Risk Mitigation Plan
Provider Operations Workflow Automation — Spring Health

Prepared by: Sai Tarun Reddy, Business Analyst | February 2026

RISK-001: Automated Routing System Downtime
P: Medium | I: High | Status: Active

The automated triage and routing system may experience unplanned downtime during high-volume periods, causing provider issues to go unassigned.

Mitigation Steps:

• Implement redundant routing servers with automatic failover

• Set up real-time monitoring alerts for system health

• Create automated failover procedures and runbooks

• Schedule maintenance windows during off-peak hours

Contingency Plan: Immediately activate manual routing queue. Notify all Provider Operations staff via Slack and email. Assign additional coordinators to handle overflow. Track all manually processed tickets for post-incident system reconciliation.

Owner: IT Operations

RISK-002: Provider Operations Staff Training Gap
P: High | I: Medium | Status: Active

Provider Operations staff may not fully understand the new workflow interface, routing logic, or QA scoring rubrics, leading to inconsistent handling and low adoption.

Mitigation Steps:

• Conduct mandatory training sessions for all Provider Ops staff

• Create quick reference guides, QA rubrics, and video tutorials

• Establish a dedicated support channel for the first 30 days

• Implement a buddy system pairing new users with power users

Contingency Plan: Deploy floor support team for real-time assistance. Schedule emergency calibration sessions. Temporarily increase handling time allowance by 30%. Create expedited feedback channel to surface common issues quickly.

Owner: Training & Enablement

RISK-003: Provider Data Migration Errors
P: Low | I: High | Status: Mitigated

Historical provider records and escalation history may not map correctly to the new system schema, causing data gaps in QA reporting and performance scorecards.

Mitigation Steps:

• Perform comprehensive data validation before migration

• Run parallel systems for 2 weeks post-launch

• Create data reconciliation reports comparing legacy and new system

• Maintain backup of legacy provider records

Contingency Plan: Halt migration immediately if error rate exceeds 1%. Restore from last known good backup. Engage data engineering team for emergency remediation. Extend parallel run period as needed.

Owner: Data Engineering

RISK-004: Low Provider Adoption of New Portal	P: Medium | I: High | Status: Active

Providers may resist using the new issue submission portal, defaulting to phone or email, which bypasses the automated routing system and skews QA data.

Mitigation Steps:

• Send provider communications explaining benefits and ease of use

• Offer live onboarding webinars and 1:1 support sessions

• Track portal adoption rate weekly and flag low-adoption cohorts

• Build feedback loop for provider UX complaints into product roadmap

Contingency Plan: Assign dedicated Provider Success contact for low-adoption segments. Create manual data entry bridge to ensure all issues are captured in the system regardless of intake channel.

Owner: Provider Success