Contingency Plan

In the event that a WC Network has delegated any function to a carrier or a third party, there must be a written contingency plan to document how a network would reassume all of the delegated job functions.

WHAT	*ACTION TAKEN*	*HOW ACTION IS TAKEN*	*WHO IS RESPONSIBLE*	*DUE DATE*	*WHEN COMPLETED*	*Initials*
Delegation terminates	*Notification of: Carrier, Program Directors as applicable, QI Prog., TDI if applicable*	*By phone, e-mail, fax*	*Claims Director (Network Director, Contract Director, etc)*	*Within 2 business days*		
Notification of Affected Parties						
Request Reports / Documentation						
Assign staff to assume responsibilities						
Training of new staff						
Follow-up reporting of assumed duties						
Decide to re-contract function						
Pre-delegation Audit						
Delegation Agreement to new 3rd Party						