

## Health Information Network Provider Services

The System Coordinated Access Program, overseen by CFFM Care Innovations, is the Health Information Network Provider for the System Coordinated Access (SCA) Network providing governance over the information systems and information technology services supplied to all participants.

Responsibilities include:

- I. Oversee the SCA Network, an electronic, web-based, referral management platform which includes access to secure, electronic referral functionality that allows the transmission of Client Data between participants;
- II. Maintain database files on behalf of each Participant with respect to Participant Data under that participant's Data Governance Policy to provide governance and oversight into the access and sharing of Participant data;
- III. Appoint one or more individuals who will be responsible for the privacy and security of the SCA Network;
- IV. Establish logging, auditing and monitoring policies and procedures including communication of these controls to the participants who will ensure all Authorized Users comply with such policies and procedures;
- V. Provide incident and breach management support to the participants by informing the parties in the event of a Privacy Breach or unauthorized access by a person other than the participants, in accordance with the provisions of the Integrated Privacy and Security Incident Management Process found in the SCA Privacy Guide;
- VI. Implement an integrated privacy support process to handle participant requests for access or correction to data provided through the SCA Network or to challenge the SCA Network's privacy practices;
- VII. Use reasonable efforts to ensure vendors comply with System Downtime Policy protocols related to any planned outages or system downtime. Whenever possible these events are to occur at a time when it does not interfere with access by Authorized Users for the purposes of Client Services and to provide the parties with at least four (4) Business Days' notice of the impending outage or downtime; and
- VIII. Ensure all vendors participating in the SCA Network conform to data retention legal requirements.