



Disaster Recovery Manual

| Medi Trans Disaster Recovery Policy and Procedure | |
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| Authorized Approval | Leah Begnaud, Chief Operating Officer |
| Approving Signature | |

[VG1]

General

Medi Trans’s Business Continuity and Disaster Recovery Plan is designed to prevent interruption of transportation services for members in our care in the case that any catastrophic event, including natural disasters, that negatively impacts Medi Trans’s core business functions. More specifically, the purpose of this plan is to:

- A. Oversee the safety of all employees in Medi Trans office locations.**
- B. Curtail disturbance of transportation services as much as possible if there is a disaster or event near Medi Trans’s Offices.**
- C. Minimize the risk of any loss of data essential to the operations of the scheduling and transportation software system and ensure data backup and renewal measures are put in place to provide minimal disruption to transportation operations in Louisiana.**
- D. Maintain communications with Members, Facilities, and the Health Plan and provide status updates.**

In the event of a call center failure, our Voice Over IP system allows Medi Trans agents to operate from any building with access to the internet through our VPN and call center platforms’ software. Our leadership team tests disaster readiness unannounced each calendar year, and any deficiencies are addressed, and this plan is updated accordingly.



Emergency Mode Operation Plan

In the event of a disaster or other catastrophic event at Medi Trans, the following steps are taken:

- A. The Medi Trans Leadership team is notified of and declares a disaster and activates this contingency plan. The following are the contacts for the leadership team and their responsibilities in the Disaster Recovery Plan:

Partner/Founder, Paul Broussard- 337-366-6618

Paul Broussard will have the responsibility of declaring and initiating the Disaster Recovery and the initial communication [VG2][LB3] to the Health Plan. Communication may be by email or phone, but he will confirm the health plan received his communication. The Partner/Founder will serve as the point person for communications and updates to the Health Plan after the initial notice.

Chief Technology Officer (CTO [VG4][LB5]), 337-242-1417

The CTO will serve as the main point of contact between communications and software vendors.

Chief Operating Officer (COO), 337-417-9976

The Chief Operating Officer is the secondary contact for all operational concerns and assists with all processes in the Disaster recovery plan.

- B. Health Plans are notified of disaster within 24 hours of the business interruption.
- C. Phone line hold messages for the Member Reservation Line, Facility Line, and Provider Line are updated so that members, facilities, and providers are aware of the issue when calling in.
- D. Coordinate relocation of agencies to the nearest available backup office, depending on the areas impacted by the disaster, Backup office location is:
- 115 Hansel Street, New Iberia, LA 70560
- E. If the greater Lafayette area is directly impacted, a conference room at a hotel in a non-affected city will be secured for short-term officing.
- F. Begin the rerouting of all telecommunication services.



Proactive Measures

In order to minimize the effects of a disaster or other catastrophic event at Medi Trans offices:

- A. Each location has 24/7 security and only authorized personnel have access.
- B. All emergency procedures are posted for employees to know, and each employee is trained upon hire.
- C. Each office location has fire extinguishers, smoke detectors, and sprinkler systems.
- D. All records are backed up hourly to a secure server located within the continental United States.
- E. Medi Trans Call Center and administrative offices have smoke and heat detectors, sprinkler systems, and portable fire extinguishers. In addition, emergency procedures are posted, and employees are instructed on how to respond to smoke or fire emergencies.
- F. Medi Trans utilizes an IP Based telephony platform and phone system at our Call Centers. The telephone lines are routed through multiple incoming telephone circuits and can easily be mobilized.
- G. In the event of sustained power failure or other catastrophic events in our Call Center, all calls will be re-routed within one hour to assure uninterrupted processing of transportation service requests.
- H. All our software is cloud-based, so all data is secured, as exact copies, through cloud backups. This includes all protected health information, policies, procedures, training material, phone, and email data.
- I. Medi Trans Maintains communication with Providers by cell phones which are not affected by the loss of power at Medi Trans offices.

The procedures are constantly reviewed and opportunities for technology that will reduce downtime are tested and deployed when available.

During events that limit traditional NEMT Providers from rendering services in a timely or safe manner, Medi Trans may elect to increase the utilization of company-owned vehicles and drivers to complete transportation.

Claims Recovery

In the event claims cannot be processed through our provider platforms, Medi Trans has the capability to process claims via paper.