



Compliance and Ethics Program

**Life Care Centers of America, Inc. and
Its Affiliated Companies**

Approved by the Quality and Compliance Committee of the Board of the Directors

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I. Introduction

Life Care Centers of America Inc. and its affiliated companies (hereafter referred to as “Life Care” or the “Company”) strive to always act in accordance with the highest professional and ethical standards and in compliance with all applicable laws and regulations. Life Care and its Board of Directors (the “Board”) recognize the importance of adhering to certain legal, professional, and ethical standards and have accordingly enacted this Compliance and Ethics Program (the “Program”).

The Program applies to:

- All owners, directors, officers, and employees of Life Care (hereafter collectively referred to as “Associates”);
- All contractors, subcontractors, agents, and other individuals and entities¹ when acting on behalf of Life Care (collectively referred to as “Affiliates”); and
- All healthcare professionals when providing treatment to Life Care’s residents and patients (“HCPs”).

II. General Compliance and Ethics Statement

Life Care and its Associates are committed to providing quality care and services necessary to attain or maintain our residents’ and patients’ highest practicable physical, mental, and psychosocial well-being. We are also firmly committed to preventing fraud and abuse, complying with all applicable Federal and state laws and regulations, and ethical behavior.

Consequently, Life Care has established this Program and a Code of Conduct (the “Code”) to maintain and enforce a system of accountability with compliance standards, policies, and procedures. These documents state the Company’s commitment to quality care and responsible business conduct and summarize the basic legal and ethical principles by which the Company assesses workplace behavior. The Program, the Code, and Life Care’s policies and procedures provide written standards that must be followed, the criteria used to assess

¹ In certain instances, volunteers would also be Affiliates.

adherence to those standards, and guidance to resolve conflicts or non-compliance with those standards.

A current copy of the Code may be found on Life Care’s intranet site, Village Square, and on its internet site (lcca.com/about/contractors-and-agents). Current versions of Life Care’s policies are maintained and may be accessed through Village Square.

III. Program Design

Life Care recognizes that compliance and ethics issues can arise as a result of both deliberate and unintended misconduct. Consequently, the Program is designed, implemented, and enforced to detect and prevent violations of Life Care’s policies, procedures, standards, laws, and regulations, regardless of the cause, as well as unethical behavior or misconduct.

The Program is designed to conform with: the guidelines prescribed by the U. S. Department of Health and Human Services’ Office of Inspector General (“HHS-OIG”) in its Compliance Program Guidance for Nursing Facilities;² the HHS-OIG’s General Compliance Program Guidance (“GCPG”);³ and the required components for mandatory compliance programs as dictated by the “Healthcare Reform Law,”⁴ and other standards.⁵ Accordingly, it contains all eight of the following required elements of a Mandatory Compliance Program:

1. Development and distribution of written standards of conduct, as well as written policies and procedures that promote Life Care’s commitment to compliance;
2. Designation of a Chief Compliance Officer (“CCO”) and a Compliance Department with sufficient staff to develop, operate and monitor the Program;
3. Development and implementation of regular, effective education and training programs for all applicable individuals;

² See OIG Compliance Program Guidance for Nursing Facilities (Fed. Reg. Vol. 65, No. 52, pages 14289-14306) and Supplemental Program Guidance for Nursing Facilities (Fed. Reg. Vol. 73, No. 190, pages 56832-56848).

³ The HHS-OIG published [the GCPG](http://www.hhs.gov/oig/asset-detail/gcp) in November 2023 on its website.

⁴ The Patient Protection and Affordable Care Act of 2010, as amended by the Health Care Education Reconciliation Act of 2010.

⁵ See 42 CFR §483.85.

4. Creation and maintenance of a disclosure program with an effective line of communication between the CCO (or designee) and all personnel, including a website and toll-free hotline to receive complaints;
5. The adoption of procedures to allow anonymous reporting and protect the anonymity of reporters and whistleblowers from retaliation;
6. Use of audits and other techniques to monitor compliance, identify problem areas, and assist in the reduction of identified problems;
7. Development of policies and procedures to prevent the employment or retention of excluded individuals or entities and the enforcement of appropriate disciplinary or remedial action against Associates, Affiliates, or HCPs who have violated policies and procedures, applicable statutes, regulations, or Federal, state, or private payor healthcare program requirements; and
8. Development of policies and procedures to investigate identified systemic problems, which include guidance on the prompt and proper response to detected offenses, such as the initiation of appropriate corrective action, repayments, and preventive measures.

Through the Program, Life Care:

- Promotes and fosters conduct consistent with all applicable legal duties; and
- Provides guidance to Associates, and to all its Affiliates and HCPs as necessary when acting on its behalf, regarding situations they may encounter in their everyday duties.

Life Care will periodically review and update the Program as necessary to address the most relevant issues and risks.

IV. The Code

The Code is the foundation of the Program and affirms Life Care's commitment to conducting its business and operations in accordance with applicable laws and regulations and the highest standards of integrity. The Code articulates Life Care's philosophy and expectations of its Associates, as well as its Affiliates and HCPs when acting on Life Care's behalf.

The Code requires all Life Care Associates, as well as its Affiliates and HCPs, to:

1. Perform their jobs or services in accordance with the applicable laws, regulations, and the Code, as well as Life Care policies and directives; and

2. Recognize and report actual or suspected conduct or actions in conflict with the applicable laws, regulations, the Code, and/or Company policies.

All new Life Care Associates, applicable Affiliates, and HCPs shall receive a copy of the Code⁶ and notification of their related responsibilities. Life Care will also notify its Associates, applicable Affiliates, and HCPs regarding its policies and procedures regarding the Deficit Reduction Act of 2005 (the “DRA”) and the Elder Justice Act (the “EJA”). Any Associate, Affiliate, or HCP who has questions regarding the Code, the Program, the DRA, the EJA, or their related obligations should contact their immediate supervisor, another supervisor in their chain of command, or the Compliance Department. Copies of the Code and Life Care’s DRA policy may be accessed via Life Care’s internet site at <http://lcca.com/contractors-and-agents/>, as well as via Village Square. Information regarding Life Care’s DRA policy may also be found in the Associate Handbook.

On at least an annual basis, the Code shall be reviewed to determine if any changes or enhancements are needed. Once approved, any necessary substantive changes to the Code must be approved by the Board (or a designated committee of the Board), and all Associates and HCPs must be notified of those changes and periodically receive training on the new related policies and procedures, if applicable.

V. Compliance Standards

A variety of Federal and state laws and regulations define and establish obligations for healthcare providers. Any Life Care Associate, or an HCP or Affiliate while acting on Life Care’s behalf, who violates these obligations risks criminal indictment, prosecution and penalties, civil actions, monetary penalties, and administrative exclusions. In addition, these actions by Associates, or an Affiliate or HCP acting on Life Care’s behalf, may subject Life Care and/or its facilities to the same risks. Consequently, any Associate, Affiliate, or HCP who violates laws, regulations, or related Life Care’s policies, procedures or standards may be subject to immediate termination of their employment or association with the Company.

Promotion of and adherence to the Program and the Code shall be an element of each Associate’s performance standards. Compliance with Life Care’s policies, procedures and

⁶ The CCO has the discretion to provide certain HCPs and Affiliates with an abridged version of the Code. For example, the CCO may approve distribution of a pamphlet summarizing the Program and the Code’s requirements to those HCPs and Affiliates who do not spend, or who are not expected to spend, more than 160 hours providing services on Life Care’s behalf in a calendar year.

standards, the Code, the Program, and laws and regulations applicable to entities participating in healthcare programs, is a condition of employment or association with Life Care. Life Care will take appropriate disciplinary or remedial action in cases of non-compliance with such standards.

VI. Compliance Leadership and Oversight

A. The Board

The Board shall be responsible for the review and oversight of the Program. Life Care's Board has delegated these tasks to the Quality and Compliance Committee (the "QCC") of the Board. The QCC shall meet at least quarterly to review and oversee the Program, including, but not limited to, the performance of the CCO and the Compliance Advisory Board ("CAB").

B. The CAB

The CAB shall serve as Life Care's Compliance and Ethics Committee. Its purpose is to assist and support the CCO in implementing, operating, and monitoring the Program. The CCO will implement and administer the Program with the assistance, supervision, and guidance of the QCC and the CAB. The CAB shall support the CCO in fulfilling his or her responsibilities by:

- Providing the CCO with oversight of the programs and advice and guidance in the development and implementation of compliance initiatives; and
- Assisting in the development and implementation of written standards of conduct, policies, and procedures relating to healthcare compliance.

The CAB and/or the CCO may engage external resources to further the goals and operations of the Program.

1. Functions:

- a. Assess the legal and regulatory requirements applicable to Life Care and its facilities;
- b. Assess, develop, and regularly review policies and procedures;
- c. Monitor and recommend internal systems and controls;

- d. Assess education and training needs and effectiveness, and regularly review required training;
- e. Collaborate with appropriate Company departments to develop standards of conduct and policies and procedures to promote compliance with legal and ethical requirements;
- f. Develop a disclosure program and promote compliance reporting;
- g. Assess the effectiveness of the disclosure program and other reporting mechanisms;
- h. Conduct annual risk assessments;
- i. Develop an annual compliance and ethics work plan;
- j. Evaluate the effectiveness of the compliance and ethics work plan and any action plans for risk remediation;
- k. Monitor internal and external audits and investigations for the purpose of identifying deficiencies and facilitating the implementation of corrective actions; and
- l. Evaluating the effectiveness of the Program.

2. Members:

The CAB shall include members of senior management responsible for various areas such as operations, clinical services, rehabilitation services, billing and coding, reimbursement, human resources, legal and risk, and others as deemed appropriate by the Board or other CAB members.

Members may be added or removed by majority vote of the CAB's members and approval of the QCC.

3. Meetings:

- i. The CAB shall meet as often as the CCO deems necessary, but at least once every calendar quarter.
- ii. The CCO shall ensure that CAB meetings are scheduled and circulate an agenda prior to each meeting to facilitate discussion and encourage participation by all members.

- iii. The CCO shall ensure that minutes are kept of each meeting to provide a documentary record of the CAB's activities and accomplishments.

C. The CCO and Compliance Department

1. Role:

The Senior Vice President of Compliance is the head of the Compliance Department and serves as Life Care's CCO. The CCO shall be a full-time Associate, report directly to Life Care's Chief Executive Officer ("CEO"), and not be subordinate to Life Care's General Counsel, Chief Financial Officer, or Chief Operating Officer.

The CCO, supported by the Compliance Department, is responsible for day-to-day administration of the Program and coordination of the compliance process.

2. Duties:

The CCO, supported by the Compliance Department, shall:

- a. Oversee and monitor the day-to-day implementation and operation of the Program;
- b. Advise the CEO, the Board, and other senior leaders on compliance risks Life Care faces related to strategic and operational decisions, and the operations of the Program;
- c. Chair the CAB;
- d. Be responsible for development and implementation of policies, procedures, and practices to ensure compliance with Federal healthcare program requirements;
- e. Report on at least a quarterly basis to the QCC on the progress of implementation, operation, and needs of the Program, the compliance risks Life Care faces, and the methods through which Life Care is addressing or can address those risks;
- f. Provide ongoing support to the CAB, CEO, and the QCC as they establish methods to improve Life Care's efficiency and quality of services and reduce its vulnerability to fraud, abuse, and waste;

- g. Have authorization to report directly to or discuss compliance matters with the Board or any of its members at any time;
- h. Periodically review and recommend revisions to the Program and the Code in light of changes in Life Care's needs, applicable laws, regulations, and policies and procedures of government and third-party payors;
- i. Develop and implement training on the elements of the Program and the Code, and seek to ensure that all Associates understand and comply with pertinent Federal and state laws and regulations, the Code, and Company policies and procedures as they apply to their individual roles within and for the Company;
- j. Coordinate with other Life Care departments to ensure that Affiliates and HCPs who furnish physician, nursing, therapy, or other services to the residents of Life Care's facilities are aware of the residents' rights and other applicable requirements of the Code and the Program;
- k. Coordinate with other Life Care departments (*e.g.*, Clinical Services and Information Technology) to develop work plans for reviewing, monitoring, and auditing compliance risks;
- l. Coordinate with other Life Care departments as necessary to ensure that:
 - (i) all credentialed Associates, Affiliates, and HCPs (as appropriate) are checked via the National Practitioner Data Bank; and (ii) all Associates, Affiliates, and HCPs are checked for potential exclusion via the OIG's List of Excluded Individuals/Entities at www.oig.hhs.gov, the list of excluded individuals published at www.sam.gov, and any applicable State Medicaid and other exclusion lists as deemed appropriate by the CCO;
- m. Implement, maintain, and manage an internal Disclosure Program to enable and encourage Associates, Affiliates, and HCPs to report without fear of retaliation any identified issue or question associated with policies, procedures, conduct, or practices believed to be in potential conflict with criminal, civil, or administrative laws or regulations including those applicable to Federal healthcare programs;
- n. Investigate and respond to compliance matters, including the flexibility to design and coordinate internal investigations (*e.g.*, responding to reports involving compliance concerns or suspected legal violations) and to make

recommendations for process and policy changes and corrective actions (e.g., making necessary improvements to Life Care policies and practices; taking, recommending, and implementing appropriate disciplinary action);

- o. Participate with Life Care's internal and external counsel as necessary in the appropriate reporting of self-discovered violations of Program requirements or relevant laws; and
- p. Develop and implement an annual compliance and ethics work plan that includes periodic and annual reviews of Life Care's departments.

3. Level of Authority and Funding:

- a. The QCC will ensure that the CCO and the Compliance Department are provided with adequate funding, staffing, and other resources necessary to sufficiently implement and operate the Program;
- b. To effectively achieve the goals of the Program, the CCO will have direct access to other members of Life Care's Senior Management team and Board members in connection with all compliance matters; and
- c. The CCO will have full authority to discontinue claims submission for any and all facilities until the relevant issue affecting billing is resolved.

4. Access to Documents and Individuals:

For Program activities, investigations, and auditing and monitoring activities, the CCO and the Compliance Department will, at the CCO's discretion, have access to the following:

- a. Any and all records related to the provision and quality of care provided to residents and patients by Life Care facilities, including, but not limited to: (i) the CMS quality indicators; (ii) internal or external surveys or reports; (iii) complaints; (iv) resident satisfaction surveys; (v) staffing data; (vi) reports of abuse, neglect, or an incident that required hospitalization or emergency room treatment; (vii) reports of any falls; (viii) reports of any incident involving a resident that prompts a full internal investigation; (ix) resident and patient medical records; and (x) documents in the possession or control of any Quality or Performance Improvement committee or other such committee;

- b. Residents, patients, Associates, Affiliates, and HCPs for interviews outside the presence of Life Care’s supervisory staff or counsel, provided such interviews are conducted with the consent of residents and patients, Associates, Affiliates, and HCPs in accordance with all applicable laws and the rights of such individuals;
- c. Resident and patient financial records;
- d. Billing records;
- e. Records concerning sales and marketing efforts;
- f. Contracts and any other records related to arrangements with other parties, including Associates, Affiliates, and HCPs;
- g. Staffing data; and
- h. Any other documents, electronic records, and individuals necessary to achieve the goals or functions of the Program.

5. Other Responsibilities:

The CCO (or designee) will:

- a. Be notified of results of external surveys and internal audits that pertain to regulatory issues;
- b. Collaborate with key managers to identify abnormal trends in quality of care, documentation, coding, and billing;
- c. Determine patterns that require a change in policy, procedure, or practice, and forward these issues to the appropriate department to correct the problem; and
- d. Review applicable contracts and obligations for potential violations of statutory or regulatory requirements as deemed appropriate.

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| VII. Training and Education on the Program and the Code |
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Utilizing an education program developed and approved by the CCO and the CAB, Associates and Affiliates shall receive initial training (“Orientation Training”) regarding the Program and

the Code upon hire or engagement per the requirement below and Life Care policy. In addition, these same Associates and Affiliates will also receive subsequent annual training (“Annual Refresher Training”) on the Code as part of their continued employment or engagement of services.

A. Orientation Training

The following individuals and entities, *except for Associates, contractors, subcontractors, and other persons that are not expected to work 160 hours or more in a year*, must complete Orientation Training on the Code as soon as practical, but no later than 30 days after being hired or engaged for services:

- All new full-time, part-time, and per-diem Associates;
- All Affiliates who furnish patient care items or services or who perform billing or coding functions on behalf of Life Care, excluding vendors whose sole connection with Life Care is selling or otherwise providing medical supplies or equipment to Life Care.

However, any such Associates or Affiliates who ultimately work more than 160 hours during a year must complete Orientation Training.

At a minimum, the related training materials will provide:

- A description of the Program;
- Education on each Associate and Affiliate’s responsibilities, as well as Life Care’s expectations, regarding compliance with laws, regulations, the Code, policies and procedures, and the provision of quality care to Company residents and patients;
- Guidance regarding other key legal and regulatory issues that Associates may encounter as part of their everyday duties including, but not limited to:
 - Abuse and neglect;
 - Interactions with physicians and other referral sources including but not limited to compliance with the physician self-referral (*i.e.*, Stark) law and the Federal anti-kickback statute;

- Billing for Life Care's services, especially as it relates to Federal healthcare programs such as Medicare and Medicaid and the Federal False Claims Act;
- Resident rights;
- Unauthorized use and disclosure of protected health information;
- Medical record documentation;
- Notification of the Company's policy regarding the DRA;
- The reporting requirements of the EJA;
- Reporting responsibilities for actual or suspected misconduct, as well as the means available for such reporting;
- The Company's non-retaliation policy regarding protected activity (*e.g.*, making a compliance report in good faith); and
- Other information as deemed necessary by the CCO and/or the CAB.

Documentation of completion of this training will be maintained for all Associates as per Life Care policy.

B. Annual Refresher Training

On an annual basis, the following individuals and entities, *except for Associates, contractors, subcontractors, and other persons that do not work or provide services on Life Care's behalf for 160 hours or more in a year*, must complete Refresher Training on the Code and the Program per Life Care policy:

- All full-time, part-time, and per-diem Associates;
- All Affiliates who furnish patient care items or services or who perform billing or coding functions on behalf of Life Care, *except for vendors whose sole connection with Life Care is selling or otherwise providing medical supplies or equipment to Life Care.*

The curriculum, timing, and delivery method for the Annual Refresher Training shall be approved by the CCO, and the training will be updated as necessary to address

regulatory risks. Documentation of completion of this training will be maintained for all applicable Associates and Affiliates per Life Care policy.

VIII. Specialized Education on the Quality of Care and Billing Policies

Applicable Associates will be required to complete additional training on particular issues, such as quality of care and billing per Life Care policy. The related training materials shall identify the specific people who should be contacted about questions. Any specialized education or training on quality of care, billing, or other policies shall be submitted to the CCO (or designee) upon request. The CCO (or designee) will provide comments and recommendations when appropriate.

IX. Auditing and Monitoring

As part of the Annual Compliance and Ethics Program Work Plan, the Compliance Department, in conjunction with other applicable Life Care departments, will develop and implement auditing and monitoring projects. The subject of these projects will be identified in consideration of regulatory risks, Company policies and procedures to address those risks, and other auditing and monitoring activities conducted by Company departments and affiliates, as well as external entities. These auditing and monitoring projects will be reviewed and adjusted as necessary based on any observed trends and changes in risk.

V. Disclosure Program

Life Care has established a Disclosure Program that includes a compliance reporting system (the "Compliance Hotline"). The Compliance Hotline can be used to report suspected misconduct or other legitimate concerns. It may be accessed via a toll-free telephone number (**1-877-423-8305**) or the internet (www.lcca.ethicspoint.com). A link to the internet reporting site is also available via Village Square. The Compliance Hotline also serves as a means for confidential reporting by Life Care Associates, Affiliates, HCPs, and others who choose to report a compliance matter directly to the Compliance Department and not to their supervisor or other individual in their chain of command.

All Life Care offices and facilities shall prominently display a notice approved by the Compliance Department regarding the availability of the Compliance Hotline. The Compliance Department will periodically publicize the existence of the Compliance Hotline (*e.g.*, in training materials and newsletters).

Life Care's facilities shall also post all required names, addresses, and telephone numbers of all pertinent State client advocacy groups, such as the State survey and certification agency, State licensure office, State ombudsman program, the protection and advocacy network, and the State Medicaid Fraud Control Unit.

As part of its commitment to moral, ethical, and legal conduct, Life Care requires all of its Associates, as a condition of employment, to promptly report all suspected or actual misconduct involving compliance issues, such as violations of law, regulation, policy, procedure, or the Code.

The Code shall provide instruction on the resources available to assist Associates, Affiliates, and HCPs with compliance matters. The following are the recommended methods of reporting an actual or suspected violation or concern to the Compliance Department:

- Use the Compliance Hotline at **1-877-423-8305** or www.lcca.ethicspoint.com;
- Fax a written description of the violation or concern to (423) 339-8318; or
- Send first class or express mail to the following address:

Chief Compliance Officer
Life Care Centers of America, Inc.
3001 Keith St. NW
Cleveland, TN 37312.

Additional reporting channels for compliance matters include: the Associate's immediate supervisor;⁷ other supervisors in the Associate's chain of command (e.g., department head); the facility's Executive Director; regional, division, or corporate leadership; the Human Resources Department, Information Technology Department, and the Compliance Department, including the CCO.

When making reports directly to the Compliance Department, reporters may choose to make their reports anonymously or request confidentiality. The Compliance Department will protect the identity of the reporter to the extent possible. *When making an anonymous report, it is preferred that the reporter use the Compliance Hotline so the Compliance Department can communicate with the reporter (e.g., to ask for additional details to assist with the investigation) while allowing the reporter to remain anonymous. When making a hotline report,*

⁷ Unless such information concerns that supervisor, in which case the report should be made to the next supervisor in the associate's chain of command.

the reporter should document the time and date of the report as proof that the report was made.

Regardless of the reporting method, the Compliance Department will generally acknowledge receipt of all reported matters to identified reporters and track the receipt and disposition of all reports.⁸ The reporter will be given the opportunity to receive and provide follow-up information related to the investigation conducted, if appropriate.

There are numerous circumstances that create reportable compliance issues. Examples of suspected or actual issues that require reporting include, but are not limited to, the following:

- Billing – Any inappropriate billing issue for Federal healthcare programs, including Medicare or Medicaid, as well as for commercial insurers and other payors.
- Quality of Care – The failure to provide necessary goods or services to residents and patients including:
 - Repeated instances of failing to render or perform care in a timely manner;
 - Patterns of care delivery that do not meet accepted standards of practice;
 - Repeated violations of Life Care’s policies and procedures;
 - Grossly deficient delivery of care that harms a resident; and
 - Intentional failure to implement plans of correction as promised.
- Staffing levels – Staffing that fails to meet the state or Federal guidelines.
- Falsification of Documentation – Documentation of care or service that was not provided or provided in a different manner or time than documented. Falsification of documentation can be a criminal violation and may require certain reporting (*e.g.*, to state licensing boards).
- Health Information Portability and Accountability Act (“HIPAA”) – Unauthorized disclosure of protected health information (oral, written, or electronic) or violation of related Company policies (*e.g.*, sharing passwords).

⁸ Acknowledgement of receipt may not be possible in some instances (*e.g.*, if the reporter has sent an anonymous letter).

- Fraud – An intentional deception or misrepresentation made by an individual with the knowledge that the deception could result in unauthorized benefit to the individual or another person. It includes any act that constitutes fraud under applicable Federal or state law.
- Resident Abuse and Neglect – As defined by the state in which the event occurred.
- Retaliation or Retribution – Any inappropriate action taken against anyone who in good faith, reports a compliance issue.
- Stark Law and Anti-Kickback Statute Issues –Improper inducements to inappropriately increase or influence patient referrals or healthcare-related business.
- Other Violations of the Code – All other suspected improper conduct that violates the Code must be reported to a manager or supervisor (*again unless the violation involves that manager or supervisor and then the next supervisor in the chain of command should be contacted*) or reported to the Compliance Department.

Non-Retaliation Policy

Life Care is committed to a culture that encourages timely disclosure of compliance concerns. Consequently, Life Care prohibits retaliation against any Associate or other individual who reports such concerns internally or externally. In addition, failure to report compliance issues or criminal conduct can be perceived to condone these acts.

Life Care will not retaliate against any Associate who engages in protected activity such as making a report (or is presumed to be making a report) of suspected misconduct in conformity with this Program. Life Care prohibits any Associate, Affiliate, or HCP from taking any retaliatory action, engaging in retribution, or any form of harassment against any Associate who, in good faith, reports a compliance concern, cooperates in a compliance audit or investigation, or refuses to participate in an activity that they believe is contrary to law, regulation, the Code, or Life Care policy. Any Life Care Associate, Affiliate, or HCP who conducts or condones actions deemed upon investigation to be retribution, retaliation, or harassment contrary to this policy will be subject to discipline, up to and including termination of employment or association with Life Care.

However, any Associate who intentionally makes a false statement in raising a concern or during a compliance audit or investigation, or who otherwise misuses the Program or the Compliance Hotline, shall be subject to discipline or remedial actions. In addition, the CCO may keep confidential the names of any Associates who report information, when appropriate. The

CCO does not have the authority, however, to unilaterally extend any confidentiality, protection, or immunity from disciplinary action or prosecution.

XI. Investigations of Alleged Misconduct

Disclosures of allegations of misconduct reported to the Compliance Department shall be investigated after the Compliance Department obtains all relevant information from the disclosing individual. The Compliance Department shall then decide whether the Compliance or another Life Care department is the most appropriate to address the allegations.

If the matter is a compliance issue, including a healthcare regulatory matter, the Compliance Department shall initially make a preliminary good faith inquiry into the allegations to ensure that it has obtained enough information necessary to determine whether further review should be conducted. If the allegations are viewed as sufficiently specific and potentially credible, the Compliance Department shall investigate, direct an investigation, or cause to be investigated all reports of suspected misconduct received through the Compliance Hotline or other means. The Compliance Department will ensure that appropriate follow-up is performed, and any inappropriate or improper practice is appropriately addressed. The CCO may refer potential legal issues to Life Care Legal and Risk Services or to outside counsel as the CCO deems appropriate.

If the allegations are not related to a compliance issue, or the Compliance Department determines that the allegations or concerns would be best addressed by another Life Care department or affiliate, the Compliance Department shall refer the matter to such department or affiliate for further action. The Compliance Department shall follow up at its discretion to confirm that the matter has been addressed, as needed.

As a condition of employment and relationship with Life Care, all Associates, HCPs, and Affiliates must fully cooperate and truthfully communicate information pertinent to all internal audits and investigations conducted by or at the direction of the Compliance Department.

If at any time during an investigation the CCO believes that the integrity of the investigation may or appears to be compromised because of the presence of any Associate or other individual who may be potentially (1) involved in the alleged misconduct or (2) inappropriately affecting the completion of the investigation, the CCO, acting through such person's supervisors, may cause such individual to be removed from their current responsibilities until the investigation is completed. In certain instances, such measures may be necessary to ensure the actual or apparent integrity of the investigation, to protect potentially affected individuals and/or residents, or for other reasons. However, these measures are not intended, and should

not be interpreted or construed, as any form of retaliation nor a determination regarding the truth or falsity of the matters under investigation. The CCO will also take appropriate steps to secure and prevent the destruction of documents or other evidence relevant to the investigation.

If after reasonable inquiry Life Care discovers credible evidence of misconduct that may violate criminal, civil, or administrative law, Life Care shall report the misconduct to the appropriate Federal and state authorities as required.

XII. Disciplinary Procedures

Failure to comply with applicable laws, regulations, the Program, the Code, Company policies, procedures and/or standards will result in disciplinary and remedial actions, up to and including termination from employment or association with Life Care. Any Associate, Affiliate, and HCP involved in verified misconduct shall be subject to the disciplinary or remedial procedures applicable to that person's role. Enforcement, discipline, or remedial actions, among other things, may occur for the following reasons:

- Non-compliant conduct,
- Knowingly allowing non-compliant conduct to occur;
- Failure to report known non-compliant conduct, or
- Failure to detect a violation or non-compliant conduct.

Once a compliance investigation has concluded that a law, regulation, the Program, the Code, Company policy, procedure, or standard has been violated, the CCO, as well as the CAB and other members of Company leadership, are authorized to recommend appropriate discipline, up to and including dismissal.

Appropriate disciplinary and remedial actions shall be taken on a case-by-case basis, and shall be fair, consistent, and proportional to the misconduct. These actions may include:

- Additional training,
- Verbal counseling,
- Written counseling,
- Suspension or termination of privileges,

- Termination of employment,
- A change in job duties, and/or
- Termination of a third-party contract or arrangement.

In addition to disciplinary or remedial actions mentioned above, Life Care may:

- Refund previous payments received for services billed;
- Resubmit claims to ensure accurate payment (*e.g.*, correct charges, coding);
- Modify policies and procedures; and/or
- Engage in steps necessary to reduce any error rates (*e.g.*, establish additional temporary or permanent auditing or monitoring procedures).

XIII. Corrective Action Plans

Whenever Life Care identifies non-compliance, it will take appropriate corrective actions consistent with the letter and spirit of the Program. Life Care will also review such corrective actions periodically to determine their effectiveness.

XIV. Employment and Business Standards

Life Care will not knowingly employ or associate with any person or entity who:

- Has engaged in illegal or unethical behavior;
- Has been convicted of healthcare-related crimes or “barrier”⁹ crimes for the applicable state;
- Has been found guilty of abuse, neglect, mistreatment of residents or misappropriation of their property;

⁹ Some states have lists of specific crimes that an individual if convicted of one these crimes cannot work with vulnerable adults such as nursing facility patients.

- Has a finding that has been entered into a state nurse aide registry or abuse registry; and/or
- Is excluded from participation in a Federal or state healthcare program.

Applicants for employment or association with Life Care shall be required to disclose whether they have had a name change, have ever been convicted of a crime, including healthcare-related crimes, have been convicted of an offense that would preclude employment in a Life Care facility, have been or are excluded from participation in any Federal healthcare programs, or are under investigation for an offense that would preclude employment with the Company or affect the status of any applicable license or certification.

Life Care will inquire into the status of each prospective Associate, Affiliate, and HCP. These inquiries will include, but will not be necessarily limited to, the following actions:

- Performance of reasonable background and reference checks of all prospective Associates;
- Verification of licensure and certification for prospective licensed staff;
- Credentialing and periodic re-credentialing and verification of licenses and certifications of physicians and other licensed independent clinicians who treat Life Care patients and residents; and
- Review for potential exclusion from participation in Federal healthcare programs via the HHS-OIG's List of Excluded Individuals and Entities (www.oig.hhs.gov), the System of Award Management (www.sam.gov), and the available state Medicaid exclusion lists.

Life Care will conduct monthly screening for potential exclusions and sanctions for all Associates, Affiliates, and HCPs in a method approved by the CCO and the CAB. Life Care shall periodically monitor licenses and certifications for all licensed Associates and applicable Affiliates and HCPs as directed by Company senior leadership.

Life Care may remove, reassign, or terminate its relationship with any person if any evidence exists that the person is unwilling to comply with the Code or the Program. Life Care will also implement procedures to terminate its relationship with any Associate, Affiliate, or HCP who is excluded from participation in any Federal healthcare program.

XV. Revisions to the Program

The Program is intended to be readily adaptable to changes in regulatory requirements and in the national healthcare system as a whole. Life Care will periodically review on at least an annual basis and modify the Program as necessary, and notify all Associates, Affiliates, and HCPs of any material changes. To facilitate appropriate revisions to the Program, the CCO shall prepare periodic reports to the QCC, at least quarterly, that describe the general compliance efforts that were undertaken during the reporting period and recommend any potential changes to improve compliance. Material revisions to the Program require approval by the Board.

XVI. Assessing the Effectiveness of the Program

The CCO and the Compliance Department, with assistance from the CAB, will evaluate on at least an annual basis the effectiveness of each element of the Program as well as the Program as a whole. This process will be accomplished by assessing the various legal and regulatory risks associated with the Company's business and the controls to mitigate those risks and prevent and detect noncompliance with applicable laws and regulations. It will also evaluate how the Program performs during day-to-day operations and set future priorities for the Program.

XVII. Closing Statement

The Program is intended to establish a framework to assure compliance by Life Care, its Associates, Affiliates, and HCPs. It is not intended to set forth all of the substantive programs, policies, procedures, and standards that Life Care has established to achieve compliance. These current and future programs, policies, procedures, and standards are and will be a part of Life Care's overall legal and regulatory compliance enforcement program.