

DXC OPERATIONS DURING THE COVID-19 PANDEMIC

DXC provides Vermont Medicaid with essential business and technical services that are critical for ensuring access to health care services for Vermonters. DVHA and DXC leadership are working together daily to monitor the evolving COVID-19 situation and any potential impacts to DXC's operations. Currently, DXC teams are fully staffed and continue to perform standard levels of provider services and claims operations.

Business Continuity Planning (BCP) is integrated into DXC's normal business processes. In addition, DXC has developed a detailed plan for the ongoing COVID-19 outbreak that focuses on the safety and well-being of staff and all Vermonters while continuing to provide essential services. Actions are based on federal and state guidelines to reduce transmission and protect those at higher risk for adverse health complications.

As of March 14, all provider services are being performed virtually; onsite visits by Provider Representatives are suspended. DXC staff with job functions that can be performed from home are doing so. For the small number of staff with work that requires them to be onsite at the DXC Williston office, social distancing recommendations are practiced and monitored, and enhanced building cleaning procedures have been implemented.

We will provide updates as needed if the situation changes.