



**Procedure Manual**  
**Florida Health Maintenance Organization Consumer Assistance Plan**

**Number:** 2.21  
**Subject:** Technology Policies

<b>Category:</b> Administrative Policies	<b>Original Date:</b> Jan. 5, 2012
<b>Approval:</b> Board of Directors	<b>Revision Date:</b> <u>Sept. 5, 2012</u>
<b>Responsible Party:</b> Plan Manager	<b>Distribution:</b>

**Purpose:**

To safeguard the HMOCAP's electronic records from accidental and intentional loss.

**Procedure:**

A. DISASTER PREPAREDNESS. HMOCAP correspondence, files, records, and databases that are maintained electronically shall be copied at least daily and stored off site daily at least monthly, preferably in an area unlikely to be affected by a disaster that would compromise the original records.

In the event of a disaster or emergency that renders the Plan Manager or other record holder unavailable, the Chairman of the Board of Directors, or a representative designated by the Chairman, may contact the holder of the off-site copies of HMOCAP records and gain access to the records.

The current off-site location is ~~West Managed Technology Services, 610 Opperman Drive, Eagan, MN 55123, (651) 687-7000~~ Iron Mountain Bloomington, 9450 West Bloomington Freeway, Bloomington, MN 55431, (952) 886-9000.

The Plan Manager shall inform the Board of Directors when the off-site location changes, and the Board of Directors shall amend this manual to reflect any new location.

B. ANTIVIRUS. It is the policy of the HMOCAP to avoid computer viruses. Downloaded files must be scanned prior to introduction to the network, and all disks and other removable storage devices must be scanned before being opened. Introducing viruses or intentionally destroying or modifying files on the network is prohibited.

C. SOFTWARE LICENSES. It is the policy of the HMOCAP to adhere to the license requirements for all software purchases.