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PURPOSE

The purpose of the Code of Conduct is to outline and define the scope, responsibilities, operational guidelines; control and activities included in CODAC's efforts to foster and assure ethical conduct and provide guidance to each staff person and agent of CODAC for his/her conducts in accordance with the CODAC Mission. In addition, professional staff (i.e. social workers, counselors, etc.) is expected to also abide by their applicable professional disciplines' and licensing and/or certifying boards' codes of ethics and conduct.

VISION, MISSION, VALUES & PRINCIPLES

Vision: CODAC envisions a society where everyone lives healthy, productive, caring lives – positively contributing to their communities.

Mission: CODAC provides tools, support and services to individuals, families and communities so they may live with dignity, free from the harmful effects of mental illness, substance use disorders and trauma.

Values: In all we do, we're guided by the following values:

- Recovery
- Diversity
- Acceptance
- Respect
- Integrity
- Creativity
- Commitment

Principles:

The guiding principles under which CODAC operates are as follows:

- We will provide high quality, cost effective, outcome focused, and linguistically and culturally relevant services.
- Our services will be easily accessible, engaging, recovery oriented, family friendly, and respectful of the strengths and assets of the individuals with whom we work and the communities in which we live.
- We will work in collaboration with funders and other community-based organizations and form mutually rewarding partnerships that build upon organizational capacities and strengths.
- We will treat our employees and volunteers in a respectful manner that acknowledges them as our most important resource and support them in being the best at their roles in their communities.
- Our financial, human resources, facilities, information management and quality management services will function in a manner that most effectively supports the delivery of services to members and participants, and leads to ongoing organizational success.
- We will effectively communicate to the public the health and human services needs that exist in our community and our efforts to address those needs in a manner that attracts donors and other supporters.
- We will work to end the stigma of substance use disorders and mental illness, and advocate for just public policies that provide appropriate levels of public support to ensure that affordable treatment, health promotion and prevention services are available in a timely manner to all who need them.

SERVICE PHILOSOPHY

CODAC's service philosophy is based on the premise that members have a right to a high-quality, clinically appropriate level of care in the least restrictive environment. To implement this service philosophy, CODAC provides a continuum of accessible behavioral health services that are:

- The highest quality
- Culturally and linguistically relevant and sensitive to the needs of persons served and community
- Cost-effective
- Outcome-oriented
- Evaluated by persons served

INTRODUCTION

Every CODAC staff person will receive this Code and other information necessary to ensure compliance with these standards. All CODAC applicable stakeholders will be required to annually review this Code. CODAC staff will receive notification of any alterations to this Code as they occur. All CODAC staff must comply with the standards set forth in this Code.

As used in this Code, "stakeholders" refers to Board Members, Directors, Officers, Contracted Staff, Interns, Volunteers and Staff.

This Code is a "living" document and will be reviewed, and updated as necessary, on at least an annual basis to keep CODAC, its directors, officers and staff informed of the most current information available pertaining to ethical standards in the behavioral healthcare industry.

CODAC's Code of Conduct has been developed in accordance with applicable law as well as with guidance from state and federal authorities. With this Code, CODAC will promote full compliance with all legal duties applicable to it, will foster and assure ethical conduct and will provide guidance to each staff member and agent of CODAC regarding his/her conduct. The procedures and standards of conduct contained in this Code are intended to generally define the scope of conduct of CODAC employees and are not to be considered as all inclusive.

I. Ethical Principles/Members' Rights and Responsibilities

Confidentiality

CODAC staff has access to sensitive member information, which, if improperly released, could cause injury to CODAC members. Confidentiality of all member information including identification of a person as a member is assured to all CODAC members in accordance with Arizona law.

Conduct with Members and Members' Families

All CODAC staff is responsible for possessing working knowledge of CODAC's Policies and Procedures regarding member rights. CODAC staff will conduct themselves at all times in a respectful manner that promotes the dignity of individual members.

No staff should engage in dual or multiple relationships with members or former members in which there is a risk of exploitation or potential harm to the member. Staff should under no circumstance engage in sexual activity including flirtation and dating or sexual contact with members and/or former members, whether such contact is consensual or forced. Staff should not engage in sexual activity or sexual contact with members' relatives or other individuals with whom the member maintains a close personal relationship when there is a risk of exploitation or potential harm to the member. Staff should not provide clinical services to individuals with whom they have had a prior sexual relationship.

Staff is prohibited from accepting or giving gifts or gratuities beyond common business courtesies of nominal value. Under no circumstances do staff accept or give kickbacks in return for improperly obtaining, influencing, or rewarding favorable treatment in obtaining contracts, services, referrals, goods or business; items beneficial for therapeutic services such as workbooks, self-help books, etc. are acceptable and must be documented as such.

Staff will not provide members transportation in their own personal vehicles as outlined in CODAC's policies and procedures, nor will they provide loans, childcare or lodging in staff homes. No staff member will borrow money from or engage in business relationships, of any type, with a member or the member's family.

Staff will not promote any religious, cultural or partisan beliefs to members.

Staff—not their members, members' relatives or other individuals—assume the full burden of setting clear appropriate and culturally sensitive boundaries. Any staff with a question regarding boundaries or relationships with members, members' relatives or other individuals is expected to seek guidance and direction from her/his supervisor.

Use of Member's Primary/Preferred Language

Rights Provision - CODAC assures the communication of member rights in the member's primary/preferred language.

Service Provision - Behavioral health services are provided to members in their primary/preferred language.

Provision of Written Rights

Upon intake and upon entry into a specific program, each CODAC member and/or their designated representative or guardian is provided with a written copy of the member rights, in both English and Spanish. It is the policy of CODAC to make every reasonable effort to ensure that members understand their rights as recipients of behavioral health services through the public system.

Members and Staff with Disabilities

CODAC abides by and is committed to upholding the standards established by Section 504 of the Americans with Disabilities Act and promotes equal access to all aspects of its organization to persons with disabilities. Reasonable accommodations will be made in order to ensure that access to services is available.

Member Responsibilities

Members and their legal guardians are advised of their responsibilities through the Member Handbook, supplied at intake.

1. **Information Provision** - CODAC charges members and/or their legal guardians with the responsibility to provide, to the extent possible, the information needed for individualized care.
2. **Cooperation with Treatment** - CODAC informs members and/or their legal guardians of the expectation that the members and their legal guardians will follow the plans and instructions for care that have been agreed upon with their Adult Recovery Team (ART).
3. **Treatment Participation** - CODAC provides members and/or their legal guardians with notification of the expectation that they will strive to understand, to the degree possible, their own behavioral health difficulties and develop mutually agreed upon treatment goals.

Appointment of Representation

CODAC ensures that members and their legal guardians have the right to appoint a designated representative to assist them in effectively participating in the treatment planning and/or formal complaint processes.

Advocacy

CODAC assures members and/or their legal guardians and designated representatives access to assistance in order to understand, exercise and to assure protection of, member rights. An advocate may be a parent, guardian, friend, peer advocate, relative, human rights advocate, member of a Human Rights Committee, and advocate from the State protection and Advocacy system, or any other person who may assist a member in the protection of his/her rights.

Problem Resolution

CODAC provides internal resolution processes that involve members and their legal guardians in resolving complaints and concerns at the level closest to care delivery.

CODAC uses advocates in the community to facilitate the resolution of problems between members, guardians, family members, designated representatives or other interested parties and Network providers.

Appeal Procedures

CODAC ensures that disputes concerning behavioral health services for all members, regardless of member diagnosis or service funding source are treated competently, expeditiously and equitably.

Grievance Procedures

Pursuant to Arizona Administrative Regulations, CODAC provides a mechanism to address and resolve rights violations and dangerous, illegal or inhumane conditions alleged to have occurred throughout its network.

Informed Consent

CODAC assures that members and their legal guardians receive appropriate and necessary information regarding the benefits and risks of, as well as alternatives to, treatment so members may either choose or not choose to receive the treatment (except as provided by law).

Treatment Non-Compliance

CODAC assures that members and their legal guardians receive appropriate and necessary information regarding non-compliance with treatment so that members and their legal guardians may make informed decisions as to their treatment or the treatment process.

Member Participation in Treatment

It is the policy of CODAC that participation of the member and their legal guardian, as appropriate, in treatment will be actively solicited and encouraged.

Family Treatment Participation

CODAC actively solicits and encourages the participation of the family, as appropriate, in the development of member's individualized treatment plans.

Information Sharing with Family

Within applicable legal limitations, it is the policy of CODAC to provide the family of members with pertinent information concerning the member's condition and course of treatment while also protecting the member's right to confidentiality.

Privacy

CODAC adheres to the Federal Health Insurance Portability and Accountability Act of 1996 (HIPAA); Privacy and Security laws. Policies and procedures are in place to guide staff regarding the handling of protected health information.

Security

CODAC strives to provide for member and staff safety at all times. Firearms and other weapons are not allowed on CODAC properties, and any indications of unsafe behavior will be promptly addressed.

Protective Services

CODAC staff is required by Arizona law to report suspected abuse or neglect of minors, or incapacitated or vulnerable adult members to the appropriate protective agency.

Provider Clinical Staff Information

CODAC ensures that members and their legal guardians are given appropriate information regarding the clinical staff providing their behavioral health services. Appropriate information will include the staffs' names and professional affiliations, if any.

Psychotropic Medication

CODAC members have the right to be free from unnecessary or excessive medications. Members have the right to refuse medication. Members have the right to not have medication used for the convenience of the staff as punishment, as a substitute for more appropriate treatment services, or in substitute for more appropriate treatment services, or in quantities that interfere with the member's treatment program. The member and/or legal guardian must provide informed consent.

Experimental Treatment

CODAC does not participate in any form of experimental treatment.

Pastoral Services

CODAC members have the right to religious freedom and practice, without compulsion and according to the preference of the member and/or their legal guardian. CODAC ensures that members in more restrictive treatment settings, such as inpatient hospitals and psychiatric health facilities, have access to pastoral services.

Network Capabilities

CODAC is dedicated to the development and utilization of a full and creative continuum of care, including integration of the mental and physical health of each member.

Law and Regulation

CODAC provides services within the framework of applicable federal and state law and regulations.

II. Business And Professional Conduct

Discrimination Prohibited

CODAC staff will not discriminate against any member, member's family members, treatment applicant, staff, prospective staff, vendor or contractor on the basis of race, ethnicity, gender, sexual orientation, age, religion, national origin, handicap, marital status, veteran status or any protected status.

Harassment Prohibited

It is the policy of CODAC that harassment, including sexual, is unacceptable and will not be tolerated. All staff is expected to refrain from any behavior or conduct, which could be interpreted as harassing. All staff is expected to report suspected harassment. This policy applies to all phases of employment including recruiting, testing, hiring, upgrading, promoting or demoting, transferring, laying off, terminating, pay rates, benefits, selecting for training, travel or agency social events.

Drug Free Workplace

To protect the interests of our colleagues and members, we are committed to an alcohol and drug-free work environment. All staff must report for work free of the influence of alcohol and illegal drug.

Eligibility Practices

CODAC manages behavioral health services based on the principle that such services must be provided following efficient and simple entry procedures that are free of administrative, procedural and geographic barriers.

Risk Sharing and Integrity of Clinical Decisions

CODAC believes that qualified behavioral health providers can best design and carry out treatment processes that will produce positive results in the least intensive/restrictive environment and in the shortest amount of time. CODAC strives to provide the most clinically appropriate services based upon established member needs, within established parameters of medical necessity and without regard to how CODAC compensates or shares risk with its leadership or contractors. CODAC assumes a large amount of autonomy in the design and provision of care by being an At-Risk Service Provider. CODAC believes that with greater degrees of freedom to design and provide care come greater degrees of responsibility and accountability.

Communications with Colleagues

CODAC staff is expected to consult with colleagues in order to ensure the provision of quality care to CODAC members. Staff will respect colleagues' professional opinions, using appropriate forums to express disagreements with such opinions.

Representation of Qualifications

Staff will accurately represent all staff qualifications, whether their own or those of their colleagues.

Best Practice Standards & Professional Growth Among Colleagues

CODAC anticipates its staff will not only take personal responsibility for their own continued professional growth through education and training opportunities but that they will cooperate with colleagues in promoting common professional interests in order to improve CODAC's effectiveness as a managed care organization.

Conflicts of Interest

Contractual relationships/employment opportunities and/or activities are considered carefully in regard to potential conflicts of interest. If a conflict is suspected staff should adhere to CODAC policies regarding contractual relationships. No CODAC staff will be employed by, be a board member of, or receive funds from a CODAC related provider without the express written consent of the President/Chief Executive Officer upon a determination that no conflict of interest exists. Potential conflicts involving the President/Chief Executive Officer will be referred to the Board of Directors.

Honesty and Accurate Documentation

It is the policy of CODAC Behavioral Health Services, Inc. to provide services that fully comply with all federal, state, and local regulations, contractual obligations, and adhere to explicit ethical standards throughout all facets of the organizations obligations.

Corporate Responsibility – CODAC has a Corporate Compliance Program which requires staff to report suspected cases of fraud, abuse, and waste as well as any violations to applicable local, state and federal laws. Staff is encouraged to report any actual or potential wrongdoing they

observe or suspect. Please refer to CODAC's Corporate Compliance Plan and Policy regarding mechanisms for reporting and investigation process. The confidential Corporate Compliance Hotline fax number is 622.2525.

False Reporting Prohibited - CODAC staff will not knowingly and willfully make or write any false statement to any governmental agency concerning CODAC or its providers. False statements include, but are not limited to, misrepresentations of services that were rendered; false certifications that services were medically necessary; "up-coding" and billing statements for services not actually rendered. Additionally, staff is prohibited from making misstatements regarding CODAC's compliance with any governmental rules and provider facilities for which certification is required. Also, CODAC staff may not assist a service provider in charging rates in excess of applicable federal healthcare program established rates. Finally, any CODAC staff making such false statements or misstatements will be subject to discipline.

Retaliation for Reporting of Fraud or Abuse Prohibited - No CODAC staff who reports suspected misconduct will be retaliated against or otherwise disciplined by CODAC or staff; refer to CODAC's Corporate Compliance Program and Non-Retaliation policy.

Billing Practices/Prohibition of Fraud and Abuse

No CODAC staff will employ practices that are inconsistent with sound fiscal, business, medical or other professional practices. Practices that result in unnecessary cost to any funded healthcare programs or in reimbursement for services that are not medically necessary or that fail to meet professionally recognized standards for health care are prohibited. Such prohibited practices include any intentional deception or misrepresentation made by staff with the knowledge that the deception could result in some unauthorized benefit to herself/himself or some other person.

Respect for Protected Information

Proprietary - CODAC staff will respect all copyright laws and licensing agreements while performing their job duties. Staff will not utilize confidential business information to provide any unfair advantage to or detriment against CODAC.

Personnel - CODAC personnel files will be confidential and access to them limited to the staff member, CODAC's Chief Executive Officer, Human Resources staff, Program Directors, their immediate supervisor, and others only as permitted by applicable law and regulation.

Environmental Protection

CODAC strives to function in a manner which protects the Arizona environment. CODAC Staff will "reduce, reuse and recycle" resources whenever possible.

Safety

It is the policy of CODAC to operate in a manner safe for members, staff and the public. CODAC ensures facilities are accessible and smoke-free and that disaster and emergency response plans are in place and regularly practiced.

Protection of Assets

Staff will aim to efficiently utilize agency time, property and funds for authorized CODAC business only and not for personal gain. Ownership of all materials developed during CODAC reimbursed time is the property of CODAC.

Marketing and Fundraising Practices

Marketing and fundraising practices will primarily be to support CODAC in its mission. All principle information regarding CODAC officers and directors is publicly available information. All marketing materials will accurately reflect only currently available services and level of licensure and accreditations held. Fundraising efforts will be conducted in accordance with all applicable laws, information regarding how designated funds are utilized will be tracked and efforts to raise funds will include accurate information on what designated funds are being raised for and how funds intend to be utilized. Any sensitive Donor information will be kept confidential and efforts will be made to honor any special donor requests (i.e. how to utilize particular funds donated). CODAC may choose to not accept a donation if the donor's specified purposes cannot be met (i.e. too restrictive in purpose) and/or if they are not consistent with CODAC's stated mission, purposes or priorities.

Gifts and Gratuities

Staff is prohibited from accepting or giving gifts or gratuities beyond common business courtesies of nominal value. Under no circumstances do staff accept or give kickbacks in return for improperly obtaining, influencing, or rewarding favorable treatment in obtaining contracts, services, referrals, goods or business; items beneficial for therapeutic services such as workbooks, self-help books, etc. are acceptable and must be documented as such.

Conduct with Vendors/Contractors

All staff will treat suppliers, vendors and contractors in a fair and impartial manner.

Political Activity

CODAC ensures that no public funds paid to CODAC or interest earned thereon, is used to influence any governmental legislative or administrative body in conjunction with awarding any contract; making any grant or loan; entering into any cooperative agreement; or extending, continuing, renewing, amending or modifying any governmental contract, grant, loan or cooperative agreement.

Further, CODAC maintains political neutrality and neither discriminates against or advocates for any individual or group on the basis of political beliefs or affiliations. However, because CODAC does advocate for the development of a quality behavioral health system in Arizona, staff are charged with educating state policy makers about behavioral health issues. In providing such education, staff will develop ongoing relationships with government positions and agencies. CODAC encourages its staff to consider carefully their personal political activities for potential adverse effects on the staff member's effectiveness or CODAC's public image.

III. Compliance with this Code

Numerous laws, regulations and professional codes of conduct define and establish obligations for the behavioral healthcare industry with which CODAC and its staff must comply. This Code of Ethics is neither exclusive nor complete and is intended to provide basic guidance to CODAC staff. More inclusive guidance will be found in individual CODAC Policies and Procedures, particularly the personnel and member handbooks. Guidance not provided by this Code, Policies and Procedures are available through individual's supervisors and the Regional Behavioral Health Authority.

IV. Amendments to this Code

Amendments to this Code

The Executive Management Team will direct the annual review of this Code and the preparation of any amendments to it. The CODAC Board of Directors will approve any amendments to this Code by Resolution.

V. References

United States Code, Titles 18 and 42

Arizona Revised Statutes Title 36, Chapter 5

Arizona Administrative Code, Title 9

CODAC's Policies and Procedures

- Admin-304-Code of Ethics
- Admin-327-Non Retaliation
- Admin-335-Rules of Conduct
- Admin-311-Corporate Compliance
- Admin-371 to 383 – HIPAA
- QM-640-Problem Resolution Process

Federal Health Insurance Portability and Accountability Act of 1996 (HIPAA)