**Insolvency Plan Template**

|  |  |
| --- | --- |
| CCO Name |  |
| Calendar Year |  |
| Prepared by |  |

# Purpose

Pursuant to OAR 410-141-5360, CCOs are required to have written policies and procedures to ensure that if insolvency occurs, Members and their clinical and all other related records are transitioned together to other CCOs or providers with minimal disruption. <https://oregon.public.law/rules/oar_410-141-5360>

# Instructions

See Guidance Document for Insolvency Plan; 6. Content of Insolvency Plans

A completed Insolvency Plan Template is due (i) by August 31 of each Contract Year; (ii) upon any material change to such Plan; and (iii) within five Business Days of request, as made by OHA from time to time. Changes in Contractor’s Insolvency Plan shall not be implemented until approved in writing by OHA. If no changes have been made to Contractor’s Insolvency Plan since last approved by OHA, Contractor may, for its annual Insolvency Plan submission, submit to OHA, via Administrative Notice, an Attestation stating that no changes have been made.

A completed Insolvency Plan must be signed by an official of the Contractor, scanned and uploaded to your deliverables portal.

**Key Staff**

**CCO‘S Insolvency Coordinator(s)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Role | Company Position | Name | Phone | Email |
| Insolvency coordinator |  |  |  |  |
| Other potential key coordinating staff to consult  |  |  |  |  |
| [Insert lines as needed] |  |  |  |  |

**Administrative Control/Log In For Digital Assets**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Role | Company Position | Name  | Phone | Email |
| Bank accounts |  |  |  |  |
| Payroll/employee benefit systems |  |  |  |  |
| Member records |  |  |  |  |
| CCO Provider Networks/contracts |  |  |  |  |
| Non-health care contracts (leases, major equipment rental, etc...) |  |  |  |  |
| Claim system |  |  |  |  |
| Record Retention |  |  |  |  |
| Public facing phone number(s) for customer service contact |  |  |  |  |
| Website Access |  |  |  |  |
| Email Access |  |  |  |  |
| Social Media |  |  |  |  |

**Physical Assets**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Role | Company Position | Name | Phone | Email |
| Access to office(s) |  |  |  |  |
| Paper records |  |  |  |  |
| Servers |  |  |  |  |
| Physical mail |  |  |  |  |

**Transferring high-needs members**

Lay out process for transferring high-needs members:

**Transferring records**

Explain process for collecting and transferring all relevant Member records, approvals, and other care data, such as: Outstanding claims, approved health-related services, program exemptions approved.

Explain process for collecting and transferring information regarding the CCO’s current contracts. Including contract provider panel, leases, service agreements, software licenses that the CCO uses.

**Record Retention**

What is the backup process for the CCO’s records?

How frequently are the different records backed-up?

Does the CCO use an on-premises system or contract with a third party? If the system is on-premises, explain where servers are located and who has physical and administrative access. If contracted out to a third party explain who has administrative access.

**Communication Plan**

Explain process for communication of the insolvency to members. Include:

* How to access the CCO’s information regarding the best way to contact members.
* How to access the systems to send information via members' preferred communication channels to send written notice.
* What position(s) would be responsible for responding to member questions
* How to get access to key URLs, logins, and accounts

Explain process for communication of the insolvency to providers and subcontractors. Include:

* How to access the CCO’s information regarding the best way to contact providers and subcontractors.
* How to access the systems to send information about preferred communication channels to send written notice.
* What position(s) would be responsible for responding to provider and subcontractor questions.
* How to get access to key URLs, logins, and accounts

Explain the process for communication of the insolvency to company staff.

**Major Risk Accepting Entities**

Does the CCO have a major risk accepting entity? If yes, provide the same or similar insolvency template for them or indicate if all answers would be the same due to nature of the contractual relationship?

**Certification**

I, the undersigned, hereby attest that I have authority to certify the data and information and I, the undersigned, hereby certify based on best knowledge, information, and belief that the data and information is accurate, complete and truthful.

|  |  |
| --- | --- |
| Signed |  |
| Name |  |
| Title |  |
| Date |  |