

Emergency Preparedness and Response Plan Summary

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OUR COMMITMENT TO PREPAREDNESS

CenCal Health is committed to protecting the health and safety of our members, employees, network providers, and community during emergencies and disasters. In alignment with requirements from the California Department of Health Care Services (DHCS), CenCal Health maintains a comprehensive Emergency Preparedness and Response Plan (EPRP) that ensures the continuity of critical business operations, delivery of essential care and services to members, mitigate potential harm caused by emergencies, safeguarding of protected health information (PHI), and the timely communication of vital information during an emergency.

PURPOSE AND SCOPE

The purpose of CenCal Health's EPRP is to:

- Ensure continuity of business operations.
- Ensure uninterrupted access to essential health services.
- Protect sensitive member data and operational integrity.
- Support rapid and coordinated response efforts in emergencies.

CenCal Health's EPRP addresses a wide range of potential emergencies, including but not limited:

- Natural disasters (earthquakes, wildfires, floods)
- Cybersecurity incidents
- Power or utility outages
- Public health crises (e.g., pandemics)
- Facility access disruptions

PREPAREDNESS STRATEGIES

CenCal Health takes a multi-layered approach to emergency preparedness, including:

- Risk assessments to identify potential threats and vulnerabilities.
- Business continuity planning to maintain operations for critical systems and functions.
- Training and exercises to ensure that employees are equipped to respond effectively.
- Coordination with local, state, and federal agencies, including DHCS and local emergency services.

COMMUNICATION AND OUTREACH

During emergencies, CenCal Health is committed to:

- Providing timely updates to CenCal Health members, network providers, employees, subcontractors, downstream subcontractors, DHCS, and other essential persons and entities.
- Ensuring accessible communication formats for individuals with disabilities or language barriers.
- Posting alerts and information through CenCal Health's website and other communication channels.

REVIEW AND UPDATES

CenCal Health reviews and updates its EPRP on an annual basis and after any significant incident or regulatory changes. CenCal Health's leadership team is involved in these reviews to ensure the EPRP remains comprehensive and compliant.

CONFIDENTIALITY NOTICE

This summary is intended to provide a general overview of CenCal Health's emergency preparedness efforts. CenCal Health's EPRP contains detailed operational procedures, recovery protocols, and contact information and is maintained as a confidential internal document.