

BAY-ARENAC BEHAVIORAL HEALTH POLICIES AND PROCEDURES MANUAL

Chapter: 12	Riverhaven Coordinating Agency		
Section: 9	Miscellaneous/General		
Topic: 2	CareNet Downtime		
Page: 1 of 3	Supersedes Date:	Approval Date:	<hr/> <i>Board Chairperson Signature</i> <hr/> <i>Chief Executive Officer Signature</i>
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Policy

It is the policy of Bay Arenac Behavioral Health (BABH) that its departments, including the Coordinating Agency (CA), have a process in place to address downtime with its software vendor, in order to ensure the continued delivery of services in the region.

Purpose

This policy and procedure is established to ensure that in the event the CA's software vendor incurs downtime, a method of continued communication is established with the vendor and the provider network.

Applicability

- All BABH Staff
- Selected BABH Staff, as follows: Claims, Financial Services, Service Access/Intake, ISA
- All Contracted Providers: Policy Only Policy and Procedure
- Selected Contracted Providers, as follows: Substance Abuse Staff
 - Policy Only Policy and Procedure
- BABH's Affiliates: Policy Only Policy and Procedure
- Other:

Definitions

N/A

Procedure

If the CA's software vendor has scheduled downtime, the CA will notify its provider network, through an e-mail and through a news items posted in the system. If the vendor experiences

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unscheduled downtime, the CA will communicate with the vendor to establish a time frame for a fix. The CA will provide this time frame to the provider network. Additionally, the CA will inform the provider network when the system is operational.

Attachments

N/A

Related Forms

N/A

Related Materials

N/A

References/Legal Authority

N/A

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Submission Form		
<u>Approving Body/Committee/Supervisor:</u> Joe Sedlock	<u>Author/Reviewer:</u> Darren McAllister	<u>Approval/Review Date:</u> January, 2010
<u>Result:</u> Deletion <input type="checkbox"/> New <input checked="" type="checkbox"/> No Changes <input type="checkbox"/> Replacement <input type="checkbox"/> Revision <input type="checkbox"/>		
<u>List reason for deletion/replacement/revision here. If replacement, list policy to be replaced.</u> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>		