

TIMBERCREST SENIOR LIVING COMMUNITY

Compliance and Ethics Program

Code of Conduct



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COMPLIANCE AND ETHICS PROGRAM OVERVIEW

Scope of the Program

Timbercrest Senior Living Community's Compliance and Ethics Program details compliance issues, laws and regulations, and guidelines for providers of senior services, including senior living communities such as Timbercrest that provide a wide range of healthcare services. Regulating agencies include but are not limited to Medicare and Medicaid, the Office of Inspector General, the Internal Revenue Service, the Office of Civil Rights of the Department of Health and Human Services, the Occupational Safety and Health Administration; and the Indiana Department of Health. The program fosters a culture of compliance that promotes legal and ethical behavior in the workplace by creating processes that detect and prevent fraud, waste, abuse, and policy violations. The Code of Conduct is supported by Timbercrest's compliance policies and procedures and should be read and understood jointly with those policies and procedures.

We use the term *Staff* to refer to employees, contractors, volunteers, directors, and officers of Timbercrest Senior Living Community. Staff are members of Timbercrest's team and play key roles in providing care and services to Timbercrest Residents. We use the term *Resident* to refer to individuals who receive the various services that Timbercrest provides.

Any questions regarding the Code of Conduct, compliance policies, or related references should be directed to your immediate supervisor, the Compliance Official, a member of the Compliance Committee, or the Compliance Officer. A listing of these officials is located at the end of the document.

Timbercrest is a Life Plan Community licensed under the laws of Indiana to provide the following services:

- Skilled nursing
- Residential living
- Independent living
- Adult day care

Compliance Officer

The Friends Services for the Aging (FSA) Vice President of Compliance, Karla

Dreisbach, CHC, CHPC, serves as Timbercrest’s Compliance Officer. The Compliance Officer has the responsibility for assisting the Compliance Official, Chief Executive Officer (CEO), and Board of Directors in designing and overseeing efforts in establishing, maintaining, and monitoring compliance within our organization.

The Compliance Officer works with the CEO and Compliance Official and reports directly to the Board of Directors. The Compliance Officer is responsible for continued coordination with the Compliance Official for the development, implementation, training, monitoring, and enforcement activities related to the overall compliance program. Peace Church Compliance Program (PCCP) Compliance Managers and Compliance Specialists assist the Compliance Officer in providing services to Timbercrest.

Compliance Program Management

Managing compliance is a shared responsibility at Timbercrest, and these efforts are spearheaded by several key Staff and groups. Timbercrest’s Board of Directors, through the CEO, bears the responsibility of creating a culture that values and emphasizes compliance and integrity.

Christy Huiras, Chief Operating Officer, has been appointed by the CEO and Board of Directors as the Compliance Official and is responsible for coordinating Timbercrest’s day-to-day compliance activities, including compliance audits, responding to compliance hotline calls, and leading Timbercrest’s Compliance Committee. The Compliance Official also functions as the Privacy Officer.

Timbercrest Senior Living Community’s Compliance Committee is comprised of members of the management team and other key Staff positions. The Compliance Officer is the chairperson of this committee. The committee meets at least quarterly, and more frequently as needed.

The Compliance Committee assists in all the ongoing review of the Code of Conduct, development of an Annual Compliance Work Plan, overseeing and responding to audits of the FSA Compliance Program, monitoring and reviewing staff compliance education, assuring policies adequately address any violations of the Code of Conduct, and annual evaluating the overall effectiveness of the Timbercrest Compliance and Ethics Program. The Committee additionally submits reports to each meeting of the Timbercrest Board Compliance committee.

FROM THE BOARD OF DIRECTORS AND ADMINISTRATION

Dear Staff:

We have a long tradition of providing healthcare services to older adults in a way that demonstrates Christian love and compassion. We strive to follow our faith-based heritage of ethical and moral decision-making in the care we provide. This heritage enables us to share our values with the Residents we serve.

The healthcare industry is constantly changing and being impacted by numerous laws and regulations. In our desire to establish a workplace that complies with these laws and regulations, we have developed a Compliance and Ethics Program that supports Timbercrest's Staff in making the right decisions. This document, the Code of Conduct, outlines the primary concerns of the Timbercrest Compliance and Ethics Program. The Code of Conduct not only reflects Timbercrest's heritage and values but also represents our commitment to enhancing our Residents' quality of life.

The Compliance and Ethics Program and the Code of Conduct provide a normative framework to guide ethical decision-making that complies with applicable laws, statutes, and regulations. The Code of Conduct does not replace one's personal obligation to make wise, fair, and honest decisions. Rather, it is intended to explain Staff's personal and organizational responsibilities and help the Timbercrest community avoid improper or unwise decisions that harm the organization or impair our commitment to sharing Christian love and compassion with those we serve.

We value your contribution to the Residents and appreciate your support in properly maintaining the most ethical workplace possible. We commend you for your commitment to honesty and integrity, both of which Timbercrest values. The Timbercrest Staff is responsible for helping to protect Timbercrest's work environment and its compliance with laws and regulations. We thank you for your commitment and contribution to Timbercrest's mission, values, and most importantly our Residents.

Sincerely,

Timbercrest's Board of Directors and Administration

INTRODUCTION

The Code of Conduct is the foundation of Timbercrest Senior Living Community's Compliance and Ethics Program. It is also a guide to appropriate workplace behavior and decision-making, especially in situations when you are not sure how to respond. All Staff must comply with both the spirit and the letter of all federal, state, and local laws and regulations that apply to the healthcare and other services that Timbercrest provides, as well as all laws that apply to Timbercrest's business dealings. Violations of these laws and regulations can result in severe penalties for Timbercrest and the individuals we work with, including financial penalties, exclusion from participation in government programs, and in some cases, imprisonment.

As Staff, we share a commitment to legal, ethical, and professional conduct in everything that we do. We support these commitments in our work each day, whether we care for Residents, order supplies, prepare meals, keep records, pay invoices, or make decisions about Timbercrest's future.

The success of Timbercrest Senior Living Community as a provider of healthcare and other services depends on you, your personal and professional integrity, your responsibility to act in good faith, and your obligation to do the right things for the right reasons.

The Compliance and Ethics Program provides principles and standards to guide you in meeting your legal, ethical, and professional responsibilities. As Staff, you are responsible for supporting the Compliance and Ethics Program through workplace behavior. Your continued working relationship with Timbercrest requires that you understand and adhere to the Compliance and Ethics Program.

The Code of Conduct discusses the importance of:

- **Care Excellence**—providing quality, compassionate, respectful, and clinically appropriate care.
- **Professional Excellence**—maintaining ethical standards of healthcare and business practices.
- **Regulatory Excellence**—complying with federal and state laws, regulations, and guidelines that govern healthcare, housing services, and other services we provide.

A Shared Responsibility

Because we are in the business of caring for and providing services for others, it is critical that each of us adheres to appropriate standards of behavior. As individuals

and as an organization, we are responsible to many different groups. We must act ethically and responsibly in our relations with:

- Residents and their families
- Colleagues and co-workers
- Volunteers and affiliated colleagues
- Healthcare payers, including federal and state government
- Regulators, surveyors, and monitoring agencies
- Physicians, Nurse Practitioners, Physician Assistants
- Vendors and contractors
- Business associates
- The communities we serve

Compromising Timbercrest's standards could harm Residents, Staff, and Timbercrest as an organization. Like all healthcare providers, Timbercrest does business under very strict regulations and close governmental oversight. Fraud, waste, and abuse are serious issues. Sometimes even an innocent mistake can have significant consequences that could result in substantial penalties to Timbercrest Senior Living Community.

All Staff are required to complete training on the Compliance and Ethics Program as a condition of employment or a business relationship with Timbercrest. The Code of Conduct within the Compliance and Ethics Program sets forth mandatory standards.

There is no justification for departing from the guidelines outlined in the Code of Conduct under any circumstance.

Staff are responsible for complying with the Code of Conduct and all policies and procedures. A member of the Staff who violates any of these standards, policies, and procedures will be subject to discipline up to and including termination.

Reporting Compliance Concerns: A Personal Obligation

Just as we are each responsible for following the Code of Conduct in our daily work, we are also responsible for enforcing it. This means that you have a duty to report any problems you observe or perceive, regardless of your role.

As Staff, you must help ensure that you are doing everything practical to comply with applicable laws. If you observe a situation that is or may be clinically or financially

concerning, unethical, illegal, unprofessional, or wrong, you must report it. You are expected to satisfy this duty by complying with the Three-Step Reporting Process described below. If you fail to report noncompliance with the Code of Conduct, policies and procedures, or applicable federal or state laws, you will be subject to discipline up to and including termination. We have zero tolerance for retaliation. No one may retaliate against a member who reports a concern in good faith.

The Three-Step Reporting Process

If you suspect noncompliance, follow this Three-Step Reporting Process:

1. Talk to your supervisor. They are most familiar with the laws, regulations, and policies that relate to your work.
2. If you do not want to talk to your supervisor, seek out another member of the leadership team or someone from Human Resources.
3. If you still have a concern, contact the Compliance Official, a member of Timbercrest's Compliance Committee, or the Compliance Officer.

You may also call the toll-free Compliance Line number at any time.

Compliance Line

The Compliance Line is available 24 hours a day, 7 days a week, for callers to report compliance-related issues. Concerns that are reported to the Compliance Line are taken seriously.

You can make calls to the Compliance Line without fear of reprisal, retaliation, or punishment for your actions. Anyone, including a supervisor who retaliates against a Team Member for contacting the Compliance Line or reporting a compliance issue in any other manner will be disciplined.

Compliance Line

800-211-2713

All calls are confidential, and you may call anonymously if you choose.

CARE EXCELLENCE

As Staff of Timbercrest, our most important job is providing quality care to Residents. This means offering Residents compassionate support and working toward the best possible outcomes while following all applicable rules and regulations, including the Medicare Conditions of Participation.

Resident Rights

Residents receiving healthcare and other services have clearly defined rights. Timbercrest provides a document describing these rights to each Resident upon admission, and this document is posted in conspicuous locations throughout the organization for the Residents' and your reference. To honor these rights, Staff must:

- Make no distinction in the admission, transfer, or discharge of a Resident, or in the care Timbercrest provides, on the basis of race, gender, age, religion, national origin, disability, color, marital status, veteran status, medical condition, sexual orientation, financial status, insurance, or other protected class status
- Treat all Residents in a manner that preserves their dignity, autonomy, self-esteem, and civil rights
- Protect every Resident from physical, emotional, verbal, and sexual abuse and neglect
- Protect all aspects of Resident privacy and confidentiality
- Respect Residents' personal property and money and protect both from loss, theft, improper use, and damage
- Respect the right of each Resident and their legal representatives to be informed of and participate in decisions about the Resident's care and treatment
- Respect the right of each Resident and their legal representatives to access the Resident's medical records, as required by the Health Information Portability and Accountability Act (HIPAA)
- Recognize that Residents have the right to consent to or refuse care, as well as the right to be informed of the medical consequences of such refusal
- Protect Residents' rights to be free from physical and chemical restraints
- Respect Residents' rights to self-determination and autonomy

Abuse and Neglect

Timbercrest will not tolerate any type of Resident abuse, neglect, or exploitation, whether physical, emotional, verbal, financial, or sexual. Residents must be protected from abuse and neglect perpetrated by Staff, family members, legal guardians, friends, or any other person. This standard applies to all Residents at all times. This presumes that all instances of Resident abuse, including the abuse of Residents in a coma, causes physical, mental, or emotional harm. The failure to follow a Resident's care plan may constitute abuse.

Federal law defines defines *abuse* and related terms in the following ways:

- **Abuse** is the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain, or mental anguish, including abuse facilitated or enabled through the use of technology. This also includes deprivation by an individual, including a caretaker, of goods or services that are necessary to attain or maintain physical, mental and psychosocial well-being.
- **Willful abuse** occurs when an individual must deliberately act in a manner that causes injury or harm but without the intent to inflict injury or harm.
- **Exploitation** is the unfair treatment or use of a Resident or the taking of a selfish or unfair advantage of a Resident for personal gain through manipulation, intimidation, threats, or coercion.
- **Mistreatment** is the inappropriate treatment or exploitation of a Resident.

*Staff who abuse or neglect a Resident will be subject to termination. In addition, legal or criminal action may be taken. Abuse and neglect **must be reported immediately** to your supervisor or another member of management.*

Elder Justice Act

The Elder Justice Act requires timely reports of any reasonable suspicion of a crime against a Resident of a long-term care facility. You must report your reasonable suspicion to the Indiana State Department of Health and local law enforcement within two (2) hours if the suspected crime involves serious bodily injury or within 24 hours if the suspected crime does not involve serious bodily injury.

***Do not call the Compliance Line for allegations of abuse or neglect.
Report abuse or neglect immediately to your supervisor!***

Resident Confidentiality / HIPAA

All Staff must use and disclose medical, financial, or personal information only in a manner consistent with HIPAA privacy policies and procedures and state and federal

law. You are responsible for keeping Residents' protected health information (PHI) confidential. PHI is defined as individually identifying health information, including electronic health information, that is transmitted or maintained in any form or medium.

Any unauthorized exposure of PHI that compromises the security or privacy of a Residents' information is a potential breach.

If you become aware of a breach of any protected or sensitive information, you must report it immediately to your supervisor or the Compliance Official and Privacy Officer.

In the event of a PHI breach, Timbercrest Senior Living Community must investigate and comply with all state and federal HIPAA regulations for breach notification.

Resident Property

Staff must respect Residents' personal property and protect it from loss, theft, damage, or misuse. Staff who have direct access to Resident funds (e.g., Resident trust funds) must maintain accurate records and accounts.

Providing Quality Care

As a Life Plan Community, Timbercrest is committed to providing the care, services, and resources necessary to help each Resident reach or maintain their highest possible level of physical, mental, and psychosocial well-being. Timbercrest Senior Living Community has policies and procedures and provides training and education to help Staff achieve this goal.

Our care standards include the following:

- Accurately assessing the individual needs of each Resident and developing interdisciplinary care plans that meet those assessed needs
- Reviewing goals and plans of care to ensure that the Residents' ongoing needs are being met
- Meeting Residents' clinical needs by providing only medically necessary, physician-prescribed services and products
- Confirming that services and products (including medications) are within accepted standards of practice for each Resident's clinical condition
- Ensuring that services and products are reasonable in terms of frequency, amount, and duration

- Measuring clinical outcomes and Resident satisfaction to confirm that quality of care goals are met
- Providing accurate and timely clinical and financial documentation and record keeping
- Ensuring that Residents' care is given only by properly licensed and credentialed providers with appropriate background, experience, and expertise
- Reviewing Resident care policies, procedures, and clinical protocols to ensure they meet current standards of practice
- Monitoring and improving clinical outcomes through the Quality Assurance Performance Improvement (QAPI) Committee with established benchmarks

Medical Services

We are committed to providing comprehensive, medically necessary services for our Residents. The Medical Director provides oversight to physicians and other medical providers and services as defined by state and federal regulations. The Medical Director oversees Timbercrest's care and treatment policies and is actively involved in the QAPI Committee.

PROFESSIONAL EXCELLENCE

The professional, responsible, and ethical behavior of the Staff reflects Timbercrest's reputation and services. Whether you work directly with Residents or in other areas that support Resident services, you are expected to maintain Timbercrest's standards of honesty, integrity, and professional excellence every day.

Hiring and Employment Practices

Timbercrest Senior Living Community is committed to fair employment practices. When hiring and evaluating, we:

- Comply with federal, state, and local Equal Employment Opportunity laws, hiring the best qualified individuals regardless of race, color, age, religion, national origin, disability, sexual orientation or gender identity. All promotions, transfer evaluations, compensation, and disciplinary actions also follow this policy.
- Conduct employment screenings to protect the integrity of our workforce and welfare of our Residents and Staff.
- Require all who need licenses or certifications to maintain their credentials in compliance with state and federal laws. Documentation of licenses or certifications must be provided.

Employee Screening

Employees are screened (licensure, criminal background, and sanction) in accordance with federal and state law to ensure the safety of Timbercrest Residents. Timbercrest conducts these screening procedures prior to hiring and quarterly as mandated thereafter.

New employees are required to pass a pre-employment drug screen.

As long as you are employed or affiliated with Timbercrest Senior Living Community, you must immediately notify your supervisor:

- If you are arrested or indicted for a criminal offense
- If you are convicted of an offense that would preclude employment in a healthcare facility
- If action has been taken against your license or certification

- If you are excluded from participation in a federal or state healthcare program

Licensure, Certification and Exclusion Screening

We are committed to ensuring that only qualified professionals provide care and services to Residents. Practitioners and other professionals treating Residents must abide by all applicable licensing, credentialing, and certification requirements. In addition, Timbercrest makes every effort to validate licenses and certifications through the appropriate state and federal agencies.

Timbercrest Senior Living Community is prohibited by federal law from employing, retaining, or contracting with anyone who is excluded from any federally funded or state-funded programs. Timbercrest screens all Staff through the Office of Inspector General's List of Excluded Individuals and Entities, the General Services Administration's System of Award Management, and the Indiana Medicaid Excluded Provider List database prior to hiring and at a minimum of quarterly thereafter.

Employee Relations

To maintain an ethical, comfortable work environment, Staff must:

- Refrain from any form of sexual harassment or violence in the workplace
- Treat all colleagues and co-workers with equal respect, regardless of their national origin, race, color, religion, sexual orientation, age, gender identity, or disability
- Protect the privacy of other Staff by keeping personal information confidential and allowing only authorized individuals access to the information
- Not supervise or be supervised by an individual with whom they have a close personal relationship
- Behave professionally and use respectful communication at all times

Workplace Safety

Maintaining a safe workplace is critical to the well-being of our Residents, visitors, and co-workers. That is why policies and procedures have been developed to describe the organization's safety requirements. Staff should become familiar with safety regulations and emergency plans regarding fires and disasters in their work areas.

In addition to organizational policies, Staff must abide by all environmental laws and regulations. You are expected to follow organizational safety guidelines and to take personal responsibility for the maintenance of a secure work environment. If you notice a safety hazard, you must take action to correct it, if possible, or report it to your supervisor immediately.

Drug and Alcohol Abuse

Timbercrest Senior Living Community is committed to maintaining a dedicated team capable of providing quality Resident services. To that end, employees are prohibited from consuming any substance that impairs their ability to provide quality services or otherwise perform their duties.

You may never use, sell, or bring on Timbercrest property alcohol, illegal drugs, or narcotics. Likewise, you may not report to work under the influence of alcohol, illegal drugs, or narcotics. Staff who appear to have work performance problems related to drug or alcohol use will undergo a drug and alcohol screening and appropriate action will be taken if necessary.

Illegal, improper, or unauthorized use of any controlled substance intended for a Resident is prohibited. Any employee becoming aware of any improper diversion of drugs or medical supplies, must immediately report the incident to their department supervisor, the Compliance Officer, or the Compliance Line. Failure to report a known instance of noncompliance with this policy may result in disciplinary action up to and including termination.

Organizational Relations

Professional excellence in organizational relations includes:

- Complying with federal tax law to maintain tax-exempt status under section 501(c)(3) of the Internal Revenue Code
- Maintaining company privacy and keeping proprietary information confidential
- Avoiding outside activities or interests that conflict with responsibilities to Timbercrest Senior Living Community and reporting such activity or interest prior to and during employment
- Allowing only designated management Staff to report to the public or media
- Requiring that Timbercrest Senior Living Community complies with applicable licensing and certification laws

Proprietary Information

While performing your duties, you may have access to, receive, or be entrusted with confidential or proprietary information owned by Timbercrest Senior Living Community and that is not presently available to the public. This type of information should never be shared with anyone outside the organization without authorization from a member of the leadership team.

Examples of proprietary information that should not be shared include:

- Resident and Staff data and information
- Details about clinical programs, procedures, and protocols
- Policies, procedures, and forms
- Training materials
- Current entrance fees, monthly fees for basic services, ala carte service fees, orr the content of residential lease agreements
- Current or possible negotiations or bids with payers or other clients
- Compensation and benefits information for Staff
- Any kind of financial information
- Market information, marketing plans, or strategic plans

Gifts

You may not accept any tip or gratuity from Residents, and you may not receive individual gifts from Residents. You may not give gifts to Residents.

You may not borrow money from nor lend money to Residents, nor may you engage with Residents in the purchase or sale of any item. Staff may not accept any gift from a Resident under a will or trust instrument except in those cases where they are related by blood or marriage.

Staff may not serve as a Resident's executor, trustee, administrator, or guardian or provide financial services or act under a power of attorney for a Resident except in those cases where they are related by blood or marriage or otherwise allowed by state law.

Business Courtesies

Timbercrest Senior Living Community prohibits Staff from offering, giving, soliciting, or accepting business or professional courtesies, including entertainment and gifts, that could be interpreted as attempts to influence decision-making. Under no circumstances will Staff solicit or accept business courtesies, entertainment, or gifts that depart from the Business Courtesies policy.

Conflict of Interest

A conflict of interest exists any time your loyalty to the organization is, or even appears to be, compromised by a personal interest. There are many types of conflicts of interest, and they include but are not limited to the following examples:

- Financial involvement with vendors or others that would cause you to put their financial interests ahead of ours
- Staff participation in public affairs, corporate or community directorships, or public office
- An immediate family member who works for a vendor or contractor doing business with the organization and who is in a position to influence your decisions affecting the work of the organization
- Participation in transactions that put your personal interests ahead of Timbercrest Senior Living Community or cause loss to or embarrassment of the organization
- Taking a job outside of Timbercrest that overlaps with normal working hours or interferes with job performance

All staff must seek guidance and approval from Timbercrest's CEO or Compliance Official before pursuing any business or personal activity that may constitute a conflict of interest.

Use of Property

Staff must protect Timbercrest Senior Living Community's assets and ensure their authorized and efficient use. Theft, carelessness, and waste have a direct impact on Timbercrest's viability. All assets must be used solely for legitimate business purposes.

All Staff must:

- Use the property for the organization's business only, not for personal use
- Exercise good judgment and care when using supplies, equipment, vehicles, and other property
- Respect copyright and intellectual property laws
- Never copy material or download software if unable to assess the copyright or intellectual property information

Computers and Internet

Staff are expected to use computers, email, and internet/intranet systems appropriately and according to Timbercrest's established policy and procedure. You are not permitted to use the internet for improper or unlawful activity or download any games or music without prior approval.

Internet use can be tracked, and how you use your time on the internet may be monitored. You should have no expectation of privacy when you use Timbercrest's computers, email, and internet/intranet system. Timbercrest Senior Living Community has the right to sanction or discipline employees who violate the Code of Conduct in a digital or other non-face-to-face environment. Staff should be familiar with Timbercrest's social media policy and abide by it.

Vendor Relationships

Timbercrest Senior Living Community takes responsibility for being a good client and dealing with vendors honestly and ethically. We are committed to fair competition among prospective vendors and contractors for our business. Arrangements between Timbercrest Senior Living Community and its vendors must always be approved by management. Certain business arrangements must be detailed in writing and approved by management. Agreements with contractors and vendors who receive Resident information, with the exception of care providers, will require a Business Associate Agreement (BAA) with the organization as defined by HIPAA. Contractors and vendors who provide Resident care, reimbursement, or other services to Resident beneficiaries of federal or state healthcare programs are subject to the Code of Conduct and must:

- Maintain defined standards for the products and services they provide to us and our Residents
- Comply with all policies and procedures as well as the laws and regulations that apply to their business or profession

- Maintain all applicable licenses and certifications and provide evidence of sanction screening, current worker's compensation, and liability insurance as applicable
- Require that their employees comply with the Code of Conduct and the Compliance and Ethics Program and related training as appropriate

Marketing and Advertising

Timbercrest Senior Living Community uses marketing and advertising activities to educate the public, increase awareness of our services, and recruit new Staff. These materials and announcements, whether verbal, printed, or electronic, will present only truthful, informative, nondeceptive information.

REGULATORY EXCELLENCE

Because Timbercrest Senior Living Community operates within the healthcare industry, Staff must follow the many federal, state, and local laws that govern healthcare-related businesses. Staff are all responsible for learning and staying current with the federal, state, and local laws, rules, and regulations, as well as the policies and procedures that apply to their job responsibilities.

Billing and Business Practices

We are committed to operating with honesty and integrity. Therefore, all Staff must ensure that all statements, submissions, and other communications with Residents, prospective Residents, the government, suppliers, and other third parties are truthful, accurate, and complete.

Timbercrest Senior Living Community is committed to ethical, honest billing practices and expects Staff to be vigilant in maintaining these standards at all times. Timbercrest will not tolerate any false or inaccurate coding or billing. Any Staff who knowingly submits a false claim or provides information that may contribute to a false claim (such as falsified clinical documentation) to any payer, public or private, will be subject to termination. In addition, legal action may be taken.

Prohibited practices include but are not limited to:

- Billing for services or items that were not provided or costs that were not incurred
- Duplicate billing (i.e., billing items or services more than once)

- Billing for items or services that were not medically necessary
- Assigning an inaccurate code or Resident status to increase reimbursement
- Providing false or misleading information about a Resident’s condition or eligibility
- Failing to identify and refund credit balances
- Submitting bills without supporting documentation
- Soliciting, offering, receiving, or paying a kickback, bribe, rebate, or any other remuneration in exchange for referrals
- Entering medical records in an untimely manner

If you observe or suspect that false insurance claims are being submitted or have knowledge of a prohibited practice, you must immediately report the situation to a supervisor, the Compliance Official, the Compliance Officer, or the Compliance Line. Failure to report a known prohibited practice will subject you to disciplinary action up to and including termination.

Referrals and Kickbacks

Staff and related entities often have close associations with local healthcare providers and other referral sources. To demonstrate ethical business practices, Staff must make sure that all relationships with these professionals are open, honest, and legal.

Resident referrals are accepted based solely on the potential Residents’ clinical needs and Timbercrest’s ability to provide the necessary services. Timbercrest Senior Living Community never solicits, accepts offers, or gives anything of value in exchange for Resident referrals or for purchasing or ordering any good or service for which payment is made by a federal healthcare program. *Anything of value* includes any item or service of value, including cash, goods, supplies, gifts, “freebies,” improper discounts, or bribes.

Accepting kickbacks is against our policies and procedures and also against the law. A kickback is anything of value that is received in exchange for a business decision, such as a Resident referral. To assure adherence to ethical standards in Timbercrest’s business relationships, Staff must:

- Verify all business arrangements with physicians or other healthcare providers or vendors in a written document

- Comply with all state and federal regulations when arranging referrals to physician-owned businesses or other healthcare providers

You cannot request, accept, offer, or give any item or service that is intended to influence—or even appears to influence—the referral, solicitation, or provision of healthcare service paid for by any private or commercial healthcare payer or federal or state healthcare program, including Medicare and Medicaid, or other providers.

Inducements to Prospective Residents

You may not provide anything of value including goods, services, or money to prospective Residents or any beneficiary of a federal or state healthcare program that you know or should know will likely influence that person's selection of a provider of healthcare services.

For the purposes of this policy, *anything of value* includes but is not limited to any waiver of payment, gift, or free service that exceeds a value of \$10 per item or \$50 annually in total. If you have a question about whether a particular gift or service would be considered "of value," ask your supervisor or Compliance Official.

Copyright Laws

Most print and electronic materials are protected by copyright laws. Staff are expected to respect these laws and not reproduce electronic print or printed material without obtaining permission as required by the writer or publisher. When in doubt, ask your supervisor.

Financial Practices and Controls

Ensuring that financial and operating information is current and accurate is an important means of protecting assets. All Staff must ensure that all information provided to bookkeepers, accountants, reimbursement Staff, internal and external auditors, and compliance Staff is accurate and complete. This includes ensuring the accuracy of clinical documentation that supports reimbursement. Staff must also cooperate fully with internal and external audits and comply with federal and state regulations when maintaining clinical records, accounting records, and financial statements.

Fair Dealing

All Staff must deal fairly with Residents, suppliers, competitors, and one another. No Staff, manager, or director shall take unfair advantage of anyone through

manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unfair dealing practice.

Document Creation, Use, and Maintenance

All Staff are responsible for the integrity and accuracy of documents, records, and emails, including Resident medical records, billing records, and financial records. No information in any record or document may ever be falsified or altered.

Staff must not disclose internally, externally, directly, or indirectly confidential information except on a need-to-know basis and in the performance of their duties. Disclosure of confidential information externally must follow organization policies.

Upon termination of employment, you must promptly return all confidential medical and business information to Timbercrest Senior Living Community. Examples of confidential business information include potential or threatened litigation, litigation strategy, purchases or sales of substantial assets, business plans, marketing strategies, organizational plans, financial management, training materials, fee schedules, department performance metrics, and administrative policies.

Voluntary Disclosure

It is Timbercrest policy to voluntarily report known overpayments and any improper or irregular conduct, including fraudulent conduct, that affects any federal or state healthcare program. Reporting will be completed within the time frames identified under the Patient Protection and Affordable Care Act.

Government Investigations

Timbercrest Senior Living Community is committed to cooperating with requests from any governmental inquiry, audit, or investigation. You are encouraged to cooperate with such requests, conscious of the fact that you have the following rights:

- You have the right to speak or decline to speak.
- You have the right to speak to an attorney before deciding to be interviewed.
- You can insist that an attorney be present if you agree to be interviewed.

In complying with our policy, you must not:

- Lie or make false or misleading statements to any government investigator or inspector

- Destroy or alter any records or documents
- Attempt to persuade other Staff or any person to give false or misleading information to a government investigator or inspector
- Be uncooperative with a government investigation

If you receive a subpoena or other written or oral request for information from the government or a court, contact your supervisor or the Compliance Official.

Disciplinary Action

Disciplinary action will be taken against anyone who fails to act in accordance with the Code of Conduct, the Compliance and Ethics Program, supporting policies and procedures, and applicable federal and state laws. Disciplinary action may be warranted for violators of the Compliance and Ethics Program, Staff who fail to detect violations, and Staff who fail to respond appropriately to a violation, whatever their role in the organization. When taking disciplinary action against Staff, Timbercrest Senior Living Community will utilize standard disciplinary processes, which may lead to the termination of business relationships and agreements. The Compliance Officer may initiate and recommend corrective or disciplinary action against Staff and may also monitor appropriate implementation of the disciplinary process. Timbercrest Senior Living Community will discipline anyone who engages in prohibited retaliatory conduct.

Compliance Questions

The laws applicable to Timbercrest's operations are numerous and complicated. If you are unsure whether a particular activity or practice violates the law or the Compliance and Ethics Program, you should not guess the correct answer. Instead, you should immediately seek guidance from your department supervisor, the Compliance Official, or the Compliance Officer. You will not be penalized for asking compliance-related questions. In fact, we are intent on creating a culture in which you should feel comfortable asking questions to ensure you understand your duties under this Code of Conduct, the Compliance and Ethics Program, and other applicable federal and state laws.

CONCLUSION

The Compliance and Ethics Program is critical to Timbercrest's continued success. You are crucial in ensuring the integrity of Timbercrest Senior Living Community. The Code of Conduct and Compliance and Ethics Program set standards for the legal, professional, and ethical conduct of Timbercrest's business. Some key points to remember are:

- Timbercrest and all Staff are committed to personal and organizational integrity, to acting in good faith, and to being accountable for our actions.
- The Code of Conduct and the Compliance and Ethics Program prepare us to deal with the growing complexity of ethical, professional, and legal requirements of delivering healthcare in the CCRC environment.
- The Compliance and Ethics Program is an ongoing initiative designed to foster a supportive work environment, provide standards for clinical and business conduct, and offer education and training opportunities for Staff.

The success of the Timbercrest's Compliance and Ethics Program depends on the Staff's commitment to act with integrity, both personally and as an organization. As Staff, your duty is to ensure that the organization is doing everything practical to comply with applicable laws. You are expected to satisfy this duty by performing your responsibilities in accordance with professional standards, the regulations guiding Timbercrest's business practices, and Timbercrest's policies and procedures.

Your Compliance Official

Christy Huiras

chuiras@timbercrest.org

260-982-2118 or 260-982-3927

Your Compliance Officer

Karla Dreisbach, CHC, CHPC

215-646-0720

Toll-Free Compliance Line: 800-211-2713

Peace Church Compliance Program

Friends Services for the Aging (FSA), together with the Brethren, Mennonite, and Quaker organizations involved in providing services to the elderly, have established a collaborative Compliance and Ethics Program known as the Peace Church Compliance Program (PCCP).

FSA, 670 Sentry Parkway, Suite 120, Blue Bell, PA, 19422-2325, 215-646-072