



UPDATE: Hurricane Irma Business Continuity Plan

September 11, 2017

We hope this communication finds you safe. Concordia is in the process of assessing any sustained damages in Miami and continues to ensure the safety of our employees and their families. Current reports indicate we will likely be able to open our Miami office on Wednesday, September 13. Until then, that office will remain closed.

We remain operational to service our clients, members and providers by executing on our business continuity plan. We will continue to utilize our call service and our New Jersey-based resources until our Miami office opens on Wednesday. **We continue to provide 24/7 access to on-call clinicians. Members, clients and providers can access these resources by calling our toll-free number at 1-855-514-5300.**

In the event you are in a region that sustained major damage, Concordia can coordinate access to the following for you:

- Availability of emergency utilization management services
- Clinical coverage 24/7 through our after-hours on-call licensed clinical staff
- Direct coordination with our Health Plans
- Direct assistance to our members/recipients who need services after a disaster

Our clinical staff have extensive knowledge and are experienced with crisis intervention. Should you require any assistance, please contact us for support. In case of emergency call 911.

Sincerely,
Concordia Provider Relations Department
And Management Team



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