business Continuity and Recovery Plan in accordance with contract requirements.

**PROCEDURES:**

- 1) CRSA Business Continuity and Recovery Plan – Contents and Annual Review:
  - a) The CRSA Business Continuity and Recovery Plan will include planning and training of all the elements in the Arizona Health Care Cost Containment System (AHCCCS) Contractor Operations Manual, Policy 104, Business Continuity and Recovery Plan, including:
    - i) Contingencies for events at CRSA's main place of business:
      - 1) Loss of telephone system and other electronic failures.
      - 2) Complete loss of building (main site and any satellite sites).
      - 3) Loss of primary computer system/records or networks.
    - ii) Contingencies for events for patient care at the Children's Rehabilitative Services (CRS) Contractor's sub-contractors main place of business:
      - 1) Loss of major CRS provider/healthcare/CRS facility closure.
      - 2) Loss of the CRS Contractor.
      - 3) CRSA monitoring of the CRS Contractor's Business Continuity and Recovery Plans.
    - iii) Other contingency elements:
      - 1) Communication with AHCCCS and key customers during a business disruption.
      - 2) Staff training on the CRSA Business Continuity and Recovery Plan.
      - 3) Testing, at least annually, of the CRSA Business Continuity and Recovery Plan.
      - 4) Impact of loss.
      - 5) CRSA's key customer priorities (including capitation/invoice processing, eligibility and enrollment/encounter reporting, monitoring and oversight, oversight of clinical services, investigating and coordinating grievance and appeals, and

investigating and coordinating quality of care concerns/issues).

- 6) Percentage of recovery.
  - 7) Timelines for recovery of key customer priorities.
  - 8) Key actions required to meet timelines.
  - 9) CRS Contractor and staff contact/call listing.
- b) The Business Continuity and Recovery Plan will be reviewed annually. Revisions will be made as necessary based on the review.
  - c) By July 15th of each year, CRSA will submit a summary of the CRSA Business Continuity and Recovery Plan to AHCCCS.
- 2) CRSA Business Continuity and Recovery Plan – Training:
- a) To ensure all staff is made aware of the Business Continuity and Recovery Plan, CRSA will provide training at least annually, with periodic training provided as changes of key staff occur.
  - b) Training is mandatory for key staff, and will use an in depth plan that addresses the education of staff regarding their roles during specific disruptions/contingencies and resumption of critical customer services.
  - c) General training will be provided to non-key staff to ensure they are aware of the Plan. Training will be provided annually at one of the Office for Children with Special Health Care Needs (OCSHCN) monthly staff meetings or via an e-learning module.
  - d) General training will be provided to new hires to ensure they are aware of the Plan. Training will be provided during OCSHCN new employee orientation. Additional training will be provided to new key staff.
  - e) CRSA will ensure staff attends mandatory training by maintaining education tracking forms and sign-in sheets for the Business Continuity and Recovery Plan training.
- 3) CRSA Business Continuity and Recovery Plan – Testing:
- a) To ensure that testing of the CRSA Business Continuity and Recovery Plan is performed by July 15th of each year, CRSA staff will create a current year plan for testing the CRSA Business Continuity and Recovery Plan detailing the timeline for testing and what will be tested.
  - b) CRSA will document the testing procedures and results of the testing.
  - c) Further staff training and revisions or refinements in the Business Continuity and Recovery Plan will be made based on the testing, if necessary.

Approved:   _____ CRSA Administrator	Date:  3/5/09 _____
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