



FIRST COAST ADVANTAGE DISASTER PLAN 2009/2010

Disaster planning is complex; First Coast Advantage's disaster plan is the result of a wide range of activities that will be performed by Dual County Health Department (DCHD), University of Florida (UF) and Shands Jacksonville. The Executive Director will be responsible for acting as the disaster planner for First Coast Advantage. The Executive Director will play a primary role interacting and participating on the Shands Jacksonville Disaster Team. This is critical because the disaster plan process is not only supported at the highest level of the organization, but is required as part of a complete Emergency Preparedness Management Plan (Reference Shands Jacksonville policy number A-03-001 titled Comprehensive Emergency Management Plan revised March 2008).

MEMBER SERVICES AND PROVIDER SERVICES

First Coast Advantages' Member Services is located in Jacksonville, Florida and at our TPA's office in Akron, Ohio. If Jacksonville was in a state of emergency the call center in Akron would take over all Provider and Member Service calls. This service center, located in Akron, also handles our overflow calls or if there is technical issues at the local call center. The staff members in Akron are already trained and currently answering overflow calls for First Coast Advantage. The Member and Provider phone numbers would not change in the event of an emergency.

Member Services 1-866-270-2422

Provider Services 1-866-270-2468

MEDICAL MANAGEMENT

Inpatient Medical and Psychiatric Hospitalizations

First Coast Advantage providers will perform services required for our members during the time of the disaster. Once the emergency situation is over, First Coast Advantage will retrospectively issue required authorizations for services rendered during the emergency time frame.

Pre-Authorization

First Coast Advantage is aware that providers, too, will be operating in disaster mode. If they deem services are needed during a time when our Pre-Authorization department is unavailable, they will render the services in good faith. Once the emergency situation is over, First Coast Advantage will retrospectively issue required authorizations for

services rendered during the emergency time frame. Examples of services include home health, DME, specialist visits, therapy, etc.

Expedited Appeals

A denial may be issued just prior to an emergency/disaster situation. If a member feels his life or ability to regain maximum function may be in jeopardy and a physician supports this opinion during the time of the disaster, then services should be rendered in good faith. First Coast Advantage will issue retrospective authorization for emergency services rendered during the disaster period. Again, our Member Services staff will be available to answer calls in Akron, Ohio.

COOPERATIVE PLAN WITH DUVAL COUNTY HEALTH DEPARTMENT

First Coast Advantage is aware that disaster planning should not take place in a vacuum. To work effectively, this plan is integrated into the routine operating procedures of the Duval County Health Department. The Continuity of Operations Plan (COOP) prepared by the Duval County Health Department is in conjunction with the City of Jacksonville and all surrounding counties.

The COOP identifies thirty-eight (38) Alternative Health Care Facilities that are used in case of a disaster. Many of these facilities are manned by physicians that are contracted between the University of Florida and DCHD. These health facilities and clinical resources are extensions and compliment facilities to the primary care centers contracted with First Coast Advantage.

There are traditionally three important characteristics of an effective disaster plan: comprehensiveness, simplicity, and flexibility. The First Coast Advantage plan is highly sophisticated because of the relationship First Coast Advantage has with the DCHD, UF and Shands Jacksonville. Through this relationship, First Coast Advantage will be able to identify sources of assistance in a disaster, determine the supplies needed for disaster response and salvage efforts.