

Document Type:¹

☒ Policy & Procedure ☐ Process Guideline
☐ Plan ☐ System Description

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Document Scope: (applies to Policy & Procedure only)

- The requirements herein apply only to the GCBH BH-ASO Central Office and its functions.
- ☒ The requirements herein apply, verbatim, to GCBH BH-ASO and its network providers².
- The requirements herein apply both to GCBH BH-ASO and its network providers². Additionally, network providers must have internal documents outlining their processes for implementing the requirements, insofar as they relate to actions for which network providers are responsible.

PURPOSE: To ensure that Greater Columbia Behavioral Health (GCBH BH-ASO) complies with all State and Federal requirements regarding disaster preparedness. GCBH BH-ASO is committed to meeting the needs of its enrolled individuals and all residents of our service area during disasters.

POLICY

- A. GCBH BH-ASO shall have a primary and back-up system for electronic submission of data requested by HCA. The system shall include the use of the Inter-Governmental Network (IGN) Information Systems Services Division (ISSD) approved secured virtual private network (VPN) or other ISSD approved dial-up. In the event these methods of transmission are unavailable and immediate data transmission is necessary, an alternate method of submission will be considered based on HCA approval.
- B. GCBH BH-ASO must submit an annual certification statement indicating there is a business continuity disaster plan in place for both GCBH BH-ASO and its network providers. The certification must be submitted by January 31 of each Contract year to HCABHASO@hca.wa.gov. The certification must indicate the plan is up to date, the system and data backup and recovery procedures have been tested, and copies of the Contractor and Subcontractor plans are available for HCA to review and audit.
- C. GCBH BH-ASO participates in all disaster preparedness activities and responds to emergency/disaster events (e.g., natural disasters, acts of terrorism) when requested by the Washington State Health Care Authority (HCA).

PROCEDURE

1. GCBH BH-ASO and network providers shall create and maintain a business continuity and disaster recovery plan that insures timely reinstitution of the Individual information system following total loss of the primary system or a substantial loss of functionality. The plan shall include the following:
 - 1.1. A mission or scope statement.
 - 1.2. Information services disaster recovery person(s).

- 1.3. Provisions for back up of key personnel, emergency procedures, and emergency telephone numbers.
- 1.4. Procedures for effective communication, applications inventory and business recovery priorities, and hardware and software vendor lists.
- 1.5. Documentation of updated system and operations and a process for frequent back up of systems and data.
- 1.6. Off-site storage of system and data backups and ability to recover data and systems from back-up files.
- 1.7. Designated recovery options.
- 1.8. Evidence that disaster recovery tests or drills have been performed.
2. GCBH BH-ASO will attend HCA sponsored training regarding the role of the public behavioral health system in disaster preparedness and response.
3. GCBH BH-ASO will participate in local emergency/disaster planning activities when County Emergency Operation Centers and local public health jurisdictions request collaboration.
4. GCBH BH-ASO will provide directly, or through its Provider Agencies, disaster outreach, as defined herein and as required in the State Funded Contract, for GCBH BH-ASO's service area in the event of a disaster/emergency.
5. GCBH BH-ASO will either directly or through its Provider Agencies conduct post-disaster outreach to determine the need for disaster related crisis counseling and assess the availability of local resources in meeting those needs.
6. GCBH BH-ASO will provide the name and contact information to HCA for person(s) coordinating the GCBH BH-ASO disaster/emergency preparedness and response upon request.
7. GCBH BH-ASO will provide information and preliminary disaster response plans to HCA within seven (7) days following a disaster/emergency or upon request.
8. GCBH BH-ASO and identified Provider Agencies will partner in disaster preparedness and response activities with HCA, the State Emergency Management Division, FEMA, the American Red Cross and other volunteer organizations. This must include:
 - 8.1. Participation when requested in local and regional disaster planning and preparedness activities.
 - 8.2. Coordination of disaster outreach activities following an event.
9. GCBH BH-ASO will assure that its participation in Disaster relief activities will comply with all applicable State and Federal regulations regarding individual privacy and confidentiality.

MONITORING

10. This policy will be monitored through QMOC and MIS Committee meetings and annual monitoring, with the appropriate recommendations, findings, and/or corrective actions as required.

11. GCBH BH-ASO will review and verify subcontractor Business Continuity and Disaster Recovery Plans (BCDRP) in accordance with the GCBH BH-ASO contract with the State. Providers shall complete the GCBH Business Continuity and Disaster Recovery Plan Attestation and submit with their BCDRP annually.

APPROVAL



Karen Richardson or Sindi Saunders, Co-Directors

3/2/2026
Date