

## The Health Plan Code of Conduct

The successful business operation and reputation of The Health Plan is built upon principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of The Health Plan is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees and other persons acting on the behalf of The Health Plan owe a duty to The Health Plan and its customers to act in a way that merits the continued trust and confidence of the public.

The Health Plan will comply with all applicable laws and regulations and expects its directors (i.e., board members), officers, employees, interns, volunteers, committee members, contractors, and First Tier, Downstream and Related Entities (FDRs) to conduct business in accordance with the letter, spirit, and intent of all relevant laws and regulations and to refrain from any illegal, dishonest, or unethical conduct.

Responsibilities of directors, officers, employees, interns, volunteers, committee members, contractors, and FDRs include:

- Must conform to all laws that apply to the business of The Health Plan wherever and whenever it is conducted.
- Will conduct activities with integrity and honesty.
- Must display good judgment and high ethical standards in business dealings. All of The Health Plan's business affairs must be conducted with honesty, fairness and integrity. These qualities are evidenced by truthfulness and the absence of deception or fraud.
- Must avoid any practice that involves questionable payments, improper billing practices, improper physician arrangements or potential fraud, waste and abuse.
- Must not knowingly create, maintain or submit records, reports or statements that are inaccurate, false or misleading. All items of income and expense and all assets and liabilities must be entered in the financial records and be accurately described. No undisclosed or unrecorded funds may be established. All reports submitted to governmental authorities must be accurate and complete and all transactions must be executed in accordance with management's authorization.
- Must not disclose confidential information to unauthorized persons. Employees, directors, officers, and committee members will not use confidential information in a way that is not related to The Health Plan's business activities during or after their engagement with The Health Plan.

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Confidential information must not be given to competitors, suppliers, or contractors or to other employees who do not have a legitimate need to know.

- Must not disclose confidential information related to The Health Plan's members, including information identified as Protected Health Information under the Health Insurance Portability and Accountability Act, unless such disclosure is permitted by law.
- Must not participate in activities that could conflict or appear to conflict with responsibilities to The Health Plan. Employees, directors, officers, and committee members may not realize any profit or gain as a result of their position with The Health Plan other than as normal compensation. A conflict of interest occurs if activities or responsibilities are detrimental to the interest of The Health Plan or result in improper or illegal personal gain.
- No employees, directors, officers, or committee members of The Health Plan or any member of their family can receive gifts, loans or other special preferences from a person or organization that does, or wants to do business with, The Health Plan or is a competitor of The Health Plan. The only exception is gifts of limited value extended as an ordinary business courtesy.
- Must not provide gifts, loans or other benefits to a provider, potential member or client to obtain referrals or beneficial arrangements or as an inducement to enroll in The Health Plan.
- Gifts to physicians, clients, members or potential members are appropriate only if the monetary value is modest, the benefit is part of marketing, educational or other ordinary business activity, and the benefit does not violate any applicable law. Occasional business meals or entertainment events are acceptable provided they are of reasonable cost and the business purpose is clearly documented. The cost of such items shall not exceed the values set forth in any applicable regulation.
- Will not use The Health Plan's funds for improper or illegal activities. There will be no payments to government officials to secure sales or obtain favorable treatment. Gifts to, or entertainment of, government officials or government employees are prohibited because these actions could be construed as attempts to influence government decisions.
- Will report any suspicious, illegal, or unethical activities or possible conflicts of interest to The Health Plan's compliance officer.
- Will self-report any charges of, or conviction of, any criminal offense related to health care.

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- Will self-report if listed by a federal agency as debarred, excluded or otherwise ineligible for participation in federally funded health programs.
- Will complete all required trainings annually and within 90 days of hire or appointment, unless otherwise noted.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter can be discussed openly with your immediate supervisor, the Human Resources Department or the compliance officer.

The Health Plan ensures that all directors, officers, employees, interns, volunteers, committee members, contractors and FDRs may report or assist in the investigation of suspected illegal acts or improper conduct without threat of negative consequences.

- No retaliation, reprisals or disciplinary actions will be taken or permitted against The Health Plan's directors, officers, employees, interns, volunteers, committee members, contractors, or FDRs for the good faith participation in The Health Plan's Compliance Program, including but not limited to reporting potential issues to the appropriate authorities, cooperating in the investigation of suspected illegal activities or improper conduct, and conducting self-evaluations, audits and remedial actions.
- Failure to abide by this prohibition against retaliation or reprisal is a violation of this Code of Conduct, and may be a violation of federal and/or state law, (i.e., False Claims Act).

Compliance with this Code of Conduct is the responsibility of all The Health Plan's directors, officers, employees, interns, volunteers, committee members, contractors, and FDRs. Failure to comply with this Code of Conduct could lead to disciplinary action, up to and including termination of employment or contract.

*Revised 01/19*