

CENTIPEDE Code of Conduct

LIFE COORDINATEDSM Changing "health care" to "help care"SM.

There is a powerful partnership between CENTIPEDE, our Network Providers and our health plan clients.
 Together we change lives by helping people live the life they dream about through coordinated, person-centered care.

~This document is the CENTIPEDE Code of Conduct; adherence is a condition of network participation. ~

Now let's begin at the beginning with our Mission, Vision and Values...

VISION and MISSION:

At CENTIPEDE our Vision is LIFE COORDINATEDSM and our Mission is "Make life better every day."

VALUES:

Values are important by guiding our actions and serving as our cultural foundation.

- URGENCY... because people depend on us
- EXCELLENCE...customer focused excellence because it drives satisfaction
- RESPECT... for everyone
- INTEGRITY...above all
- COMPASSION... because we really care
- ACCOUNTABILITY... because we own it
- QUALITY... because doing good, is doing good
- INNOVATION... to make tomorrow better



CODE of CONDUCT: Why it matters.

A Code of Conduct is important because it helps clarify what behaviors are needed to meet and exceed member expectations, drive quality, enhance member satisfaction and help you and your organization remain in good standing within The CENTIPEDE Health Network.

As a valued provider, you are an important part of this partnership impacting the member experience and in helping to deliver aligned, value-based care on behalf of our health plan clients.

Below is the Code of Conduct for network providers. Feel free to reach out to discuss and/or offer your suggestions. We appreciate your feedback... it's a gift.

1. RESPECT: Treat Everyone with courtesy and respect (Member/Plan/Provider/CENTIPEDE)

Expectations: Respect is integrated into all actions and communications.

- Use your Sunday language, no profanity, raised voices, inappropriate jokes, images, harassment or derogatory language.
- We value all people, all races, gender, sexual orientation, religious affiliation etc.
- You name it... its on our list – people are special and deserve to be treated with RESPECT.
- Many people are going through difficult times; compassion and respect in both our communications and actions can make a difference.





2. PROFESSIONALISM: Operate within the Scope of your License or Licensure.

Expectations: If you do not have the privileges or training to perform a service, don't do it. Be great at what you do and honor your professional requirements.

- Respond timely to communications, credentialing requests, changes to your provider file, claims or documentation requests.
- Ensure your organization operates according to your stated hours of operation.
- Dress like the professional you are - clean, neat and with a name tag that identifies you and your organization.
- Proactively obtain authorizations, building permits, or other expected and required approvals associated with your licensure, certification or scope of services.
- Provide written quotes PRIOR to the delivery of services.
- No Upselling - quote the Requested and Referred Services to the Member.
- Notify the Care Manager and/or CENTIPEDE, not the Member, if you believe other non-referred services are warranted.



3. INTEGRITY and FRAUDELENT ACTIVITY: Gut check, if it feels wrong it likely is.

Expectations: Don't operate in the gray. Character matters.

- Bill only for authorized services rendered.
- Don't bill for duplicate services or over bill.
- If you receive a complaint, disciplinary notice or a corrective action plan (CAP) – let us know immediately.
- No bribes, kickbacks or rewards for referrals or business. See “No Upselling” in Professionalism.
- We are here for you - transparency and integrity matters. If you are uncertain, ask questions.



4. PRIVACY, SECURITY and CONFIDENTIALITY: Protecting member data is vitally important and the law.

Expectations: Be a wise steward of member data.

- As a CENTIPEDE provider you are responsible for understanding healthcare compliance basics, determining what you need to do to be compliant, and understanding the consequences of violating the laws and/or compliance policies. Become familiar with HIPAA Privacy and Security Standards and safeguard the privacy and security of member protected health information (PHI).
- Do not discuss protected health information in public areas such as the cafeteria, elevators, or outside of the workplace with individuals who are not part of the active care team or have no need to know the member information
- Never leave computers or member files in your car or out in the open; or your computer logged in and unattended.
- If you have a privacy or security breach, provide timely notifications.
- **If you need help, contact CENTIPEDE for guidance and ask for our Compliance Officer.**



5. LOYALTY: Be a loyal and proud member of CENTIPEDE.

Expectations: Represent members, CENTIPEDE, your organization, your fellow providers, and health plan partners with pride and loyalty. One goal, together - LIFE COORDINATEDSM.

- Contact CENTIPEDE prior to filing grievances with the health plan, state agencies or CMS. Let's work together and use the correct channels for difficult conversations.
- Don't disparage or criticize members, other providers, CENTIPEDE or health plan partners in writing, on social media or verbally.
- Be a positive part of change and support the overall network mission and vision.
 - If CENTIPEDE is no longer a fit - request network termination and we will cancel your agreement.
- Life is too short to be part of something you don't believe in or cannot positively support.
- **Be part of changing lives – together we can make a difference.**

CODE of CONDUCT: How we will manage the Code.

The CENTIPEDE Code of Conduct will be updated on an as needed basis. The final version will always be posted on our website www.centipedehealth.com.

Breaches to the Code will be evaluated and you may be contacted if additional information is needed.

- Failure to follow the Code of Conduct or the spirit of the Code of Conduct may result in termination from the CENTIPEDE Network.
 - We hope that this never occurs, however we must protect all stakeholders from harm.

If you have any questions contact us at joincentipede@heops.com.

We value your input and are proud to have you on the team.

Respectfully,

Nancy C Everitt
 CentEO
 HEOPS Inc dba The CENTIPEDE Health Network
 CENTIPEDE Care Solutions LLC

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PROVIDER ACCEPTANCE:

On behalf of _____ I/we agree to adhere to the CENTIPEDE Code of Conduct and further agree to hold others accountable to The Code.

Signature: _____ Date: _____ NPI: _____