

Emergency Preparedness Overview

Special Communication: March 17, 2020

IBH is providing this overview to assure our customers we are prepared to conduct business as usual during widespread crises, including the most recent global pandemic. We have always had a tested disaster and contingency plans in place, and our disaster planning and recovery team is meeting daily to review the latest facts and information regarding the novel coronavirus (COVID-19). For the past several weeks, we have been implementing our plans as appropriate to best protect and serve both our customers and our own employees.

As a progressive behavioral health company, IBH facilities, systems, and people are fully prepared to continue functioning with minimal interruption through all national crises and disasters. Many of our employees already work at home, we are nationally dispersed with secure, redundant systems, and we already have accessible telehealth services in place to assist people wherever they are during this time of increased need for support.

We encourage our customers and members to visit the CDC website for all news related specifically to the virus: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

We have also focused on the following three key goals that we feel will help us best support organizations and individuals during this time:

1. Assist customers with refining their own disaster and contingency plans to protect employees, customers, and the public by sharing our own plans and efforts.
2. Provide relevant resources (communication and training events) to address the increased behavioral health and life challenges people are currently facing related to COVID-19, including stress, fear, anxiety, loneliness, money, family, and work issues.
3. Support the general public by making helpful communications, resources, and trainings available to everyone across the country.

During the next week, all IBH customers will be receiving a link to an expanded resource page that will be on our website. This page will be open to everyone and no login or password will be required. We will be sending an email to all our current customers, brokers and business partners with links on how to access the newly published materials that will include a recorded webinar and additional resource materials that we hope will help everyone better manage their stress, anxiety and fear during this time of uncertainty.

IBH understands this is a tense and unpredictable time for everyone in our country, and we are committed to serving as a reliable and useful resource during this challenge and into the future. We invite customers to call IBH for guidance about supporting employees and members, and we encourage managers and HR staff to remind employees about the helpful support they have available through IBH.

I. IBH Disaster Recovery Plan

IBH maintains a business continuity plan to prepare and respond to all types of disasters and IT events. From an IT perspective, the plan ensures essential information processing functions (such as access to eHR records) can be maintained throughout a variety of incidents and emergencies. The Contingency Plan endeavors to protect the confidentiality, integrity, and availability of Protected Health Information (PHI).

Overall, the Contingency Plan prepares IBH to identify and plan for continuity of the critical IT functions and systems that support essential business operations, including the facilities, equipment, records, personnel, and other resources required to perform those functions, as well as the plans to enable an effective recovery from an event that affects the normal operation of IBH.

Planning addresses three key types of disruptions:

- Closure of a facility (such as damage to a building or mandated quarantine)
- Reduced workforce (such as pandemic flu)
- Technological equipment or systems failure (such as IT systems failure)

The contingency plan, at a minimum, addresses the following IT Security requirements:

- Identification of functional areas essential to business operations.
- Determination of how each situation, such as fire, flood, or quarantine, would affect these key areas, what actions would be taken, and the resources needed for each one.
- Goal setting for the return to essential operations and return to full normal operations.
- Identification of each required process, including documenting each step in the process that needs to be done, along with identifying the staff and other resources needed to complete the work.
- Plans for each functional area and the organization.
- Implementation of a communications and education plan to keep employees informed of changes and remind them of their roles and responsibilities.

IBH leadership has overall responsibility for contingency planning, including overseeing the effort to develop, test, and maintain the plan. The Contingency Plan Coordinator and Contingency Plan Leadership Team (CPLT) have overall responsibility for developing and maintaining the plan. The Coordinator communicates with staff and trains them on the plan and their responsibilities.

II. 24-Hour Telephone Support for Clients and Members

IBH has senior care managers available to service emergency calls 24/7.

Access

A 24-hour central national toll-free number allows for one entry point to the IBH WorkLife, EAP, and behavioral health plan services for any crisis, urgent, or emergent matters.

Intake

An IBH case manager provides 800 number phone-based triage and assessment to determine which services are needed and appropriate. The case manager can transfer the caller directly to a WorkLife resource for issues such as elder care, childcare, legal and financial assistance, or to one of IBH's regional EAP groups that serve for face to face assessment, problem resolution, brief counseling, and referrals for special behavioral conditions.

If the IBH case manager determines a caller requires immediate assessment or treatment for a serious or special behavioral condition, a referral is made directly to a network provider capable of providing individualized assistance. Regional providers are oriented to use uniform IBH EAP/MBH policies and procedures for the assessment and referral process.

In addition to phone support, all members have access to member portals. The portals are updated in real-time by Life Advantages, Work Place Options, etc. We also post timely notifications on the home page and contact pages on ibhsolutions.com to provide updates as needed for customers, business partners, and members.

On March 9, 2020, we completed a COVID-19 Preparation document with ProtoCall services.

III. Customer, Business Partner and Provider Communications

Real-time alerts posted on the member portals (through Life Advantages, Work Place Options, etc.) These are free resources and most recently includes a webinar about COVID-19 and tools for managing anxiety and stress. We share a link to our expanded resource page (no login or password required) to share information and resources with our customers, consultants and broker partners, and the general public.

IV. IBH Employee Protocols

The following guidelines were set in place on February 18, 2020. We are continuing to monitor the Novel Coronavirus (COVID-19) situation as the number of reported cases in the United States and around the world continues to grow. We want to assure all employees that their health and safety are a top priority.

- If an employee is sick, they are asked to stay home until they are well. Managers will continue to follow current protocols in the event of an employee's absence.
- For employees that are sick or have been exposed to the virus, IBH is providing an option to work from home and this will be dependent on the current job description.

- We are currently limiting required business travel for many of our employees and are utilizing alternative methods (online meetings, telephone conferences) so we can continue to operate our business.
- If an employee has traveled to within an outbreak area, they are asked to stay at home when they return from their trip per guidelines published by the CDC. They will need a doctor's note to return to work.

The following preventative measures from the CDC have been provided to all employees by email and they are also posted on our internal intranet.

- If you are sick, please stay home. Please follow current employee guidelines for manager notification if you are sick.
- Avoid close contact with people who are sick. Avoid touching your eyes, nose and mouth.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing or sneezing. Washing your hands is one of the most important things you can do to stop the spread of germs, and the CDC recommends scrubbing your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end **twice**.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash. If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe. It is important to keep your work area clean to limit the spread of germs.
- Follow the CDC's recommendations for using a facemask. CDC does not recommend that people who are otherwise well wear a facemask to protect themselves from respiratory diseases, including COVID-19. Rather, facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others. The use of facemasks is also crucial for health workers and people who are taking care of someone in close settings (at home or in a health care facility).