



When the right thing to do isn't clear...

Focus on integrity.

When questions and concerns arise, the answers are not always clear. You have a responsibility to Speak Up – and a right to safe methods of doing so.

Some examples of unethical situations include:

- Medicare/Medicaid Fraud and Abuse
- HIPAA violations
- On-the-job drug or alcohol abuse
- Harassment or Discrimination
- Theft and Fraud
- Health, Safety, and Environmental Issues
- Violations of Company Policies, Laws and Regulations

Report any violations or get more information by contacting the Hotline.



Mobile:
customermobile.ethicspoint.com

Online:
customer.ethicspoint.com

Phone:
888-888-8888



Confidential, Easy-to-Use and Always Available

Sometimes, the right thing to do isn't always clear. In those situations, focus on your integrity.

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It's easy to see how the integrity of an organization affects its reputation and success. When we display our integrity, customers, suppliers, stakeholders and even competitors view us as honest and fair. Our reputation grows in positive ways. But sometimes, acting with integrity isn't so simple, and the right thing to do isn't clear. Sorting through the many laws and regulations that apply to us, as well as our own internal policies and procedures, may seem complicated.

But acting with integrity shouldn't be complicated. If you have questions about the right thing to do, or concerns that another person may not be acting with our reputation in mind, you have a responsibility to speak up – and a right to safe methods of doing so. Your immediate supervisor is one resource. He or she is often the best option for discussing concerns of an ethical nature. If, however, you have tried your immediate supervisor or, if you believe that opening his or her door might be inappropriate in this case, you can report ethical misconduct or simply get more information contacting the Hotline.

The Reporting System is confidential and easy to use. The System is operated by a third-party provider, which specializes in this type of service. To report via a mobile device, point the camera at the QR code or use the mobile web address. To report issues via the Internet, you simply go to the website and fill in important information fields regarding the nature of your question or report. If you opt to call instead, dial the Hotline number to speak with a live operator, who will ask those important questions. Calls are toll-free and both methods are available 24 hours a day, seven days a week. Regardless which method you choose, the System will prepare a report and forward it to the appropriate person in our organization for

review and, if necessary, investigation.

You may provide your name and contact information if you wish, but in most cases it is not necessary. Instead of identifying you by name, the System will assign you a report key, password and a contact date. If you think of something else or additional events occur after you've completed your initial report, you can follow up with your report key and password. If we need additional information from you to resolve your report, the System will ask for it then.

Report or ask questions about the following or any other situation you believe might threaten our good reputation:

- Medicare/Medicaid fraud and abuse
- HIPAA violations
- On-the-job drug or alcohol abuse
- Harassment or discrimination
- Theft and fraud
- Health, safety, and environmental issues
- Any other violations of applicable laws and regulations

However, please note that there is no substitute for healthy communication between you and your supervisor, and operators will not be able to answer questions directly. If you have questions, concerns or suggestions about normal operating procedures, please raise them directly to him or her.

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Wallet Card



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Speak Up.



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