

## Our Code of Conduct

BILHPN operates in accordance with high legal, moral, and ethical standards and with all applicable laws, regulations, and standards. All board members, employees, affiliated providers, and other individuals providing services on behalf of BILHPN must carry out their duties for BILHPN in accordance with all applicable Federal and State laws, rules, and regulations, as well as adhere to the following standards of this Code of Conduct:

- Put the care, safety, dignity, and well-being of patients ahead of everything else
- Comply at all times with all signed Confidentiality Statements, including by taking every precaution to ensure all protected health information, paper and electronic, remains confidential.
- Tell the truth regardless of the consequences – whether you are speaking about patient outcomes, describing BILH services (and those of its competitors), creating patient, billing or financial records, answering the questions of a government inspector, or speaking up with concerns
- Treat all individuals with the highest standard of respect, dignity, and compassion regardless of their race, color, ethnicity, national origin, age, sex, gender identity, sexual orientation, physical abilities, religious beliefs, financial resources, or citizenship.
- Take responsibility for learning and following BILHPN policies and procedures and for speaking up if you think they need to be changed – seek advice if you are not sure what a policy is in a particular situation.
- Do not offer gifts or other favors to referral sources, business partners, persons seeking elected office, or government regulators.
- Do not accept gifts from those with whom we currently, or may, do business. Only accept a gift from or on behalf of a patient if it is a flower arrangement, holiday basket, baked good or the like, and is shared with colleagues in your department or practice. All other gifts must be declined and/or returned.
- Always disclose facts and circumstances that might give even the appearance of a conflict of interest or a personal benefit to you.
- Bill only for services rendered, using billing codes that accurately describe the services and are based on documented medical necessity. Ensure all billing and coding is accurate, timely, and in compliance with state and federal laws and regulations.
- Ensure that your department or practice is free from all forms of harassment. Report any suspected harassment to the compliance, human resources, or legal departments.
- Speak up whenever you think someone is doing something illegal or unethical, either by contacting your supervisor, the compliance, human resources, or legal departments, or by making an anonymous report using a compliance hotline.

### **Compliance & Privacy Lead**

Katherine Record, JD MPH  
978.471.0214

[Katherine.Record@BILH.org](mailto:Katherine.Record@BILH.org)

**Anonymous Reporting**

888.753.6533

[bilh.ethicspoint.com](http://bilh.ethicspoint.com)

Conduct that does not comply with this Code of Conduct may subject the individual to progressive corrective action, including disciplinary actions up to and including termination of employment, engagement, or contract.