

# Gateway Health Plan®: An Ounce of Prevention



**Managed Care Organization Partners with  
MSA on Key Components of its Business  
Continuity Program**

*“MSA had the most  
to offer Gateway...  
at a competitive price.”*

— David Guilinger  
Information Services Director,  
Gateway Health Plan®



**MANAGEMENT SCIENCE ASSOCIATES, INC.**

## The Problem

Since 1992, Gateway Health Plan® has operated as a managed care organization (MCO) that provides access to more than 263,000 members eligible for Medical Assistance in Pennsylvania. In addition to serving the Medicaid population, Gateway also services individuals who are dual eligibles, those who qualify for both Medicare and Medical Assistance.

Based in the central business district of Pittsburgh, PA, Gateway's headquarters are located in the US Steel Tower, the city's tallest structure. Operating in a consolidated fashion presents both operational efficiency and significant business risk.

## Selecting MSA

Gateway chose to establish its recovery data center and workforce recovery centers within Western Pennsylvania, which offers a very diverse geography and infrastructure that supports a high degree of resiliency within a thirty minute drive. Gateway also required a recovery center that was accessible to its workforce. Gateway reviewed several providers prior to deciding to partner with MSA.

## The Solution

Gateway partnered with MSA on two solutions - a robust hosting relationship for an active mirror data center and a workforce recovery solution for call center agents that are unable to work from home or other alternative locations.

## Data Center

Gateway hosts a mirror of all data and voice systems at MSA's RockPointe Data Center facility. Telecommunication services hosted at RockPointe are actively leveraged in Gateway's operation. In short, this is not a cold facility that is exercised once a year. Gateway also leverages this facility as its bunker for all data backup utilizing the following services:

- Data storage
- Over 75 virtualized systems
- Telecommunication services including voicemail call accounting and call recording
- Internet
- Private network connectivity

In addition to leveraging specific components in an active fashion, Gateway conducts at least four exercises of the RockPointe Data Center each year. These tests are performed remotely with no impact to Gateway's operations. In fact, Gateway personnel can remotely manage its systems at the RockPointe facility to the power outlet.

## Workforce Recovery Solution

Gateway maintains a workforce recovery solution based at MSA's Penn Avenue facility. The arrangement services up to 150 call center agents. These seats are leveraged during a business disruption as an alternative for staff who are unable to work remotely. Gateway maintains remote connectivity for over half of the company.

The following summarizes the services hosted at the Penn Avenue facility:

- Generic desktop setup within 24 hours (Gateway leverages a virtual desktop solution that does not require software installation)
- Generic VOIP phone service that is leveraged by Gateway to access its voice platforms (calls are redirected to this service thus eliminating the need to change access numbers and methods)

## Unplanned Events

### Telecommunications Failure

Gateway experienced a failure with a DS3 that took its primary telecommunications vendor almost two weeks to resolve. Gateway never missed a beat. Gateway was able to seamlessly failover telecommunication service through MSA's RockPointe facility and mitigate what would have been a disaster. Being able to leverage this failover also afforded the vendor more time to diagnose and remediate the failure.

### G20 Summit

Pittsburgh had the mixed blessing of hosting the G20 Summit 2009. A G20 Summit can shut down a city or, in the case of Pittsburgh, an entire region. Gateway braced for the impact of the G20 and when preliminary details included limited operations within the US Steel Tower. Gateway had no option but to leverage several of its business continuity plans. Gateway chose to operate from the US Steel Tower for the entire week of the G20 Summit. Over half of the company worked remotely, and Gateway was able to both meet, and in some areas, exceed its service level agreements. The week, instead of being a disaster, turned into an unqualified success.