

## Pharmacy Benefit Management (PBM) and ePrescribing (eRx) Solution Contingency Plans

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This document will address the existing disaster recovery, infrastructure support, and contingency plan for the MedImpact Arabia systems involved in the PBM and eRx solution utilized by its existing clients in the United Arab Emirates.

### Section 1: Disaster Recovery

The Engine utilized by MedImpact Arabia clients is running on high availability systems that provide fast and secured disaster recovery measures according to the specifications listed below:

- Recovery Point Objective (**RPO**) for the PBM Engine system is less than 5 minutes as the system is replicated near real time.
- Unscheduled Recovery Time Objective (**RTO**)
  - Engine: 30 minutes
  - MedAccess (Call Center Support System): 60 minutes
- Scheduled Recovery Time Objective (**RTO**) will be presented in a documented manner identifying the purpose as well as the anticipated down time of the systems.
  - Scheduled down time will be communicated with the clients within a minimum period of 24 hours of the intended down time.

Fully redundant and independent systems exist in each data center to meet RTO/RPO objectives with no degradation in performance, In case of a major disaster and if both primary and secondary systems become unavailable:

- Solution Provider will provide a situation analysis within 48 hours addressing:
  - Cause of the disaster.
  - Anticipated time for disaster recovery.

### Section 2: Network Connectivity

The connection between MedImpact Arabia clients and the company's utilized systems is channeled through dedicated IP addresses that were identified in the implementation process through a dedicated "Connectivity Form" completed together with the MedImpact Arabia client.

In case of a major connectivity failure in the MedImpact Arabia Client's network (due to ISP, Telecom Provider, or Client infrastructure related malfunction), causing no availability of the Static IP addresses:

- MedImpact Arabia will pre-configure the firewall rules to allow additional IP addresses if provided by MedImpact Arabia Clients to manage this exceptional situation.
- If static IP addresses are not available, MedImpact Arabia - upon written request of the client - will allow the Client to access system for a limited time without IP filtering or provision a range of IP addresses that would be granted access until the issue is resolved.

### Section 3: Communication & System Notification

The utilized MedImpact Arabia solution facilitates alerting options to notify the providers in cases of system failure, shutdown, and scheduled restarts through.

- Daily monitoring of process alerting internal teams on pending requests in the system.
- Upon recurrent system failure, an email is sent to MedImpact Arabia technical support team to manage provider calls and communicate with MedImpact Arabia clients proposed next steps.
- It is anticipated that all scheduled maintenance operations will be scheduled at night or early morning (12:00 am – 7:00 am). In case of an urgent maintenance operation that would create system disruption for more than 60 minutes during the day, an email alert will be sent to the providers to notify them about the expected system down time.

### Section 4: Response Times

#### MedAccess (Contact Center Application)

The response time for non ad-hoc search pages (querying by primary or natural keys like Member Number or Claim ID), inserts, and updates will be 10 seconds or less when accessed by the MedImpact Arabia Client's contact center team. This response time is measured within MedImpact Arabia network and could be longer at client site due to network bandwidth and latency between client and MedImpact Arabia.

#### eRx and PBM Transactions

The response time for authorizations through the MedImpact Arabia platform for eRxClinician, eRxPharmacy, PBMLink, and all regulated applicable authorization transactions is usually completed within a few seconds. Should you have a reported consistent delay of more than 30 seconds for the majority of transactions at your facility, please report the delay to the MedImpact Arabia call center team 600548881 for immediate action.

If you are a provider (pharmacy or physician) and not getting any response for your transactions or requests from a MedImpact Arabia client payer or third party administrator, please refer to the call center immediately to report the issue to avoid member disruption.

If you are a provider that is utilizing a custom integrated software (HIS or POS) to the DHPO (DHA) or Shafafiya (HAAD), **please verify that you have the necessary internal measures to handle potential system disruption from within your own solution.** Please note that MedImpact Arabia requests those providers to declare their intention to do follow this approach prior to going live. This is a necessary measure to manage the support and maintenance of client payer networks.

### Section 5: Scheduled Maintenance

**The MedImpact Arabia Engine** – The engine follows a monthly release schedule and requires no downtime. Software updates are deployed during off peak hours in the UAE, usually between 12:00 midnight and 7:00 am.

**The Contact Center Application** – MedAccess, follows a scheduled 3 month release cycle. Most releases require no downtime as updates are pushed out 1 stack at a time unless a database update is required. Communication of releases that require a downtime is provided to payers at least 48 hours in advance of the release. Software updates are deployed during off peak hours in the UAE, usually between 12:00 midnight and 7:00 am.

**PBMLink** – the pharmacy interface - follows a monthly scheduled update and requires minimal downtime. Updates that require more than 30 minutes downtime are deployed during off peak hours in the UAE, usually between 12:00 midnight and 7:00 am.

**Reporting and Analytics** – updates on the PBMAccessPanel and the MedOptimize-Cognos platform are scheduled and notified to clients if a downtime of more than 30 minutes is expected during the update. The introduction of new features and reports are done through communication with the client from the dedicated account management team.

## Section 6: Redundancy

The entire MedImpact Arabia solution is designed for high availability and redundancy. The Engine and PBMLink applications in the secondary datacenter has the same processing capacity as primary. The MedAccess application in the secondary datacenter has half the capacity of the primary systems. This capacity is sufficient for the anticipated user load and will meet response time requirements during unexpected situation where the solution needs to redundant system,

## Section 7: DNS Updates

In the event of a switch over to secondary data center, MedImpact Arabia will update the DNS entry to point users to the new IP address. The DNS records Time-To-Live (TTL) is set at 5 minutes forcing DNS resolvers to get a new IP address after 5 minutes. Since this change doesn't require an actual update to the DNS registrar there should be no lag in fetching the new IP address.

## Section 8: Failover Scenarios

### In the Emirate of Abu Dhabi

#### Scenario 1 – Pharmacy unable to access PBMLink or HAAD Post Office.

##### What needs to be done by the pharmacy?

1. Check if any MedImpact Arabia or HAAD Communication had been issues with regard to downtime.
2. If no communication has been issued, pharmacy to contact MedImpact Arabia call center to confirm system downtime.
3. If confirmed, pharmacy to revert to manual payer dispensing protocols or as otherwise advised by the payer until system is confirmed to be back up.
4. Pharmacy is requested to enter any dispensed prescription during the downtime on system once the system is confirmed to be back and functioning.

##### What needs to be done by the payer?

1. Check if any MedImpact Arabia or HAAD Communication had been issues with regard to downtime.
2. If no communication has been issued, payer to contact MedImpact Arabia call center to confirm system downtime.
3. If confirmed, payer to advise pharmacists to follow steps highlighted above to avoid member disruption.

### Scenario 2 – Payer is unable to access MedAccess Application.

#### What needs to be done by the payer?

1. Check if any MedImpact Arabia communication has been issued with regard to downtime.
2. Communicate with MedImpact Arabia call center to confirm downtime.
3. Check with payer infrastructure team to assure that no changes at payer end caused downtime.
4. If downtime is not resolved, advise pharmacies to revert back to payer protocols for overriding rejected transactions.

### Scenario 3 – MedImpact Arabia is unable to reach HAAD Post Office.

#### What needs to be done by the MedImpact Arabia?

1. Check if any HAAD communication has been issued with regards to downtime.
2. Report issue to HAAD technical support team.
3. Request Pharmacies and Payers to revert to **Scenario 1** above until issue is fully resolved.

## In the Emirate of Dubai

### Scenario 1 – Physician is unable to access eRx Clinician Application or DHA Post Office.

#### What needs to be done by the physician?

1. Check if any DHA Communication had been issues with regard to downtime.
2. If no communication has been issued, pharmacy to contact eClaimLink Call Center at 600522004 to confirm system downtime.
3. If confirmed, physician to issue a paper prescription and hand to member.
4. Physician is requested to move back to electronic prescription once system issue is resolved.

### Scenario 2 – Pharmacy unable to access PBMLink or DHA Post Office.

#### What needs to be done by the pharmacy?

1. Check if any MedImpact Arabia or DHA Communication had been issues with regard to downtime.
2. If no communication has been issued, pharmacy to contact MedImpact Arabia call center to confirm system downtime.
3. If confirmed, pharmacy to revert to manual payer dispensing protocols or as otherwise advised by the payer until system is confirmed to be back up.
4. Pharmacy is requested to enter any dispensed prescription during the downtime on system once the system is confirmed to be back and functioning.

#### What needs to be done by the payer?

4. Check if any MedImpact Arabia or DHA Communication had been issues with regard to downtime.
5. If no communication has been issued, payer to contact MedImpact Arabia call center to confirm system downtime.
6. If confirmed, payer to advise pharmacists to follow steps highlighted above.

### Scenario 3 – Payer is unable to access MedAccess Application.

#### What needs to be done by the payer?

1. Check if any MedImpact Arabia communication has been issued with regard to downtime.
2. Communicate with MedImpact Arabia call center to confirm downtime.
3. Check with payer infrastructure team to assure that no changes at payer end caused downtime.
4. If downtime is not resolved, advise pharmacies to revert back to payer protocols for overriding rejected transactions.

### Scenario 4 – MedImpact Arabia is unable to reach DHA Post Office.

#### What needs to be done by the MedImpact Arabia?

1. Check if any DHA communication has been issued with regards to downtime.
2. Report issue to DHA technical support team.
3. Request Pharmacies and Payers to revert to **Scenario 1** above until issue is fully resolved.

## In the Northern Emirates

### Scenario 1 – Pharmacy unable to access PBMLink.

#### What needs to be done by the pharmacy?

1. Check if any MedImpact Arabia Communication had been issues with regard to downtime.
2. If no communication has been issued, pharmacy to contact MedImpact Arabia call center to confirm system downtime.
3. If confirmed, pharmacy to revert to manual payer dispensing protocols or as otherwise advised by the payer until system is confirmed to be back up.
4. Pharmacy is requested to enter any dispensed prescription during the downtime on system once the system is confirmed to be back and functioning.

#### What needs to be done by the payer?

1. Check if any MedImpact Arabia Communication had been issues with regard to downtime.
2. If no communication has been issued, payer to contact MedImpact Arabia call center to confirm system downtime.
3. If confirmed, payer to advise pharmacists to follow steps highlighted above.

## Section 9: Service Disruption Communication

Proactive monitoring is being built into the solution. Any disruption to the service will be communicated to the payer team by email and/or phone. Payers are requested to setup an email distribution list for such notifications and also provide a phone number. Notification will be provided in the case of unscheduled downtime if system is down for more than 1 hour during normal business hours and 2 hours during non-business hours.