

STANDARDS OF CONDUCT



1.0 RESPONSIBILITY

Community Health Plan of Washington serves an important role in the community – delivering accessible managed health care to those enrolled in government-sponsored health insurance programs. We work hard to maintain the public’s trust and to keep the privilege of serving our members. In order to keep this privilege, we act responsibly and are accountable for our actions.

1.1 Stewardship of Tax-Payer Dollars. We responsibly use financial resources and other company assets to achieve long-term company goals and increase our members’ access to appropriate medical care. We make sure every expense is reasonable, relates to company business, and is documented accurately.

1.2 Legal and Procedural Compliance. Complying with the law is a fundamental element of our daily operations. Each of us actively evaluates our understanding of and compliance with the company policies and legal obligations that apply to our work. If in doubt, we seek guidance from our manager or Compliance Officer.

1.3 Take Action. Ensuring compliance with these standards of professional conduct is everyone’s job. If any of us become aware of a potentially unethical or illegal situation, we report the situation to our manager, HR department, Compliance Officer, or the anonymous Hotline.

2.0 CONFIDENTIALITY

Proper management of confidential information and the protection of privacy as it relates to: our members, workforce members and business interests are critical to Community Health Plan of Washington’s success.

2.1 Preserve the Confidentiality of Business Information. Whether verbal or written we protect pricing, marketing, and sales strategies; product design, materials and information; payor contract terms and rates; and financial statements, budgets, and other financial analyses.

2.2 Protect Member Privacy. We value our members, their rights to privacy, and the trust they have in us. We are dedicated to complying with all laws, regulations, and internal policies to protect the privacy of member information from unlawful disclosure and misuse.

2.3 Workforce Members Confidentiality. We are committed to promoting an environment that retains the full trust and confidence of all workforce members. To that end, the confidentiality of sensitive information communicated by a workforce member to his or her manager, the Hotline, the Compliance Officer, or the HR department is vigilantly protected.

3.0 DIGNITY

We conduct ourselves in a dignified and professional manner in every human interaction, relationship, and business transaction. We take pride in respecting our own dignity and the dignity of others.

3.1 Foster a Safe and Supportive Workplace. Our conditions of employment and management practices earn and promote exceptional performance by our workforce members. Individual contributions are respected, acknowledged, and fairly rewarded.

3.2 Practice Equal Employment Opportunity. We recruit, hire, promote, and evaluate all personnel without regard to race, color, religion, sex, age, national origin, disability, veteran status, sexual orientation, genetic information or any other basis prohibited by law.

3.3. Avoid and Disclose Conflicts of Interest. We make decisions based on what is best for Community Health Plan of Washington. When we are in a position to influence a decision or circumstance that may result in personal gain at the expense of Community Health Plan of Washington we avoid and disclose those situations to our Compliance Officer or the HR department.

3.4 Engage in Mutually Beneficial Business Relationships. Our business associates are our partners in serving the interests of our members. We treat them with fairness, respect, and integrity and expect the same in return.

4.0 MEMBER-CENTERED

Members are our most important stakeholders. We are committed to providing services that are accessible, coordinated, and responsive to the needs of our members.

4.1 Respectful. We treat our members with courtesy, politeness, and kindness at all times.

4.2 Responsive. We respond to all member concerns in a timely and accurate manner. We provide them with the information and support they need to effectively use their health insurance.

4.3 Empathy. We put ourselves in our members’ shoes. The member experience is a key driver of how we organize and conduct our business.