



# Business continuity plans

## **nThrive enacted its business continuity plan on February 28, in anticipation of our need to make colleague safety, business continuity, and extending additional support to clients our top three priorities.**

As heightened restrictions on access to workplaces have emerged across the globe, we have and continue to secure our operational continuity for our clients.

nThrive operates as ONE team regardless of where the colleague resides. We have a holistic strategy in place for transitioning colleagues to be remote-enabled since early 2018, and as such, we have been able to swiftly and seamlessly move our colleagues to work from home platforms in accordance with local, state and national guidance. To give you a sense of this progression, we exceeded 90% remote-enabled colleagues as of May 1.

In addition to enabling our remote workforce, the nThrive business continuity strategy also includes:

- ✓ Shifting work across the nine geographic zones where we have both service centers and remote-enabled colleagues across the world
- ✓ Engaging our existing accounts receivable service team, 86% of whom have capacity and interest in working overtime hours
- ✓ Augmenting our PRN pool with extended support options
- ✓ Keeping our third-party partnerships fresh so that we can assess any additional capacity needs should it become necessary

Thank you again for all that you and your teams are doing to help in the fight against COVID-19 Coronavirus. We are here to support you fully as you navigate this unprecedented time.

**nThrive is fully operational and will continue to provide full service and support.** As we work through the uncertainty and challenges surrounding COVID-19 Coronavirus, our priorities at nThrive remain clear and will guide us in all we do – ensuring colleague safety, supporting operational continuity, and extending additional support for our clients.

Our managers are working closely with our colleagues in case of any circumstances causing them to be unable to work. We are allotting flexibility and staffing accordingly to ensure there will be no disruption in service to our clients. This includes affording flexible work schedules outside of core business hours, cross-team coverage with trained resources, and overtime options for those who can provide additional coverage.



## Preventative measures asked of all nThrive colleagues.

- ✓ nThrive has made the decision to ask colleagues to work from home through May 15, and will re-evaluate that date based on state and local guidelines. Ordinarily, this represents 50% of our workforce, however we exceeded 90% remote-enabled colleagues as of May 1.
- ✓ nThrive colleagues have been asked to hold any internal or external group meetings virtually, via Zoom, through May 1.
- ✓ Colleagues have been educated to wash hands often and for at least 20 seconds, as well as to use an alcohol-based (60% alcohol) hand sanitizer if soap and water are not available, as well as to avoid touching their eyes, nose and mouth.
- ✓ nThrive has asked colleagues to clean all “high-touch” surfaces every day, including counters, tabletops, doorknobs, phones, keyboards and tablets.
- ✓ nThrive has asked colleagues that if they reside with someone who has a respiratory illness to coordinate with their supervisor and work remotely in order to avoid bringing infection into the workplace.
- ✓ Additionally, we have created a confidential HR Hotline exclusively for reporting illness and/or possible exposure.
- ✓ We have communicated these measures through multiple channels, including Senior Leadership training and an internal COVID-19 Coronavirus protocol page that is updated multiple times a day as new recommendations and regulations are released.



## Potential strategies for managed care outreach

In addition to addressing your immediate business continuity concerns, we have prepared a short list of ideas for engaging with your managed care partners so that your financial recovery and financial health is recognized as an important step in the provision of care to our communities.

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**Ask your managed care payers to discontinue** authorization expectations (for inpatient and outpatient services) provided from the start of the Executive Order until it ends.

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**Request timely filing notification to be suspended** for all dates of service in the Executive Order period and to allow a grace period for claims that would have been adjudicated during that time.

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**Document the request for all non-government payers** to follow CMS's changes during the Executive Order. Ask for feedback from the non-government payer on how they will implement the CMS changes.

**Claims Management:** nThrive processes 190 million EDI transactions per year and 1.4 million paper claims per year. We have achieved this with a predominantly virtual workforce since early 2019 and will continue to provide the same high level of service. Our claims management operations are “business as usual,” as this is how our colleagues are set up and accustomed to working.

**Paper Mail Services:** Essential Claims Mail Room staff will continue to work onsite, while following preventative measures in accordance with our company guidelines. This includes deep cleaning and maintaining disinfectant protocols. We are following CDC guidelines for hand washing and social distancing. We have not been made aware of any risk of exposure.

**Self-Pay/Bad Debt:** nThrive call centers in both Raleigh, NC and Downer's Grove, IL, will operate as usual, following CDC guidelines for hand washing and social distancing. We have not been made aware of any risk of exposure in either service center and continue to be preventative in our measures, including deep cleaning and maintaining disinfectant protocols. nThrive is in the process of enabling these colleagues to be a virtual workforce, as soon as possible. All job duties will be able to be performed in a remote environment.

**Eligibility Enrollment Service:** nThrive will activate remote screening, follow-up and technology workflows when hospital-specific COVID-19 protocols limit physical interaction with patients. In areas where local authorities have imposed curfews and shift work is impacted, such as emergency departments, nThrive will adjust working hours or activate remote workforce procedures. nThrive follows state-specific Medicaid, disability, charity and other local program contingency requirements to help ensure state and local application policies are followed. nThrive colleagues will follow each client's protocols as a priority to help ensure the safety of the colleague and the hospital population.

### **nThrive Technology Solutions Group updates:**

nThrive solutions have been and are being adapted to support these changes including: Claims Management, ClaimShop, Contract Management, CDM Master and KnowledgeSource.

**Claims Management** editing will be updated to allow the two new codes with the April 2, 2020 deployment, retroactive to February 4, 2020.

**ClaimShop** and **Contract Management** will include the new codes when the APC grouper is updated to include it.

For clients that utilize **CDM Master** and/or **KnowledgeSource**, OPPS Informants were sent out that explained the new codes being released as well as the ICD-10 Guidelines.

Please review the appropriate Client Communication Product Notifications for more details. ■