



Kinwell Medical Group's ("Kinwell") Standards of Conduct ("Code") is not intended to address all situations which could be considered unlawful or unethical. Instead, it is the primary guide for how we're living up to our values and obligations. It identifies policies and procedures helpful to your role at Kinwell. However, the identified policies and procedures are not intended to be an inclusive list.

The Code is provided to all clinicians at the time of hiring/contracting, annually, and whenever updated. All clinicians are required to acknowledge understanding of the Code at the beginning of employment.

Our efforts to deliver on our mission of "personalized, whole-hearted care, each person, every time" are guided by the values of Kinwell.

- Integrity
- Compassion
- Equity
- Partnership
- Innovation
- Performance

All Kinwell clinicians, regardless of position or title, shall comply with this Code, as well as all policies, procedures and applicable laws and regulations:

1. ***Ethical and professional standards.*** *Alcohol, Drug and Substance Abuse policy; Solicitation and Distribution on Company Property policy; Patient Rights and Responsibilities; Workplace Violence Prevention policy; Weapons policy*
Kinwell clinicians shall comply with and perform their services consistent with high ethical and professional standards. They shall treat patients, clinicians, teammates, and others in a professional manner with honesty, fairness, dignity, and respect. Kinwell is committed to providing a safe and healthy environment for clinicians and patients.
2. ***Kinwell policies and procedures.*** Kinwell clinicians shall comply with all applicable Kinwell policies and procedures, including but not limited to those policies and procedures relevant to the Compliance Program and those identified in this Code.
3. ***Laws, regulations, and program requirements.*** *Credentialing policy; Ongoing Monitoring of Sanctions, Complaints and Quality Issues/Corrective Action*
Kinwell clinicians shall comply with all applicable federal and state laws, regulations, and third-party payor program requirements.
4. ***Non-discrimination.*** *Equal Employment Opportunity and Affirmative Action policy; Patient Rights and Responsibilities*
Kinwell clinicians shall not discriminate against other Kinwell clinicians, teammates, patients, or others on the basis of race, religion, color, national origin, sex, age, marital status, veteran status, gender, gender identity or expression, sexual orientation, genetic information, disability, or any other protected category under federal, state, or local law.



5. ***Offering or receiving items of value. Agreements with Referring Clinicians procedure; Giving and Receiving Gifts policy***
Federal and state laws prohibit paying, offering, or receiving anything of value to induce referrals for healthcare business unless certain conditions are met. Kinwell clinicians shall not offer, solicit, pay, or accept anything of value (including money, gifts, free or discounted items or services, professional courtesies, or other arrangements) in exchange for healthcare referrals, including any transactions that involve potential referral sources, including transactions with other health care providers, vendors, or patients. Kinwell clinicians shall also not offer, solicit, pay, or accept anything of value to government employees. Violations may subject Kinwell and its clinicians to criminal and administrative penalties.
6. ***Professional courtesies. Professional Courtesy policy***
Kinwell clinicians shall not offer or receive any free or discounted items or services to or from other health care clinicians, their family members, or their office staff or from vendors or other third parties (including pharmacy or medical equipment representatives and government employees) unless such offer is consistent with Kinwell's Professional Courtesy policy, or the offer has been approved by the Compliance Officer.
7. ***Conflicts of Interest. Conflict of Interest policy; Nepotism policy; Stark Law and Anti-kickback policy***
 - a. Kinwell clinicians shall not enter any contract or other financial arrangement with or give or receive anything of value to or from an outside physician, a physician's family member, or other referral source without the prior approval of the Compliance Officer.
 - b. If Kinwell has a contract or other financial relationship with an outside physician or a member of the physician's family, Kinwell clinicians shall not bill Medicare for any items or services referred by that physician without the prior approval of the Compliance Officer.
 - c. Kinwell clinicians must strictly comply with the terms of any approved contract or other financial arrangement with outside physicians, their family members, or referral sources. Failure to perform or improper modifications of such contracts or arrangements may violate applicable laws.
 - d. Kinwell clinicians must not accept any "kickback" (a payment intended to influence decisions) for any patient referral, or purchase or lease of goods or services.
 - e. Kinwell clinicians must disclose any outside financial interests or commercial activities, including those of immediate family members, domestic partners or others with a significant personal relationship that may represent a conflict of interest.
 - f. Kinwell clinicians who have family members of someone with whom they have a close personal relationship that works at Kinwell Physician Network or Kinwell Medical Group must disclose this information to Human Resources.



8. ***Improper inducements to Medicare or Medicaid beneficiaries. Charity Care policy***
Inducements to Medicare, Medicaid, or other government beneficiaries may violate applicable law. Kinwell clinicians shall not waive or discount government beneficiary co-pays unless such discount complies with Kinwell’s charity care policy. Kinwell clinicians shall not offer any other discount, gift, free items or service, or other inducements to government beneficiaries without first obtaining approval from the Compliance Officer.
9. ***Improper billing activities. False Claims policy; Charge Accuracy & Completeness policy; Compliance Program: Billing Responsibilities; Medical Records policy***
Kinwell clinicians shall not engage in false, fraudulent, improper, or questionable billing practices. Such improper activities include billing for services not actually rendered, not medically necessary or not accurately documented, upcoding, duplicate billing, or unbundling.
10. ***Unfair competition and deceptive trade practices.***
Federal and state antitrust laws prevent certain anti-competitive conduct, including collusive agreements among competitors to set prices; divide patient care or services; boycott other entities; etc. Kinwell clinicians shall not engage in collusive discussions with competitors over such things as prices clinician wages, services to be rendered or eliminated, or division of patients or patient services without the Compliance Officer’s prior approval. Similarly, Kinwell clinicians shall not discuss exclusive arrangements with third-party payors, vendors, and clinicians without first discussing the matter with the Compliance Officer. Finally, Kinwell clinicians should not engage in any deceptive acts or practices relating to Kinwell.
11. ***Privacy and confidentiality. Confidentiality of Protected Health Information policy; Personal Health Information Disclosure policy; Notice of Privacy Practices; Teammate Medical Records policy; Security of Electronic Health Records policy***
Kinwell clinicians shall maintain the confidentiality of patients’ protected health information as required by Kinwell’s privacy policies and applicable law, including but not limited to the Health Insurance Portability and Accountability Act (“HIPAA”) and its accompanying regulations, 45 C.F.R. part 164. Kinwell clinicians should not access patient information unless they have a need to access the information because of their job duties. To the extent feasible and allowed by law, Kinwell clinicians shall maintain the confidentiality of communications and records containing confidential information concerning other clinicians; communications and records relating to Kinwell’s confidential financial or business operations, trade secrets, credentialing, or peer review actions; documents prepared in anticipation of litigation; and communications with legal counsel for Kinwell. This section shall not be construed to prohibit activity protected by the National Labor Relations Act.
12. ***Pay transparency. Pay Transparency policy***
Kinwell clinicians have the right to disclose their own or another clinicians or candidates’ compensation unless confidentiality of pay information is required for their position.
13. ***Political and Media Communication.***
Any inquiry by the media regarding Kinwell’s position relating to our policies, practices, or actions must be directed to Marketing. Any lobbying on behalf of Kinwell, contact with government officials regarding Kinwell’s position on legislation, regulation or other policies, or political activity on behalf of Kinwell must be coordinated through Marketing.
14. ***Entities that contract with Kinwell. Business Associate Agreements; Vendor Management***



policy

Kinwell clinicians shall ensure that vendors and other entities which contract with Kinwell comply with the Compliance Program and cooperate with Kinwell's compliance efforts. If a contract or arrangement with an outside entity implicates any of the compliance concerns discussed above, Kinwell clinicians should refer the contract or matter to the Compliance Officer for review. Nothing in this policy or Compliance Program shall be construed as an undertaking by Kinwell to inspect, assume liability for or guarantee the performance of work or activities by independent contractors or other agents.

15. ***Questions concerning the Compliance Program.***

Kinwell clinicians shall seek clarification from or approval by the Compliance Officer before engaging in actions or transactions if there is any question concerning whether the action or transaction complies with applicable laws, regulations, program requirements, or Kinwell policies.

16. ***Report suspected violations. Compliance Program: Communication About Compliance Issues Policy; Fraud, Waste and Abuse policy***

Kinwell is committed to the prevention, detection, and reporting of unlawful or unethical activities, including fraud, waste, and abuse. It is essential that Kinwell clinicians:

- a. Comply with applicable laws, regulations, and policies; and
- b. Immediately report suspected violations or compliance concerns to their Manager, Department Director, or the Compliance Officer. Anonymous reports may be made via the hotline (which may be accessed online, [Hotline Submission form](#), or by telephone, 833-910-4400). The failure to report a suspected violation may subject Kinwell clinicians to appropriate disciplinary action.

17. ***Non-retaliation. Non-retaliation policy***

Kinwell clinicians shall not retaliate against any person for reporting a suspected violation of any law, regulation, program requirement, or Kinwell policy relevant to the Compliance Program.