Am I personally comfortable with it?

Would I be happy reading it in the newspapers?

What is my responsibility?
“Doing the Right Thing in the Right Way” is much more than a slogan that describes our company’s Code of Conduct and Ethics. It is a philosophy that is deeply rooted in our mission, vision, and values, and reflects how we, as AmeriHealth Caritas, conduct ourselves with members, government agencies, outside vendors, and other businesses, and with each other.

We cannot achieve our vision of being one of the most important and admired health care organizations in the country if we don’t adhere to this philosophy every day, in everything we do.

That is why it is so important for each of us to fully understand our Code of Conduct and Ethics. It outlines expectations of those subject to it. If you have questions or concerns about what is or is not proper conduct under our Code, you should discuss them with your manager, or with the Compliance, Legal Affairs, or Human Resources departments.

As a company, we strive for excellence in all we do. Achieving excellence requires many things, from producing positive outcomes for our members to creating a work environment that is one of the best in America. Excellence also requires that all of us act with integrity. Our individual and collective commitment to our Code of Conduct and Ethics is a commitment to always “Doing the Right Thing in the Right Way” — and that is something we do proudly!

Paul A. Tufano
Chairman and Chief Executive Officer

Approved April 27, 2017
Message from Paul A. Tufano

Introduction

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Introduction

AmeriHealth Caritas Family of Companies (“the company”), consisting of AmeriHealth Caritas District of Columbia, AmeriHealth Caritas Northeast, AmeriHealth Caritas Louisiana, AmeriHealth Caritas Pennsylvania, AmeriHealth Caritas Iowa, Keystone First, Select Health of South Carolina, Blue Cross Complete Michigan, AmeriHealth VIP Care, Keystone VIP Choice, AmeriHealth Caritas VIP Care Plus, First Choice VIP Care Plus, PerformCare of Pennsylvania and New Jersey, PerformRx, PerformSpecialty, and Prestige Health Choice, publishes this Code to provide all subject to it with clear guidelines and expectations for conduct associated with the services provided for or on behalf of the company.

In reviewing and becoming familiar with this Code, all subject to it should keep in mind that ethical behavior and compliance with the law begin with these general principles:

• Honesty and integrity are expressed through truthfulness and freedom from deception or fraud. These qualities should remain constant in any situation.
• Books, records, and documents created and maintained for the company’s business must be accurate.
• Willingness to accept responsibility for one’s own actions is not only valued, but essential.
• All individuals subject to the Code have a responsibility to acquire knowledge, make sound decisions, and use the authority delegated to them only in the best interests of the company.
• There should be no conflicts between attention to business and attention to ethics; together, they are essential to the company’s good corporate health.

All individuals are expected to comply with this Code by respecting the principles and observing the rules of conduct described in this Code. Keep in mind that this Code is intended to establish and communicate general guidelines only. No company policy, including this Code, can possibly anticipate or address appropriate procedures or behavior for every circumstance or situation that may arise. You should first consult with your supervisor or manager if you are faced with a difficult situation, require advice, or have a question about this Code or any other company policy. You may also speak to a Human Resources department manager, an attorney in the company’s Legal Affairs department, the Corporate Compliance officer, a local Compliance officer, or an associate in the Compliance department. The Compliance Hotline at 800-575-0417 may also be used to report your concerns anonymously.

Upon hire, and annually thereafter, those individuals subject to the Code are given access to the Code of Conduct and Ethics. As a condition of employment, each associate is required to read and understand the Code, sign its accompanying forms, and complete required training within the prescribed time frame. Contractors and delegates are similarly expected to comply with the Code as a condition of doing business with the company. All individuals subject to the Code are responsible for “Doing the Right Thing in the Right Way” and for fostering a corporate culture that values honesty, integrity, and high ethical standards.

Our vision
Leading America in health care solutions for the underserved.

Our mission
We help people:
• Get care.
• Stay well.
• Build healthy communities.

We have a special concern for those who are poor.

Our service is built on these values:
• Advocacy.
• Care of the poor.
• Compassion.
• Competence.
• Dignity.
• Diversity.
• Hospitality.
• Stewardship.
A. Accurate books, records, and documents

Collect, maintain, and report all company information truthfully and accurately.

Good business practices and various laws require the company to maintain truthful and accurate books, records, and documents. All individuals subject to the Code are responsible for upholding the integrity and accuracy of the company's records, which include associates’ electronic time sheets.

To ensure integrity and accuracy of the company’s records:

- All books and records must be maintained in accordance with applicable laws, contracts, and company policies.
- All entries into the company’s books and records must be promptly and accurately recorded and documented; associates must complete their electronic time sheets truthfully and accurately.
- Financial and operational data must be secured and protected from accidental destruction and maintained in accordance with the company’s record retention procedures.

B. Company systems, electronic mail, and the internet

Use the company's systems, email, and the internet, for legitimate business purposes.

The company’s systems, including internal electronic mail platforms and use of the internet through company-issued devices, are considered to be company property and are to be used in accordance with guidelines for the use of company property and time (see Section F). The company’s systems are business tools to be used for official company business and in accordance with trade secrets, confidential information, and proprietary information guidelines (see Section S). Under certain limited exceptions, some “non-business” usage of company systems may be allowable with management approval.

Such usage would be considered a privilege only, not a right, and must be exercised reasonably.

Those individuals subject to the Code may not send email through the company’s systems containing material or language that may reasonably be considered offensive or disruptive to anyone. Anyone who generates or engages in the distribution of offensive or disruptive messages using the company’s systems is subject to disciplinary action up to and including termination of employment. If an associate receives email from another associate that is offensive, contains objectionable material or language, and/or is damaging to the company, the associate is to report the message immediately to the Human Resources, the Corporate Compliance department, or a member of management.

Without notice, the company reserves the right to open, inspect, and have access to all files and email transmitted or received through the company’s systems.
C. Conflicts of interest

Avoid actual or potential conflicts of interest.

All parties who conduct business or activities on the company's behalf must always act in the best interest of the company and its members. Those subject to the company's Conflict of Interest policy are required to make decisions based on what is best for the company and not on how the decision or activity might affect their personal or financial interest. A conflict of interest may occur if activities, actions, or relationships, including outside activities and personal interests, influence or appear to influence an individual's ability to make objective job-related decisions. Those individuals subject to the Code must avoid actions and activities that may present a conflict of interest or a potential conflict of interest with the company. In the annual Conflict of Interest Disclosure Statement, all subject to the Code are required to disclose any personal interest or involvement that might be an actual or potential conflict of interest with the company. Those subject to the Code are also required to supplement their Conflict of Interest Disclosure Statement as conflicts or potential conflicts arise during the year.

Associates must also disclose family members’ conflicts of interest with the company. Family members include any person who is related to an associate by blood or marriage, as well as any person living in the associate's household. In company business dealings, associates may not substitute outside persons for family members in an attempt to circumvent the existence of a conflict.

Before engaging in any practice, activity, or action that is a conflict of interest, or has the potential to be a conflict of interest, an associate must disclose the practice, activity, or action to his or her immediate supervisor or manager and the Corporate Compliance office.

It is impossible to anticipate and describe every circumstance that might create a conflict of interest that requires disclosure. The following are illustrations of relationships and activities that may give rise to an actual or potential conflict of interest that should be reported:

- Have direct supervision of or responsibility for the performance evaluation, pay, or benefits of any close relative.
- Have a family member on one of the company's plans and have access to the family member's plan data or authority to make company decisions affecting the family member.
- Have a substantial financial interest in any company that does business with the company.
- Accept or give anything from or to a supplier, competitor, or customer with a cash value of or greater than $75.
- Engage in any transaction with the company, other than the associate's employment, in which they have a substantial financial interest.
- Gain personally through access to or use of company confidential information.
- Are employed by or serve as a director, advisor, consultant, etc., of any customer, vendor, supplier, health care provider, or competitor.
- Are involved in any outside activity, including board memberships, that is so substantial that it may interfere with or impact job responsibilities.
- Misuse the associate's position in a way that results in personal gain.
Personal and Business Integrity

D. Data security and control

Appropriately use and safeguard company data.

Any data existing in paper or electronic form that the company is required to store, maintain, and/or transmit is only to be used in activities necessary and appropriate to the business of the company. An individual using only his or her username and password is authorized to access only that company data necessary for him or her to carry out his or her respective job functions. Unauthorized access, modification, destruction, or disclosure of company data, or the use of company data for personal business, is prohibited. Those subject to the Code may use only his or her assigned username and password to access company systems. No individual, under any circumstance, may grant another individual permission to use his or her username or password.

Any individual who uses the company’s information systems or its data in any way is considered a user. Users must protect the security of the company’s information systems and data by using them only as they are authorized to do so. All users must protect company data using available system access and security controls, such as pressing Ctrl-Alt-Del and locking the PC when walking away from a logged-in PC.

E. Gifts, entertainment, and honoraria

Do not accept, solicit, or give any gift, entertainment, or honorarium that is intended, or may appear, to influence business decisions.

Those subject to the Code must have high ethical standards of behavior in dealing with providers, customers, vendors, and others with whom the company does business and thus may not accept, solicit, or give on behalf of themselves or the company any gift (including cash or cash equivalents), entertainment, honorarium, favor, loan, or service, except if they are of nominal or insignificant value. Individuals subject to the Code may not accept, solicit, or give any gift, entertainment, honorarium, favor, loan, or service (regardless of the value) that is offered with the intent to improperly influence the execution of his or her responsibilities to the company. When conducting business for or on behalf of the company, those subject to the Code may never accept cash, checks, or money orders in their names from any outside company.

Individuals subject to the Code may accept routine promotional or advertising items of nominal value (such as pens, paperweights, and t-shirts) that are not related to a particular transaction. No individual subject to the Code may accept anything with a cash value of greater than $75 from a provider, customer, vendor, or those with whom the Company does business.

While they are acting within the scope of their company duties and responsibilities, individuals subject to the Code cannot receive compensation, direct or indirect, for participation in outside activities. Outside activities may include, but are not limited to, speaking engagements, attending conferences or seminars, consulting, participating in advisory groups, clinical practice, or similar work. Those subject to the Code cannot participate in outside activities that create a conflict of interest or a potential conflict of interest. Associates must seek approval from their supervisor or manager before engaging in outside activities.

You may only use your assigned username and password to access company systems. Do not under any circumstance share your username or password with others.

Those subject to the Code must not accept or give gifts that may improperly influence business decisions.
Personal and Business Integrity

If an individual has a question regarding the acceptance or provision of a gift, honorarium, or entertainment, he or she should discuss it with his or her immediate supervisor or manager and/or the Corporate Compliance officer. If an individual is ever offered a gift in violation of company policy, he or she should refuse it and inform his or her supervisor or manager immediately.

F. Use of company property and time

Use company property and time for company business.

Company time and company property is for use in conducting company business. Under certain limited exceptions, some “non-business” usage of these items may be allowable with management approval.

The term “company property” includes company time and all physical items and electronic systems in the workplace or provided by the company, including but not limited to computers, hardware, software, networks, file servers, online computer services for which the company maintains accounts, email, inter-office mail, photocopy machines, desk phones, cell phones, personal assistant devices, desks, and filing cabinets.

The company reserves the right to open, inspect, and have access to all company property, regardless of location. Any misuse or physical abuse of any company property will subject associates to disciplinary action in accordance with company policy.

Be good stewards of company property and time.
G. Antitrust

**Do not engage in anticompetitive activities or unfair business practices.**

All subject to the Code conducting business on behalf of the company must comply with antitrust laws. Antitrust laws promote equal and fair business competition and prohibit competitors from engaging in certain inappropriate coordinated activities. Violations of antitrust laws can result in personal and corporate criminal liability and prosecution, substantial civil fines, and other legal orders.

Those subject to the Code must contact the Legal Affairs department whenever they have or may have business dealings with the company's competitors or whenever they encounter antitrust issues, which may include, but are not limited to:

- Agreements with competitors. The company may not agree with competitors on prices they will charge for products or services, territories for sales, or contract terms and conditions.
- Tying arrangements. Antitrust laws prevent tying arrangements. Tying arrangements exist when the sale of goods or services is conditioned on the purchase of some other, unrelated good or service.
- Selection of customers and vendors. The company is free to select its own customers and vendors, as long as this selection is done alone and not in conjunction with other companies. Agreements between two or more companies to engage (or not engage) in business with a third company may be in violation of the antitrust laws.
- Fairness in the marketplace. The company cannot unfairly take advantage of its position in the marketplace by using unlawful means to protect its position while disadvantaging its competitors' ability to compete.
- Fair dealing. The company should deal fairly with customers, suppliers, and contractors. Manipulation, concealment, abuse of privileged information, misrepresentation of material factors, and any unfair-dealing practice are prohibited.

H. Compliance with company policies

**Comply with all company policies, procedures, and guidelines.**

The company develops and implements policies Procedures and Guidelines ("company policies") that govern its business operations. Company policies allow the company to operate in an effective and efficient manner, and to establish expectations of those subject to the Code.

Some company policies are implemented enterprise-wide and apply to all subject to the Code. Other policies provide guidance on specific topics relating to processes in certain functional areas and may only pertain to certain departments or individuals. All subject to the Code are required to comply with all company policies that apply to them.

Policy information can be obtained from a variety of resources including, but not limited to: other sections of this Code of Conduct and Ethics, the Associate Guidebook, the Policy and Procedure page of the company's intranet, an associate's supervisor or manager, a Human Resources manager, an attorney in the company's Legal Affairs department, a local Compliance officer, and the Corporate Compliance officer.
Complying with Laws, Rules, and Regulations

Company policies are subject to review and potential revision from time to time. Those subject to the Code should always reference, access, review, and rely on the most current versions of company policies.

I. Diversity and equal employment opportunity

Enhance the company's work environment by fostering diversity and equal employment opportunity.

The company fosters an environment that values the understanding, inclusiveness, and respect of all individuals. It is the company's policy to comply with all applicable laws that prohibit discrimination based on race, color, creed, sex, age, national origin or ancestry, physical or mental disability, veteran status, sexual orientation, or any other category protected by federal, state, or local laws. All such discrimination is unlawful and inappropriate. The company and all subject to the Code are prohibited from engaging in discrimination.

The company will make reasonable accommodations, as required by law, for the known physical or mental limitations of an otherwise qualified applicant or individual.

The company prohibits any and all retaliation against those who report unlawful discrimination or cooperate in investigations.

All subject to the Code must act in accordance with the company's diversity and equal employment opportunity policies.

J. Ensuring appropriate services for members

All decisions on health care services for members must be based on appropriateness of care.

The company and those subject to the Code are required and committed to using resources wisely to provide members with the best care possible. This responsibility includes, but is not limited to, an ongoing monitoring of processes to identify overutilization and underutilization of services and abuse of services. The company and those subject to the Code are required to develop and implement solutions to service problems whenever they arise.

The company's commitment to providing members with the best care possible requires that:

- Utilization management (UM) decisions are based only on appropriateness of care and service and existence of coverage.
- Providers, associates, or other individuals conducting utilization review are not rewarded by the company for issuing denials of coverage or service.
- Financial incentives for UM decision makers do not encourage decisions that result in underutilization.

The company will not prohibit, or otherwise restrict, a health care professional acting within the lawful scope of practice from advising or advocating on behalf of a member who is his or her patient for:

- The member’s health status medical care, or treatment options, including any alternative treatment that may be self-administered.
- Any information the member needs to decide among all relevant treatment options.
- The risks, benefits, and consequences of treatment and non-treatment.
Complying with Laws, Rules, and Regulations

• The member’s right to participate in decisions regarding his or her health care, including the right to refuse treatment, and to express preferences about future treatment decisions.

K. Fraud and abuse

Understand and comply with fraud and abuse laws.

Federal and state laws prohibit the submission of false statements and/or claims to Medicaid- or Medicare-funded programs. False statements and claims include, but are not limited to:

• Billing unnecessary services.
• Billing services not performed.

Violations of the False Statements Act occur when one knowingly makes a false statement or false record. Violations of the False Claims Act occur when one knowingly submits a false or fraudulent claim to the government for payment or approval. The False Claims Act also prohibits knowingly making or using a false record or statement to get a false or fraudulent claim paid or approved. Knowingly and willfully offering or making, soliciting, or accepting anything of value in return for referral of a patient whose services are reimbursable by Medicaid or Medicare constitutes a violation of the Anti-Kickback Statute.

Penalties for violating the False Claims Act may include a $10,957 to $21,916 fine per false claim and/or imprisonment. Violators of the Anti-Kickback Statute may face severe penalties, including possible imprisonment of up to five years and/or fines of up to $25,000. Violations of fraud and abuse laws may result in an individual’s or the company’s exclusion from participation in Medicaid or Medicare programs. Those subject to the Code may not engage in any conduct that violates state or federal fraud and abuse laws.

By offering certain whistleblower provisions and protections, the federal and state False Claims Acts encourage individuals to report misconduct involving false claims to the government. The whistleblower provisions allow individuals with actual knowledge of allegedly false claims made to the government to file a lawsuit on behalf of the government and to share in any monies recovered. Whistleblowers who report false claims to the government or cooperate in investigations are also entitled to protection from retaliation.

The company is committed to detecting, correcting, and preventing fraud, waste, and abuse. If an individual suspects fraud, waste, or abuse by providers, members, associates, or the company, he or she should contact the Special Investigations Unit at 866-833-9718 or by using the Fraud Investigations Tip Form located on the intranet. Questions about what may constitute fraud, waste, and abuse should be directed to Legal Affairs or Compliance.

L. Government investigations

Cooperate with government investigations.

Company policy requires that the company and all who are subject to the Code cooperate fully with any government investigations, and if they learn that a government investigation or inquiry is underway, they should immediately contact the company’s Legal Affairs department.
Complying with Laws, Rules, and Regulations

All individuals subject to the Code should **never**:

- Destroy or alter company documents, especially in anticipation of a request for those documents from a government agency or court.
- Lie or make misleading statements to government investigators during any investigation.
- Pressure anyone to hide information from or provide false or misleading information to government investigators.

It is paramount to properly handle government investigations, because virtually all laws regulating the company’s business contain criminal and civil penalties. Penalties can be assessed against the company and those subject to the Code for violations of these laws.

In some government investigations, the company’s lawyers can protect the interests of both the company and its associates. In other cases there may be one or more conflicts of interest between the company and individual associates, resulting in associates needing to obtain their own legal counsel. Associates may consult with an attorney in the company’s Legal Affairs department for guidance as to whether individual legal counsel should be sought.

During the course of a government investigation, the company and those subject to the Code have the right to be represented by legal counsel at all times, including during and after business hours and on or off company property. Those who are subject to the Code may also ask government investigators for time to consult with legal counsel before answering questions.

**M. Health Insurance Portability and Accountability Act (HIPAA)**

It is company policy to implement policies and procedures regarding the use and disclosure of member protected health information (PHI), designed to comply with applicable federal and state laws, namely: the privacy and security regulations issued pursuant to the Health Insurance Portability and Accountability Act of 1996, Pub. L. 104-191 as updated by the Modifications to the HIPAA Privacy, Security, Enforcement, and Breach Notification Rules under the Health Information Technology for Economic and Clinical Health Act and the Genetic Information Nondiscrimination Act; Other Modifications to the HIPAA Rules (the “Final Omnibus Rule”), 75 Fed. Reg. 5566 (January 25, 2013), (collectively HIPAA); the Health Information Technology for Economic and Clinical Health Act as incorporated in the American Recovery and Reinvestment Act of 2009, Pub. L. 111-5 (HITECH Act), which regulations are codified at 45 C.F.R. parts 160 and 164 (Privacy Rule) and 45 C.F.R. parts 160, 162, and 164 (Security Rule); and applicable state laws and regulations governing the confidentiality and disclosure of health information.

The company and those who are subject to the Code must comply with these federal privacy and security regulations regarding PHI.

HIPAA privacy and security regulations affect how we handle data and systems containing PHI. The company is committed to safeguarding PHI and electronic PHI (ePHI). Those individuals subject to the Code must ensure that all members’ PHI and ePHI are appropriately handled and protected.

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**All subject to the Code** must ensure that all PHI and ePHI are handled and protected appropriately. Report suspected privacy and security breaches.
Complying with Laws, Rules, and Regulations

The Health Information Technology for Economic and Clinical Health (HITECH) Act requires certain notifications of breaches of unsecured PHI. All subject to the Code are responsible to watch for unauthorized use or disclosure of PHI and ePHI, to act to prevent such unauthorized activity, and to report suspected breaches of privacy and/or security to their supervisor or manager or the company’s privacy officer.

Some actions you can take to safeguard PHI and ePHI include, but are not limited to:

- Accessing PHI and ePHI only when you need to perform your specific job function. (Do not access the PHI of family, friends, or high-profile individuals simply out of curiosity.)
- Conducting conversations concerning claims or other PHI in a way that reduces the likelihood of the conversations being overheard by others.
- Locating printers and fax machines in secure areas, so only authorized individuals have access to printed and transmitted documents.
- Placing claims and other documents containing PHI face down, so unauthorized individuals cannot see them.
- Positioning computer screens so only authorized individuals can view them.
- Properly securing PHI and ePHI at all times.
- Shredding paper documents containing PHI when they are no longer needed.
- Typing #secure in the subject line of any email that contains confidential information, including PHI or ePHI.
- Using, requesting, and/or disclosing to others only the amount of PHI and ePHI that is minimally necessary.

N. Political activity

Avoid improper or inappropriate political activities.

Federal and state laws generally restrict the use of corporate resources in connection with federal and state elections. Those subject to the Code may not make political contributions on behalf of the company. The company cannot reimburse any individual for any expense that is even remotely connected with political fundraising. It is against company policy for any individual to include, directly or indirectly, any political contribution on an expense report. In general, the cost of fundraising tickets for political functions is considered a political contribution and would not be allowable on an expense report.

No individual subject to the Code may use the influence of his or her position to persuade another individual to work for a candidate, political organization, or issue or to make personal contributions to a party or candidate. You are encouraged to vote and to be personally active in the political process. Individuals may make private or personal contributions directly to a political candidate, party, or political action committee.

Occasionally, the company engages in member advocacy efforts that may involve the political arena. Associates will not be favored or penalized for their participation in, or refusal to participate in, these legal political advocacy activities.
Complying with Laws, Rules, and Regulations

O. Prohibition against harassment

Ensure that the workplace is free of harassment.

It is the policy of the company to provide a work environment that is free of all forms of discrimination and conduct that may be considered harassing, coercive, or disruptive, including sexual harassment. Harassment based on race, gender, religion, age, national origin, marital status, sexual orientation, or disability may be a form of discrimination prohibited by federal, state, and/or local laws. All individuals subject to the Code are responsible for ensuring that the workplace is free from harassment. Prohibited harassment is not tolerated and violators are subject to disciplinary action, up to and including termination of employment.

Examples of prohibited harassment include, but are not limited to:

- Visual conduct that includes leering, making sexual gestures, or displaying sexually suggestive objects, pictures, messages, cartoons, or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

If an individual believes that he or she has been harassed, he or she must promptly report the matter to his or her supervisor or manager, Human Resources, Compliance, or Legal Affairs. All complaints and investigations are treated seriously and confidentially.

Retaliation against an individual for making a complaint or participating in the investigation of a complaint is against the law and will not be tolerated by the company.

P. Relationships with government associates

Do not attempt to influence government officials by offering them gifts or gratuities.

Federal and state laws make it illegal to give anything, including donations, gifts, and gratuities, to government officials or associates in return for their job-related direct or indirect influence or action. It is illegal to reward government officials and government associates, directly or indirectly, for their influence or actions. Violations can result in severe fines and/or imprisonment.

In some cases, the law does allow government officials or associates to accept items of insignificant value if the items are not intended to influence government actions. Individuals subject to the Code are not to give gifts to federal officials or associates. Individuals are not to give gifts worth more than $10 to any government official and/or any government associate. Individuals are to report gifts given to government officials and/or government associate to the Corporate Compliance officer, in accordance with the company’s political activity policy.
Q. Software licensing and registration

**Abide by all computer software licensing requirements.**

Software licensing, registration, and installation are controlled by the copyright owners. Rights controlling use of the software are detailed in a license agreement accompanying the software.

Use of any company software must be in accordance with the following procedures:

- Installation of software, or upgrades of existing company software, must be coordinated through the Information Solutions department.
- Those subject to the Code may not install, modify, or uninstall software on any company computer, laptop, or device.
- Company software used on company computers may not be used on more computers than allowed by license agreements.

R. Substance use and abuse

**Keep the workplace free from substance abuse.**

The company is committed to maintaining a drug- and alcohol-free workplace. The use, sale, purchase, possession, or distribution of illegal drugs, including the use or possession of illicit drugs, the abuse of legal drugs, and the possession, use, or sale of alcohol or other intoxicating substances while on company property are prohibited.

All subject to the Code should be fit for duty and should not be impaired. Failure to comply with the company’s substance abuse policy may result in immediate termination. If there is a suspicion of or reasonable cause to suspect an individual of being under the influence of drugs and/or alcohol, the individual will be subject to questioning and search without notice. If there is a suspicion that illegal drugs are being sold, bought, possessed, used, or distributed on company property or during the course of company business, the company may inform the appropriate law enforcement officials.

At any time during employment, associates who are charged with drug-related offenses and found guilty or plead guilty or nolo contendere are required to report that information to Human Resources.

S. Trade secrets, confidential information, and proprietary information

**Safeguard trade secrets and confidential and proprietary information.**

“Trade secrets” are plans, processes, and any information known only to the company, and not to the public, on which the goodwill, welfare, and competitive ability of the company or its customers depend. Examples of these secrets may include information regarding business plans and marketing strategies.

“Confidential information” is information that the company and/or its customers consider and treat as private and is not common knowledge to other persons or organizations. Confidential information may include member claims, medical and personal information (including personally identifiable information and PHI), and confidential information pertaining to the business of the company and/or its customers.
“Proprietary information” is information to which the company and/or its customers have an exclusive right. This information can include information that the company or its customers own, develop, pay another person or organization to develop, and/or possess. This may include confidential and/or proprietary plans, health service programs, formulae, methods, and other products and information relating to the business services and activities of the company and/or its customers.

Trade secrets, confidential information, and proprietary information include, but are not limited to, the following:

- Accounting, billing, and payroll information, and data reports and statistics regarding the company and its associates, members, and/or customers.
- Financial information regarding the company, its members, providers, customers, vendors, and/or contractors, including, but not limited to, contract rates and fees.
- Information that the company is required by law, regulation, agreement, or policy to maintain as confidential.
- Medical* or personal information (including PHI) pertaining to members or associates of the company and/or its customers and/or its customers’ members.
- All subject to the Code with access to any trade secrets, confidential information, and/or proprietary information must ensure that the information is handled in accordance with federal and state statutes and regulations and the company’s confidentiality and privacy policies. These restrictions apply to any form of this type of information, whether written, electronic, or verbal.

* State and federal laws impose specific, detailed confidentiality requirements on information related to behavioral health, substance abuse, and HIV/AIDS-related conditions. Individuals with questions about the company’s policy in this area should contact the Legal Affairs department or the Corporate Privacy department.

T. Application and audit of the Code of Conduct and Ethics

Participate fully in the monitoring of the Code of Conduct and Ethics.

In accordance with this Code, the Corporate Compliance office is responsible for maintaining a complete record of all inquiries and investigations. Compliance with the Code is monitored through audits and investigations conducted by the company’s Corporate Compliance and/or Corporate Audit departments. All individuals subject to the Code are required to cooperate fully with compliance audits and investigations and to provide truthful and accurate information.

Each year, individuals subject to it are given access to the Code of Conduct and Ethics. As a condition of continued employment and contractual obligation, each individual subject to it is required to read and understand the Code, sign its accompanying forms, and complete required training within the prescribed time frame. Adherence to and support of this Code is considered in decisions regarding hire, promotion, compensation, and in contractual obligation.
Resources for Guidance and Reporting Violations

U. Compliance communications — the Hotline and the intranet

Use the Hotline and/or intranet to communicate compliance and privacy questions and issues.

The company’s Compliance department maintains a Corporate Compliance toll-free Hotline. The Hotline acts as a confidential resource for individuals to report violations, make suggestions, ask questions, and identify tips that help improve and strengthen the Program. All are encouraged to call the Compliance Hotline at 800-575-0417. In addition to the Hotline, the Corporate Compliance department also maintains a site on the intranet. The Corporate Compliance department’s page on the intranet contains an electronic messaging center that acts as a confidential means for reporting suspected or known violations, and for making suggestions.

An individual calling the Hotline or leaving a message via the Compliance department’s intranet page may do so anonymously or may choose to identify himself or herself. Individuals are encouraged to provide their name and extension, so the Corporate Compliance department can contact them should additional information be required. Corporate Compliance makes every effort to maintain the confidentiality of individuals, within the limits of applicable laws. The company will not tolerate acts of retaliation against any individual who makes a good-faith report of known or suspected ethical or legal misconduct. Please note that deliberately making a false report via the Hotline or intranet may subject one to disciplinary action, up to and including termination.

V. Violations of the Code of Conduct and Ethics

Report violations of the Code of Conduct and Ethics.

Those subject to the Code are required to report any violation of the code to the attention of a supervisor or manager, a Human Resources department manager, an attorney in the company’s Legal Affairs department, the officer, or representative of the corporate or local Compliance department. In addition, individuals are always free to make a report via the Compliance Hotline at 800-575-0417, or via the Corporate Compliance intranet site.

Violation reports made in good faith will not subject an individual to retaliation. If an individual wishes to remain anonymous, the company will make every effort to maintain the confidentiality of his or her identity, within the limits of applicable laws. The company will also make every effort to protect the rights of any individuals accused of violating the code. Any individual who deliberately makes a false accusation with the intention of harming or retaliating against another individual or the company will be subject to disciplinary action, up to and including termination of employment.

Associates who violate the code, including by failing to report violations, will be subject to disciplinary action, up to and including termination of employment. The company may also have an obligation to contact the appropriate law enforcement authorities, since certain violations may also violate federal or state laws.
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<td>A. Accurate books, records, and documents</td>
<td>Mark received a call from a provider asking him to change a procedure code on an already submitted claim. Mark decides to honor the request. Do Mark’s actions violate the Code of Conduct and Ethics?</td>
<td>Yes. Mark is knowingly falsifying company records and that is against company policy. In addition, he may be violating the company’s policy by not having the provider follow the company’s pre-approved protocols.</td>
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<td>B. Company systems, electronic mail, and the internet</td>
<td>Clara’s church group forwarded her a religious chain letter, asking her to forward the message to 10 of her closest friends. Clara forwarded the email to 10 friends at work. By sending this email, is Clara violating the Code of Conduct and Ethics?</td>
<td>Yes. Using the company’s email system for chain letters and other non-business purposes is prohibited.</td>
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<td>C. Conflicts of interest</td>
<td>Samantha is a Human Resources recruiter. Her brother has applied to work for the company. Can Samantha participate in her brother’s hiring process?</td>
<td>No. All individuals who may be subject to the Code must avoid actions that may present a conflict of interest.</td>
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<td>D. Data security and control</td>
<td>Albert granted a vendor use of a company laptop to download software for a demonstration. Albert allowed the vendor to use Albert’s username and password. Are Albert’s actions permissible under the Code of Conduct and Ethics?</td>
<td>No. The code prohibits individuals from sharing their logins and passwords. Additionally, individuals are not permitted to install, or let other unauthorized personnel install, any software on company computers.</td>
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<td>E. Gifts, entertainment, and honoraria</td>
<td>A vendor who wants to sell the company office supplies offers Ann in Corporate Sourcing courtside tickets to the Sixers against the Heat, which Ann accepts to take a friend to the game. Should she have accepted the tickets?</td>
<td>No, individuals who are subject to the Code may not accept gifts unless they are of nominal or insignificant value. Additionally, these gifts may influence business decision-making.</td>
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<td>F. Use of company property and time</td>
<td>Patty made copies of a flier she created for her church using one of the company’s photocopy machines. Is such action compliant with the Code of Conduct and Ethics?</td>
<td>No. Company property is to be used for company business. “Non-business” usage of company property is only allowable with management approval under certain limited exceptions.</td>
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<td>G. Antitrust</td>
<td>Karl is a Human Resources director at a direct competitor company. Karl urges Valerie to terminate our company's contract with a temp agency and to work with his company to find a new temp agency for both plans. Is Valerie in compliance with the Code of Conduct and Ethics if she follows Karl's suggestion?</td>
<td>No. This action may be in violation of antitrust laws.</td>
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<td>H. Compliance with company policies</td>
<td>Betty is a claims examiner in Operations. While she was on a leave of absence, the company changed its policy on members' benefits. On her return to the office, Betty processed a claim under the old policy. Should Betty have been aware of the policy change?</td>
<td>Yes. All individuals subject to the Code are required to educate themselves about policies and to comply with the most current applicable company policies.</td>
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<td>I. Diversity and equal employment opportunity</td>
<td>Rachel, who is pregnant, is applying for a job in the Legal Affairs department. During her interview, the hiring manager asked her when she was having the baby. Could the manager's question be seen as discriminatory?</td>
<td>Yes. The question could be viewed as a tool to “screen out” a candidate based on gender and/or medical condition, a potential violation of law such as the Civil Rights Act.</td>
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<td>J. Ensuring appropriate services for members</td>
<td>Suzy, a case manager, has been approving several kinds of home care services without a physician's request for these services. Is this appropriate?</td>
<td>No. Decisions about health care services must be based on the medical appropriateness of those services. That would typically mean the doctor would request what he or she considered to be medically necessary and the company would review the request.</td>
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<td>K. Fraud and abuse</td>
<td>Zina's college friend is a dentist who cleans her teeth and provides dental care to Zina at no cost. Zina, who processes the dentist's claims at work, does not validate the dentist's Medicaid claims as she does for the other dentists. Is this appropriate?</td>
<td>No, Zina should validate the claims even though she is not knowingly submitting false claims, and the free dental service from her friend could be considered a kickback for services.</td>
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## Code of Conduct and Ethics Examples

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<td>L. Government investigations</td>
<td>Ben was in the midst of a government audit of claims for the past year; he was reticent to produce claims from his department that weren't fully documented but not necessarily fraudulent. He eventually provided the claims to the government investigators. Were Ben's actions consistent with the Code of Conduct and Ethics?</td>
<td>Yes, Ben did the right thing by giving the investigators the claims even if there were some clerical errors in the claims.</td>
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<td>M. Health Insurance Portability and Accountability Act (HIPAA)</td>
<td>While examining a claim on his computer screen, Kurt received a call from his supervisor to go to a meeting to diffuse an issue. Kurt jumped out of his seat and hurried to the meeting. What did he do wrong?</td>
<td>Despite the urgency of the issue, Kurt should have taken the time to press Ctrl-Alt-Del on his keyboard and protect PHI and ePHI that was viewable on his computer screen.</td>
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<td>N. Political activity</td>
<td>Marisol is a socially conscious associate who felt that one candidate for state senator backed state programs that would disrupt racial integrity. Her fervor drove her to send an email to a work distribution list asking for volunteers to support the opposing candidate. Are Marisol’s actions against company policy?</td>
<td>Yes, Marisol can be politically active outside of work, but she must not try to influence associates while at work.</td>
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<td>O. Prohibition against harassment</td>
<td>Keith emails Sara asking her to go out with him. Sara declines. Keith sends another email asking her to go out. Sara declines again. Keith comes to Sara’s cubicle to ask her out in person. How should Sara handle this situation?</td>
<td>Sara should promptly report the matter to her supervisor or manager, Human Resources, or Corporate Compliance.</td>
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<td>P. Relationships with government associates</td>
<td>Frank is responsible for sending monthly reports to the state. Frank asks his contact person at the state for an extension. At the same time, Frank decides to offer him two club box tickets. Do Frank’s actions comply with the Code of Conduct and Ethics?</td>
<td>No. By offering these tickets, Frank is attempting or at least appearing to attempt to improperly influence a state associate.</td>
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<td>Q. Software licensing and registration</td>
<td>David copies the software he uses at work and downloads it onto his home computer. Do David’s actions comply with the Code of Conduct and Ethics?</td>
<td>No. Associates are not allowed to copy company-owned software without permission of the Service Desk. By copying the software to his home computer, David is putting the company at risk of violating the license agreement.</td>
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<td>R. Substance use and abuse</td>
<td>Monica offers Erik prescription painkillers to alleviate his back pain. Erik takes the painkillers throughout the workday. Are Erik’s actions compliant with the Code of Conduct and Ethics?</td>
<td>No. It is illegal and against company policy for Monica to offer painkillers to Erik and for him to use prescription drugs not prescribed for him.</td>
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<td>S. Trade secrets, confidential, and proprietary information</td>
<td>Lisa became aware of a new marketing plan aimed at regaining members who switched to a competitor plan. Lisa’s friend who works for the competitor might lose her job if their membership drops. Lisa wants to discuss the marketing plan with her friend. Can Lisa share the marketing plan with her friend?</td>
<td>No. The marketing plan is considered confidential information of the company. Disclosing company confidential information is a violation of the Code of Conduct and Ethics.</td>
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<td>T. Application and audit of the Code of Conduct and Ethics</td>
<td>After Rachel submitted her forms to Corporate Compliance, she became involved in a business venture that may be a conflict of interest. Rachel feels that she can wait to report this on next year’s forms. Does Rachel have a duty to report the venture this year?</td>
<td>Yes. Throughout the year as conflicts arise, it is the responsibility of those individuals subject to the Code to complete a Supplemental Conflict of Interest Form and submit it to the Corporate Compliance department.</td>
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<td>U. Compliance communications — the Hotline and the intranet</td>
<td>John witnessed Barbara altering a government report. John thinks this was a very serious matter. What are John’s options to report the incident?</td>
<td>John must report the incident. He could call the Compliance Hotline or complete the Confidential Intake Form located on iNSIGHT. John could also speak to his supervisor or manager, another member of management, or someone in the local or Corporate Compliance department.</td>
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<td>V. Violations of the Code of Conduct and Ethics</td>
<td>Randy has noticed that a co-worker is in violation of the company’s Code of Conduct and Ethics. Does Randy have obligations under the code?</td>
<td>Yes. Randy is required to report any violation of the code to a supervisor or manager, a Human Resources department manager, an attorney in the company’s Legal Affairs department, the Corporate Compliance officer, or a representative of the local or Corporate Compliance department.</td>
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Code of Conduct and Ethics
Doing the Right Thing in the Right Way