



Employee/Volunteer/Interns/Contractors/Board Members
Compliance Code of Conduct
Corporate Compliance and Privacy

Introduction

At RCIL, we provide real solutions to the personal, social or governmental barriers that are stopping your decisions from being respected and realized. We have three decades of experience in providing personally tailored advocacy, information, and training services.

RCIL believes that the widespread poverty, segregation, and isolation of people with disabilities is unacceptable, should not be tolerated and requires change.

To ensure RCIL is always upholding the highest principles and conducting business within strong ethical standards, RCIL has a code of employee, contractor, volunteer and board member conduct and corporate compliance guidelines that have been adopted by the Board of Directors.

To that end, RCIL has certain rules and regulations regarding employee, volunteer, contractor and board member conduct that are necessary for the operation of RCIL and for the benefit and safety of all workers and consumers. All employees, volunteers, contractors and board members shall strive to deliver quality services and shall comply with all applicable laws and regulations that affect its various programs. Conduct that interferes with operations, discredits RCIL, or is offensive to consumers and fellow workers is prohibited. The following list indicates behavior expectations for employees, volunteers, contractors and board members. Disregard of this code of conduct can result in disciplinary action, including suspension and dismissal. RCIL, however maintains the right to terminate employment for any reason.

Code of Conduct

General Provisions

- RCIL shall only employ or work with persons with proper credentials, experience and expertise to perform their job functions.
- Employees, contractors, volunteers and board members shall immediately report all suspected violations of the code of conduct, corporate compliance guidelines, operational policies, laws or regulations to the Quality and Compliance Officer at (315) 797-4642, ext. 2905, or to the confidential Compliance Hotline at (315) 272-2905.
- All reports or other information to be provided to any federal, state or local government agency shall be accurate, complete and filed on time.
- Information entered into a consumer's file will be done so in a clear, objective and concise manner.
- No deficiency or error should be ignored or covered up.
- Problems/Concerns should be brought to the attention of those who can properly assess and resolve the problem/concerns.
- RCIL, by and through its employees, contractors, volunteers and board members shall comply with all applicable laws imposed by any level of government and comply with all requirements of the Medicare and Medicaid programs.
- RCIL shall maintain complete and thorough billing records.

RCIL
Code of Conduct Cont'd

- Employees and volunteers shall not falsify records, including credentials, timesheets, and mileage expense forms or training sign-in sheets.
- All employees, volunteers, contractors and board members will be responsible for refraining from any activities that may be construed as waste, fraud, or abuse.
- All employees will cooperate in any RCIL investigations or any investigations conducted by local, state and federal agencies.
- All employees, volunteers, contractors and board members are expected to identify and report any suspected activities of waste, fraud or abuse to a manager, or to the Corporate Compliance officer either directly or via the hotline.
- Appropriate medical documentation shall be provided to the agency while an employee is on disability or a worker's compensation leave of absence.
- RCIL shall not permit any action of retaliation or reprisal to be taken against an employee who reports a violation of law, regulation, standard, procedure or policy.

Service Billing Provisions

- Employees who perform billing and/or coding of claims must take every reasonable precaution to ensure their work is accurate, timely and in compliance with federal and state laws and regulations and RCIL's policies.
- No claim for payment or reimbursement of any kind that is false, fraudulent, inaccurate or fictitious may be submitted. No falsification of medical, time or other records that are used as the basis of submitting claims will be tolerated.
- RCIL will bill only for services actually rendered and which are fully documented in a person's service records. If the service must be coded, then only billing codes that actually describe the services provided will be used.
- RCIL shall act promptly to investigate and correct the problem if errors in claims that have been submitted are discovered.
- RCIL shall maintain complete and thorough service and billing records.

Confidentiality Provisions

- All records and other personal information regarding program participants and employees shall be treated as confidential information and utilized in a professional manner at all times, regardless of mode or manner in which the information is received or stored.
- Employees, volunteers, contractors and board members shall not reveal any confidential information concerning RCIL business, consumers or staff unless mandated to do so under very specific circumstances as dictated by New York state and Federal law.
- Confidential information related to the agency, consumers or employees will not be used for personal gain or toward the detriment of the person.
- Upon termination from employment or from RCIL, all employees will maintain all confidences gained while in RCIL's employ.
- Upon termination from employment from RCIL, all employees will return all property of RCIL, no matter what format the property may be in.
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Signature

Title (if applicable)

Printed Signature

Date

Revised JB 3/21/12