

Code of Conduct

Mission Point
Management Services, LLC

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Introduction:

Mission Point Management Services, LLC d/b/a Mission Point Healthcare Management Services ("Mission Point Healthcare") is committed to compliant, ethical behavior and the provision of quality care. This Code of Conduct was developed in order to strengthen that commitment. It serves as a guide to assist the facility's employees, volunteers, vendors, and representatives in understanding and following all applicable laws and regulations. It applies to all employees, independent contractors, volunteers, and any vendors or other representatives of the facility. All of the above are required to certify that they have received and read the Code of Conduct, and that they understand and agree to abide by the Code of Conduct.

Integrity in Business Practices:

Ethical Practices

The public has a right to expect that the business of Mission Point Healthcare will be conducted ethically and competently. We shall strive for excellence in performing our duties, while maintaining honesty and integrity. We shall avoid any conduct that could reasonably be expected to reflect adversely upon the integrity of the facility. Each employee and representative should encourage other workforce members to do likewise.

Employee Conduct

We shall perform our responsibilities in good faith, in a manner that is in the best interest of the facility and with the due care that a reasonably prudent person in the same position would use under similar circumstances. We shall avoid all illegal conduct, both in business and personal matters, including efforts to circumvent the law by devious means or questionable interpretations. We shall comply with all laws, rules, and regulations at all levels of government. We shall be open and honest in our business relationships with other company employees.

Improper Payments, Referrals, and Agreements

We shall not engage, either directly or indirectly, in any corrupt business practice, including bribery, kickbacks or payoffs, intended to induce, influence, or reward favorable decisions of any person in a position to benefit the company. We shall not make or offer to make any payment or provide any other thing of value to another person with the understanding or intention that such payment is to be used for an unlawful or improper purpose.

We shall not pay anyone for referrals of short or long stay residents. We shall not solicit or receive, or offer to pay or pay, any remuneration of any type in return for referring, or recommending the referral of, an individual to another provider (person, physician, hospital, or medical entity) for services. When we are in the position to refer residents to other providers, we shall provide adequate quality information so they are free to make the best choice for themselves.

We shall not make payments or provide non-cash benefits to physicians or health-care personnel. Agreements with physicians shall be approved through the company's approval process to ensure compliance with applicable laws and regulations. Physician payments shall be made in accordance with established contracts with supporting documentation.

Business Entertainment and Gifts

We shall provide ordinary and reasonable business entertainment and gifts of nominal value (less than \$100) provided that such do not violate the laws of the locale in which the business is transacted and are not given for the purpose of influencing the business behavior of the recipient. Cash gifts to physicians or other referral sources are prohibited. Non-cash gifts that have a value exceeding \$100 are prohibited.

Financial Reporting

It is management's responsibility to ensure that assets and liabilities are accounted for properly in compliance with all tax and financial reporting requirements and generally accepted accounting principles. All reports submitted to governmental authorities shall be made accurately and timely. All transactions shall be executed in accordance with management's authorization. Access to assets shall be permitted only in accordance with such authorization. Any transactions not recorded in compliance with the above requirements shall be reported promptly to Corporate Finance Officer.

Billing

Mission Point Healthcare bills only for services rendered. We comply with special billing requirements for government-sponsored programs and other payers, including Medicare secondary payer regulations. This includes submitting claims only for services actually rendered which have been appropriately documented in the medical record. Deliberate submission of information that is false, fictitious, or inaccurate will not be tolerated. We shall take necessary steps to review the standards and criteria used to determine resident classification from the MDS, billing codes, and levels of service to assure that those standards and criteria are accurate.

Control of Funds

Each officer, department director, or administrator shall monitor the expenditure of the facility's funds by employees under his or her authority. Each must ensure, to his or her ability, that any expenditure or transfer of funds is made for a valid business purpose, is appropriately documented, and is actually received by the recipient indicated in the records.

Discounts

Discounts with vendors shall not be based on Medicare or Medicaid patient referrals or number of patients.

Admission & Treatment of Residents:

Marketing

Communication with the community on the quality of services that we provide shall be truthful. Any specific claims about the quality of services shall be supported by evidence to substantiate the claims. All price advertising shall accurately reflect the true charge for services provided and shall not imply that Medicare or Medicaid is accepted as payment in full or that discounts will be given to any group.

We shall not speak negatively about any of our competitor's facilities, services, or employees.

The payment, offer, solicitation, or acceptance of any bribe, kickback, improper bonuses and finder's fees, or provision of expensive gifts or free services to residents, agents, vendors, or physicians and their families is prohibited. Items or services shall not be offered, given or received in hopes of influencing referrals or as a reward for referrals from other business.

The decision to admit individuals is a separate and independent clinical decision made by physicians and the individuals who are seeking admission.

Person Centered Care

We are committed to providing care in which the residents have choices and control over their individual care. Treatment decisions will be based upon medical necessity and in accordance with the residents' goals and preferences. We shall not consider a resident's payment source when determining what services to provide to the resident.

Non-Discrimination

It is the policy of this facility not to discriminate on the basis of race, color, national origin, sex, age, disability, or any other category protected by applicable law. We shall establish, maintain, and implement identical policies and practices regarding transfer, discharge, and the provision of services for all individuals regardless of source of payment, diagnosis, severity of condition or gender identity/sexual orientation. Any person who believes someone has been subjected to discrimination may file a grievance in accordance with facility policies and procedures. We shall not retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

Quality of Care

We are committed to providing the care and services necessary to attain or maintain the residents' highest practicable physical, mental, and psychosocial well-being. We seek out and employ/contract with healthcare professionals with adequate experience and expertise in meeting the needs of our residents. Because residents depend on us for their health and safety, it is the duty and responsibility of all employees to follow all standards, policies, and procedures when providing care. Employees are also responsible for bringing any deficiencies or errors to the attention of those who can properly assess and address the situation.

Dignity, Respect, and Resident Rights

At all times, residents shall be treated with dignity and respect, in both our verbal and non-verbal interactions and communications. We shall promote and protect the rights of residents, including the right to a dignified existence that promotes freedom of choice, self-determination, and reasonable accommodation of individual needs. Each employee is responsible for understanding those rights and are expected to report any concerns regarding situations that impact a resident's rights.

Resident Safety

Residents have the right to be free from abuse, neglect, and misappropriation of property. We shall employ/contract with healthcare professionals who are in good standing with their licensing or certification boards, and who have not been found guilty of abuse or neglect of a resident. Everyone is required to report any actual or suspected actions of abuse, neglect, misappropriation of property. Everyone who is aware of a crime, or activities that are suspicious of a crime, are required to report and have the right to report without fear of retaliation.

Compliance with Laws:

General

As a health care company with significant legal and ethical responsibilities, we shall comply with all relevant laws, rules, and regulations at all levels of government when conducting our business. This includes compliance with the requirements for participation with Medicare and Medicaid. We shall audit and monitor our practices so that we may identify non-compliance and promptly address any compliance issues. We shall report violations of laws, regulations, standards, and company policies and procedures to the facility administrator and/or the Corporate Compliance Officer.

Political Activity

The company and our employees comply with all federal, state, and local laws governing participation in government relations and political activities. We shall ensure that our personal political activities are separated from those of the company. Corporate political contributions and the use of corporate resources for campaigning purposes are not allowed. Corporate resources include employee's work time, telephones, and computers. Communication of our facility's views to legislators or governmental agencies concerning policies or practices affecting business operations is not prohibited, so long as the communication is made in accordance with applicable laws, such as laws relating to lobbying. Nothing in this policy shall be construed as to limit or infringe on an employee's protected political speech.

Deficit Reduction Act

(Applicable for institutions that receive \$5 million or more annually in Medicaid payments. This section is a placeholder, if required for your facility.)

False Claims Act

The False Claims Act, 31 U.S.C. § 3729 (the "False Claims Act"), is a federal statute that prohibits submitting a false claim to a federal payer for reimbursement. A false claim includes, among other activities, (1) making a false statement about a claim for payment (2) falsifying information in the medical record, (3) double-billing for items or services (4) billing for services not performed or provided, and (5) submitting claims that are related to other violations of laws or rules.

The False Claims Act allows private persons to file a lawsuit in the name of the government for violations of the Act. The government choose to intervene in the lawsuit. If it does not intervene, the individual has the right to pursue the legal action independent of the government. Should an entity be found in violation of the Act, the individual who brought the action may be entitled to a percentage of the recovery.

Civil Monetary Penalties

Violations of the federal False Claims Act can result in civil monetary penalties ranging from \$5,500 to \$11,000 for each false claim submitted and repayment of three times the amount of damages sustained by the government. The court can also impose criminal penalties against individuals and organizations for willful violations of the False Claims Act. A provider or supplier found in violation may also be excluded from participation in federal health care programs.

HIPAA

We are committed to respecting the privacy of our residents and the confidentiality of their protected health information in accordance with the Health Insurance Portability & Accountability Act (HIPAA). It is expected that all employees abide by the facility's policies and procedures related to the privacy and security of protected health information, including paper and electronic medical records. Questions or concerns regarding confidentiality may be directed to the facility's Privacy Officer (Nursing Home Administrator) and/or the Corporate Compliance Officer.

Conflicts of Interest:

Personal Benefit

Employment with Mission Point Healthcare involves a relationship of trust and loyalty. Conflicts of interest may exist where our actions or activities result in improper personal gain or advantage, or an adverse effect upon the interest of the company. Expectations regarding employee behavior that is in the best interest of the company include, but are not limited to:

- Employees shall not become involved in any manner with competitors, contractors, customers, or suppliers of Mission Point Healthcare when such involvement would result in improper gain or the appearance of improper personal gain.
- Employees are prohibited from placing business with any company or entity in which there is a family or close personal relationship. Hiring or

having a reporting relationship to relatives may constitute a conflict of interest.

Acceptance of Gifts

Neither we, nor any member of our immediate family, shall accept any personal gift or favor of any substantial value from any competitor, contractor, customer, supplier, or anyone with whom we do business on behalf of the company. Perishable gifts, other gifts of a nominal value (less than \$100), or reasonable personal entertainment may be ethically accepted if the gift would not influence, or reasonably appear to others to be capable of influencing our business judgment.

Outside Business Activities

We shall devote our entire working time to the performance of our duties for the company. All outside business or consulting activities that would divert time, interest, or talents from company business must be avoided. Investment in any organization that is a potential competitor, supplier, or customer requires prior written approval.

Business Information

We shall not use for our personal benefit, or our families' benefit, any information about the facility acquired as a result of employment with Mission Point Healthcare. This includes any proprietary or non-public ("inside") information about the facility. We shall ensure that such information, in whatever form it exists, is handled in a manner so as to protect against improper access or use by individuals not entitled to it. Violation of this policy may result in termination of employment and personal liability for any benefit gained from improper use of such information or any damages sustained by the facility as a result of improper disclosure of such information.

Disclosures of Conflicts of Interest

We shall disclose possible conflicts of interest involving ourselves or immediate families in writing to the facility administrator and/or the Corporate Compliance Officer. If we are found to be in a conflict-of-interest situation, we shall withdraw from further involvement in any decision-making processes and refer to legal counsel for guidance in remedying the situation.

Personnel and Work Environment:

EEOC

Our company is an equal opportunity employer. We shall provide each job applicant and employee with equal opportunities for employment, training, promotion, benefits, and all other personnel actions without regard to race, national origin, sex, age, color, creed, religion, marital status, sexual orientation, Veteran status, handicap, or any other status or characteristic protected by law. We make reasonable accommodations wherever necessary for all employees or applicants with disabilities, provided that the individual is otherwise qualified to safely perform the duties and assignments required, and that the accommodations are not an undue hardship on the company.

Unlawful Harassment

Conduct at work and company-sponsored functions must be professional at all times. We shall not discriminate against, or harass, anyone based on race, color, religion, age, sex, gender identity, sexual orientation, national origin, ancestry, citizenship, lawful alien status, physical disability, mental disability, medical condition, marital status, genetic history, veteran status, or any other status or characteristic protected by law. Conduct that creates an unprofessional, intimidating, and/or hostile environment or the impression of such an environment will not be tolerated and may result in discipline, up to and including termination. This conduct and discrimination, including all forms of harassment (e.g., slurs, jokes, puns, unwanted physical conduct, etc.), is prohibited and shall be reported to department managers.

Workplace Safety

We are committed to providing a safe and healthful workplace that is free from serious, recognized hazards. We shall follow all health and safety policies and regulations that apply to our work. We shall maintain a drug-free workplace and will not tolerate the manufacture, dispensation, possession, distribution, use or being under the influence of illegal drugs or alcohol. Employees are required to report any unsafe situations to the facility Safety Officer.

Procedures for Reporting Concerns:

We believe that a compliance and ethics program can be effective only if there is active participation by all employees. We have extended rights and responsibilities for employees to report actual or potential compliance issues without fear of retribution.

Any employee who has knowledge of an actual or potential violation of law, regulation, policies, and procedures, and/or the Code of Conduct should report the matter to a supervisor. If the matter is not resolved in a timely manner, employees are encouraged to contact the Corporate Compliance Officer.

We have available a “We Care” hotline for those who wish to report ethical violations, violations of law, or any other information the individual feels he/she cannot otherwise report to a supervisor. You may remain anonymous.

The “We Care” hotline number is: (616) 975-5335.

If you feel uncomfortable about making a report via the “We Care” Hotline, you may send a written report to: wecare@missionpointhealthcare.com.

No individual making a good faith report of a suspected violation shall be retaliated against. However, any employee who knowingly makes false allegations shall be subject to disciplinary action in accordance with company policy.

Enforcement and Discipline:

Consistent enforcement of the facility's standards, policies, and procedures is an important component of the facility's compliance and ethics program.

Violations of the Code of Conduct or any policy and procedure, and the failure to detect or report violations, will result in disciplinary action up to and including termination. All levels of employees are subject to the same types of disciplinary action for the commission of similar offenses. The degrees of disciplinary action which typically may be taken against employees are found in your employee handbook.

Adherence to the Code of Conduct and all policies and procedures of the facility will also be a factor in performance evaluations of all employees.

Code of Conduct Acknowledgment

I certify receipt of the Code of Conduct.

I have read this document and understand that I am responsible for knowing and adhering to the principles and standards of the Code of Conduct.

Employee Signature: _____

Print Name: _____

Facility: _____

Date: _____

This form will be collected following the New Employee Orientation and is required to be in your personnel file as a condition of employment. The Code of Conduct will be acknowledged on an annual basis as part of our Corporate Compliance and Ethics Program.