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|  | | Matter of Care Home Health Services | |
| Policy/Procedure Name: Compliance Hotline | | Policy/Procedure Number: | MoC-COM001 |
| Policy Owner: Director of Compliance | | Issue Date: | June 26, 2025 |
| Approval (s): <i>Alicia Nelson Jones</i> Chief Compliance Officer | | Department Review/Revision Date(s): | |
| | | Approval Date: | June 26, 2025 |
| | | Primary Department/Discipline: Compliance Department | |
| | | Involved Departments/Disciplines: All Departments/Disciplines | |

Purpose:

To establish a confidential and anonymous process for reporting of actual or potential violations of the Code of Conduct, policies and procedures, federal, state or local laws and regulations and to ensure the timely identification and resolution of issues.

Policy:

The organization operates a confidential and anonymous hotline which is available 24 hours a day, 7 days a week for the reporting of misconduct, including actual or potential violations of the Code of Conduct, policies and procedures, federal, state or local laws and regulations.

The hotline is maintained and managed by an independent, third-party provider. Employees, vendors/contractors, or others are responsible for reporting potential misconduct, violations of regulations or policies and procedures. The hotline is available for external and public parties that may observe wrongdoing. Employees may submit information confidentially, and if desired, anonymously. There will be no tolerance for retaliation and/or intimidation of anyone who makes a good faith effort to report, assists in making a report or assists in an investigation.

Procedure:

1. Information regarding the availability and how to access the hotline system is provided at new employee orientation, annual training, is posted throughout the Enterprise, is included in vendor/contractor annual training and is

periodically distributed to promote the Compliance Hotline and other reporting mechanisms.

2. Employees, vendors/contractors, or others can access the Compliance Hotline by calling 1-855- 231-0616 or by logging on to <https://centerlight.alertline.com> to submit a report.
3. The hotline vendor documents the call and provides a unique ID number to the caller to protect caller/reporter identity. This ID number can be used to retrieve responses or follow-up information confidentially and anonymously.
4. The hotline vendor system forwards the hotline report to the Compliance Officer and designee.
5. The Compliance Officer/designee promptly investigates the report or refers it to the appropriate department for investigation and follow-up.
6. The Compliance Officer/designee ensures that all calls are brought to final resolution and closure and logs the follow-up activities and resolution for each call.
7. A summary of hotline calls including identified trends are periodically reported to the Board of Directors and the Compliance Committee.

Oversight Process:

The Compliance Officer/designee will monitor the activities regarding operations of the Compliance Hotline as set forth within this policy. Other departments shall comply with any requests made by the Compliance Officer/designee as part of the conduct of such monitoring. Similarly, the Compliance Officer/designee shall be provided with complete access to all administrative, management, budget and financial information related to any business inquiries provided under this policy.

Any questions regarding the application of this Policy and Procedure should be referred to the organization's Compliance Department.