



Aurora

Mental Health & Recovery

Aurora Mental Health & Recovery Code of Conduct

Effective 02-01-23

Inspiring Courage. Building Hope.

Regulatory Compliance – *It's not just the law; it's the way we care for our clients.*

Aurora Mental Health & Recovery (AMHR) operates in a heavily regulated sector. As a result the state and federal laws that govern what we do and the funding we receive may be audited. AMHR takes very seriously its regulatory and legal obligations, along with the Code of Conduct, Compliance Plan, policies, and procedures. To continue to serve our clients, we must operate within these regulations, even when that requires balancing demands on our time and resources. At AMHR each of us will follow the rules and requirements and strive for excellence in client care.

Working with Regulatory Bodies – *We cooperate with visits, reviews and inquiries*

Regulations affect the way we deliver care in order to protect clients and prevent fraud, abuse, and waste. They govern which individuals can properly care for patients and how and where they can deliver care. AMHR will respond promptly, accurately, and fully to any agency contact. When agency personnel contact you, whether in person, by phone, letter or e-mail, you should immediately contact your supervisor and the Compliance Officer, and allow them to assist in responding to the request.

Documentation and Records – *We keep our information accurate, complete and confidential*

Whether our records are client healthcare records, billing and accounting information, or other materials, they should be accurate, complete, and consistent with the standards set by AMHR. Regulations also govern how we record client

healthcare interactions, how we bill and collect payment for our services, and our relations with each other and with AMHR. Errors or lack of attention to details in documentation can have serious impact on our clients, our revenue, and on AMHR and runs counter to our culture of compliance. Because we work with the sensitive healthcare information of our clients, we will keep all information confidential within professional standards and we will observe the federal and state laws governing protected health information. Each category and classification of information will be maintained and preserved consistent with the AMHR standard.

Caring for Clients Without Influence – *AMHR resources only for AMHR and our clients*

Because our mission is to care for clients, AMHR wants its resources - money, supplies, equipment and personnel time – to be used for its clients. The resources of AMHR should be used to further our mission. In addition, care decisions and resource choices should be made in the best interest of the client and AMHR. Any decision about client care, purchases, research, personnel or other AMHR related matters must be free of all conflict of interest. Our relationships outside of AMHR should not put us in conflict with our client's best interest. This includes pre-employment, post-employment, and outside political activity, which are covered by our conflict of interest. Services should be provided in accordance with the Patient Bill of Rights as revised from time to time and professional ethics standards.

Business Courtesies and Marketing Practices – *Only Proper Payments, Gifts & Contributions*

We will not give money or gifts to clients that might influence their healthcare choices. AMHR, and its staff of providers, caregivers and others affiliated with us, will not give or accept payments, gifts, or contributions that might influence client care or the decisions made on behalf of AMHR. All collaborations will be consistent with the regulatory guidance for those collaborations and sharing of information. Violations could reflect inaccurately upon AMHR or indicate that AMHR has acted improperly. All relationships with Aurora Mental Health & Recovery staff, vendors and outside parties will be documented fully and accurately to demonstrate their lawful purpose and intent.

Speak Up – *You are the key to AMHR's success*

Each of us must follow this Code of Conduct. If you see some way that AMHR or someone within AMHR is not following this Code of Conduct, you must report it. You can do this by:

- Letting your supervisor know immediately so that we can improve AMHR. Supervisors or any member of management are expected to forward compliance-related concerns to the Compliance Officer.
- Accessing the EthicsPoint portal 24/7 if you are not comfortable raising concerns within your department, if issues have not been addressed after you have raised them, or if this your preferred method of reporting. Methods to use are:
 - amhr.ethicspoint.com,
 - by mobile device at amhrmobile.ethicspoint.com,
 - call EthicsPoint toll free to 833-942-0756, or
 - call your AMHR Compliance Officer.

Your communication will be confidential to the extent possible. AMHR will not retaliate against any person that makes a report. Whatever the method, help us follow our Code of Conduct and provide excellent patient care.

Non-Discrimination – *AMHR does not discriminate*

Aurora Mental Health & Recovery complies with applicable federal and state civil rights laws. We will not discriminate against, or deny services to, any individual due to their race, color, national origin, age, disability, sex. We do not discriminate any individual due to their ancestry, creed, gender gender expression or identity, genetic testing, marital status, military status, political affiliation, pregnancy, religion, or sexual orientation in any of its activities or operations. Activities and operations include, but are not limited to provision of services, recruitment, hiring, or termination of staff, recruitment and selection of volunteers, and selection of vendors. We are committed to maintaining an environment that respects the dignity of each individual in our community. We do not tolerate discrimination in any form or context including harassment or exclusion.

We accept clients with most insurance plans, including Medicaid, Medicare, Children's Health Insurance program and other programs accessible in the state of Colorado and we offer discounted fees for persons who are uninsured or underinsured.

Thank you for your commitment to AMHR's Code of Conduct!

