

# The Third Party Code of Ethical Business Conduct & Compliance



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## Dear Colleague:

Thank you for choosing to work with CareFirst and embracing—as our partner—the core values that drive our success and culture. We know you will respect the following tenets that are central to how we conduct ourselves, and everything we do:

- Customer First
- Integrity
- Personal Accountability for Excellence
- One Company, One Team
- Leadership

We prepared this Third Party Code of Ethical Business Conduct to clarify our expectations of our many business partners, to highlight the standards by which we do business in our community, and to emphasize the extent to which our values and culture impact every decision both we and our partners make.

At CareFirst, we steadfastly pursue our mission to provide affordable and accessible health insurance to our plan's insured, assist and support public and private health care initiatives for individuals without insurance, and promote the integration of a health care system that meets the needs of all residents in our jurisdictions. Our mission is not easily achieved, particularly in a challenging and constantly changing environment. It requires us to be ever vigilant about how we deliver the best products and services to our customers.

In addition, we do not care solely about what we do: we place equal emphasis on how we go about doing it, fully committed to conducting ourselves with the utmost integrity. This means that we are always thinking about how we manage our internal business and how we interact with customers, partners, governments, vendors, and our local community. We go beyond simple compliance with federal, state, and local laws and regulations. Instead, driven by our mission and core values, we actively demonstrate that we care about the means, not just the ends of doing business.

If you see behaviors or practices that fall short of CareFirst's mission or values, I urge you to speak up. Open communication and trust are essential to strengthening our culture of compliance, one that tolerates no form of retaliation for raising concerns. This is a promise I make to you, and in this spirit, I encourage you to initiate these conversations with us candidly and without fear.

We have chosen to do business with you because we believe that you share our commitment to ethical conduct and our values. Our reputation and continued success depend on everyone—both Associates and business partners alike—living by those values and acting in accordance with our culture. We appreciate that you, as a valued partner, recognize your key role in promoting our mission, goals, and operations in a manner consistent with that culture.

Thank you for making compliance and ethics a top priority of the work we do together, in and for our community.

A handwritten signature in black ink, appearing to read 'B. Pieninck'.

Brian D. Pieninck  
*President and Chief Executive Officer*

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# About the Third Party Code of Ethical Business Conduct and Compliance

## The Third Party Code of Ethical Business Conduct applies to all third parties and contingent workers

CareFirst is committed to conducting business with integrity and in full compliance with the laws and regulations that govern our business activities. Our external business partners play an integral role in helping to meet these commitments.

CareFirst has adopted this Third Party Code of Ethical Business Conduct and Compliance (the “Code”) to which all our external business partners must adhere while they are conducting business with and/or on behalf of CareFirst.

The term “Third Parties” refers to external companies with which we conduct business and that may or may not employ or contract with individual Contingent Workers to perform services for CareFirst. References to Third Parties throughout this document include both corporate entities and individuals performing services on behalf of those entities. Third Parties are responsible for ensuring that their employees and subcontractors, including any Contingent Workers they send us to perform services, understand and adhere to our Code.

The term “Contingent Worker” as used throughout this document refers to any individual contractors, contractor’s employees or subcontractors, consultants, contingent workforce members or unpaid interns, any of whom perform a service on behalf of CareFirst and any of its affiliated, related, or subsidiary companies.

The term “you” as used throughout this document refers to all Third Parties with whom we do business, including individual Contingent Workers.

CareFirst expects that Third Parties will:

- Effectively communicate the Code’s standards and training requirements to their employees and subcontractors, as applicable;
- Exercise appropriate supervision and oversight of their employees and subcontractors to make sure that any work performed for CareFirst is consistent with our Code’s standards; and
- Ensure that their employees and subcontractors adhere to all laws, rules, and government regulations applicable to the Third Party’s business and the products or services it provides to CareFirst.

Examples of key legal, regulatory, and other requirements applicable to CareFirst are described in the Code. CareFirst may require Third Parties to demonstrate that they comply with the Code.

The Code establishes minimum standards for conducting business with CareFirst. A Third Party and CareFirst may agree in writing to specific additional or different requirements other than those identified in this Code. If this is the case and there is a conflict between the terms of this Code and your written contract, the terms of your contract will control.

## Acknowledging and complying with CareFirst policies

You are required to acknowledge that you have received a copy of this Code. You must certify that you have read and understand its purpose and agree to comply with its standards whenever you are providing services to or acting on behalf of CareFirst.

Violations of this Code can put you and CareFirst at risk for fines and civil and/or criminal liabilities or penalties. Violations will result in a review of your business relationship or engagement with CareFirst, up to and including termination of that relationship or engagement. Third Parties working onsite receive a hard copy of this Code with receipt of their mandatory ID badge.

You must also adhere to CareFirst’s Contingent Labor Policies, if applicable. These policies will guide you through relevant issues such as performance feedback, conversion to an associate position, immigration documentation, termination, rates, minimum qualifications, referrals, role changes, and tenure. These policies are available on CareFirst’s intranet site under the [Code of Conduct and Policies tab](#) at the top of each page. Please consult with the Contingent Labor Program Director or the Compliance and Ethics Office if you have any questions about these policies.

The terms “Company” and “CareFirst,” as used throughout the Code, include CareFirst, Inc., and all affiliated, subsidiary, and related companies, including but not limited to: CareFirst of Maryland, Inc.; Group Hospitalization and Medical Services, Inc.; CareFirst Holdings, LLC; Service Benefit Plan Administrative Services Corporation; Capital Area Services Company, LLC; CFA, LLC; First Care, Inc.; National Capital Insurance Agency, LLC; CareFirst BlueChoice, Inc.; CapitalCare, Inc.; CareCo, LLC; and The Dental Network, Inc.

## Reporting violations

You have an obligation to report all suspected violations of this Code or any law or regulation, whether such violations involve your employees or subcontractors or CareFirst employees or other Third Parties. You can make a report by taking any of the following actions:

- Talk to your CareFirst business contact;
- Call the CareFirst Compliance and Ethics Office at 410.528.7193; or
- Send an internal email to [complianceandethics@carefirst.com](mailto:complianceandethics@carefirst.com).

You should ask questions if you have doubts about whether an action or situation may be improper or inappropriate or if you believe there may be other requirements applicable to your situation. Questions or concerns can be directed to the CareFirst Compliance and Ethics Office.

Failure to promptly report a suspected violation may result in action up to, and including, termination of your relationship.

## How to make anonymous reports—Compliance and Ethics Hotline

You can make an anonymous report by phone or by filing a confidential report online by accessing the Compliance & Ethics webpage on the CareFirst intranet.

- Compliance & Ethics Hotline 410.528.7800
- <http://insidecarefirst.com/hotline.htm>—this form is only accessible for individuals with access to the CareFirst Intranet.

The Compliance & Ethics Hotline is available 24 hours a day, seven days a week. Hotline calls are truly anonymous. Calls are not traced. There is no caller ID. The Hotline number is a voicemail number only. You will not speak to a person.

If you choose to make an anonymous report, be prepared to provide enough information about the situation to allow for a proper investigation.

## Think About It

Q:

As a Third Party, if I observe misconduct in a department other than my assigned department, am I still required to report the issue?

A:

Yes. All CareFirst associates and Third Parties who become aware of any misconduct are required to report it.

The best approach is to talk first with your CareFirst business manager or CareFirst business contact. But if that doesn't work or is not feasible, you can contact the Compliance & Ethics Office at 410.528.7193 or email: [complianceandethics@carefirst.com](mailto:complianceandethics@carefirst.com). If you wish to remain anonymous, you can call the Compliance & Ethics Hotline at 410.528.7800 or file a confidential report online by going to the Compliance & Ethics webpage on the CareFirst intranet. <http://insidecarefirst.com/hotline.htm>



## Non-retaliation policy

CareFirst prohibits any form of retaliation or attempted retaliation against an individual who:

- Reports in good faith a known or suspected ethics or compliance concern; or
- Participates in an investigation.

Retaliation is any action that might discourage a reasonable employee from making or supporting a charge of wrongdoing or misconduct in the workplace. Examples of retaliation include a change in responsibilities, a job transfer, or exclusion from activities or decisions. Retaliation is a separate violation of the Code and should be reported immediately.

Anyone who, honestly and in good faith, reports a potential violation or cooperates with an investigation is protected from retaliation.

## Your obligation to cooperate in investigations

CareFirst promptly investigates all reported or suspected violations of the Code and maintains confidentiality to the extent possible.

You must cooperate fully and honestly in any Company investigation or inquiry by Company management, outside auditors, or government officials. You must provide all applicable documents when responding to an investigation or audit and must not destroy or alter any records.

Keep in mind that CareFirst does not tolerate discrimination of or retaliation against anyone who in good faith makes a report or participates in an investigation.

## Think About It

**Q:**

Why am I expected to cooperate with CareFirst investigations and inquiries? I would rather not get involved.

**A:**

When CareFirst conducts an investigation, it is because there is a possibility of a violation of our Code, standards of ethical business conduct, or a legal requirement. The investigation is necessary to protect individuals, CareFirst, CareFirst members and associates, and possibly you and your own employer or company. If CareFirst associates and Third Parties do not cooperate, it may be impossible to get all the facts needed to take appropriate action. Withholding information or knowingly giving false or misleading information is a serious violation of our Code and could result in a termination of your business relationship.

## Disclosure

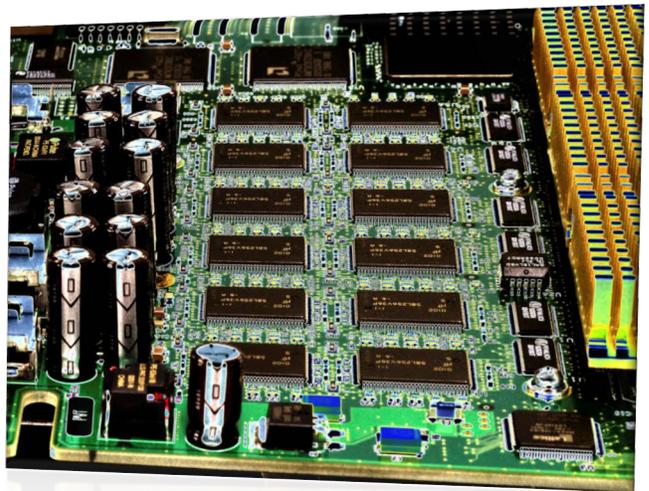
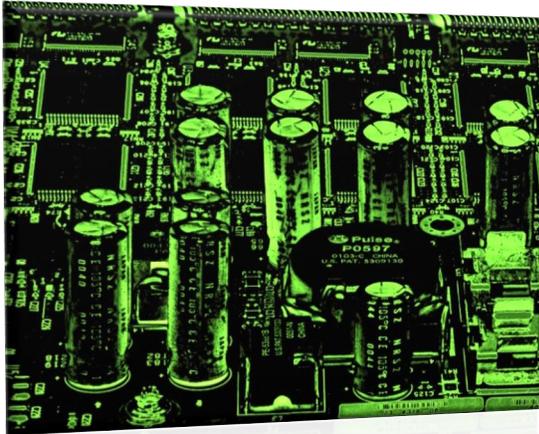
CareFirst is committed to appropriately disclosing violations of laws, regulations, and requirements under government and other business contracts to the applicable governing entities.

## Compliance Officer

The Vice-President of Corporate Compliance acts as the Company's Chief Compliance, Ethics and Privacy Officer.

## What are some examples of misconduct that must be reported?

- Submitting a false timesheet or expense report
- Inappropriately accessing a CareFirst associate's or member's confidential information
- Not reporting a known or suspected violation of the Code
- Lying or not cooperating during an investigation
- Charging an expense to an account or project other than the one for which it is incurred
- Altering final entries on Company records
- Inappropriate use of Internet, instant messaging, and/or email
- Failing to disclose that your spouse or relative is also a CareFirst associate or CareFirst Contingent Worker.
- Failing to disclose ownership in other businesses or performance of



Photos by Justin Andre, Columbia Data Center

# CareFirst's Workplace Standards and Practices

## Drug-free workplace

CareFirst complies with the Drug-Free Workplace Act of 1988.

CareFirst expects its workforce to report to work free from the influence of illegal drugs and alcohol. CareFirst strictly prohibits the use, abuse, sale, purchase, possession, manufacture, or distribution of any intoxicating or illicit substances in the CareFirst workplace, on Company owned or leased premises, or while representing the Company at any time.

## Smoke-free workplace

Smoking is prohibited throughout all CareFirst locations.

This includes all buildings, entrances, walkways, and sidewalks as well as parking lots, parking structures, and Company-owned vehicles.

## Workplace violence

CareFirst does not tolerate any form of violence, threats, harassment, intimidation, bullying, or other disruptive behavior in the workplace. This includes verbal or written threats of violence.

This policy applies while you are at a Company location or while conducting Company business.

## Weapons

CareFirst is a weapons-free workplace. Bringing weapons into the office, even if you have a permit to carry a concealed weapon, may be considered grounds for immediate termination.

## Think About It



**Q:**

I have a permit to carry a concealed weapon. Can I bring my weapon into a CareFirst office?

**A:**

No. Weapons of any sort are not permitted in any CareFirst offices regardless of your license to carry. Bringing weapons into the workplace may be considered grounds for termination of your business relationship.

## Health, safety and environment

You must obey safety rules and regulations when on-site and notify your CareFirst business contact of any circumstances that may be potentially harmful to the health and safety of any individual on CareFirst premises or to the environment.

When on-site, you must work in conformance with all applicable safety rules, laws, standards and procedures, including Occupational Safety and Health Administration (OSHA) rules and regulations and any additional requirements of CareFirst.

## Solicitation, distribution of materials and bulletin boards

CareFirst bulletin boards are limited to Company sponsored or generated material and Company business-related material. Postings of any communications in common areas, such as near elevators or in hallways, are prohibited.

Solicitation or distribution of non-job related material must be approved by CareFirst management and is restricted to break times.

## Equal employment opportunity and affirmative action

CareFirst fosters a positive work environment that promotes equal employment opportunity in accordance with all applicable Equal Employment/Anti-Harassment laws, directives and regulations of federal, state, and local governing bodies.

Third Parties will cooperate with CareFirst's commitment to a workforce free of unlawful discrimination by providing equal opportunity to all individuals who are qualified to perform CareFirst job requirements regardless of race, color, religion, disability or record of disability, national origin, sex (including pregnancy), age, sexual orientation, gender identity, veteran status, genetic information, or for any other legally protected classification.

## Workplace discrimination and illegal harassment

CareFirst does not tolerate illegal harassment on the basis of race, color, religion, disability, national origin, sex (including pregnancy), age, sexual orientation, gender identity, veteran status, genetic information, or for any other legally protected classification, in the workplace, at any work-related function, or in connection with work for CareFirst. You should understand that you may be held personally liable for illegal harassment.

Retaliation against anyone who has reported illegal harassment of any kind, or who has participated in the investigation of an allegation of illegal harassment, is forbidden and may result in action up to, and including, termination.

**Preventing Harassment Training:** If you provide a service to or act on behalf of CareFirst and have network access or a CareFirst badge, you must complete this training at the start of any engagement and as required thereafter. You must complete this training whether you work on-site at a CareFirst location or off-site.

### Some examples of discriminatory harassment are:

- Derogatory nicknames, comments or slurs;
- Derogatory posters, screen savers, cartoons or gestures;
- Assault, intentional blocking, or interfering with normal conduct; and/or
- Inappropriate words, labels, or symbols used as IDs, passwords, computer sign-offs, or greetings.

### Some examples of sexual harassment are:

- Unwelcome sexual advances, propositions, or requests for sexual favors;
- Unwanted physical contact including touching, rubbing, or brushing up against another;
- Verbal harassment such as suggestive comments, sexual innuendos, and jokes of a sexual nature;
- Non-verbal conduct such as obscene gestures, leering, whistling, displaying or circulation of sexually suggestive objects or pictures; and/or
- Aggressive, intimidating or "bullying" conduct directed toward someone because of their gender, even if not sexual in nature.

## Think About It



**Q:**

I work off-site. Why do I have to complete Preventing Harassment training?

**A:**

Violence or harassment can occur in person or through media such as phone, email, or text messages. For example, workplace violence includes verbal or written threats of violence. Sexual harassment includes verbal or written harassment such as suggestive comments or unwelcome propositions.

## Labor and human rights

CareFirst expects you to know and uphold the human rights of their employees and treat their employees with dignity and respect. You must abide by the labor laws and regulations where they and CareFirst conduct business including those laws that address child labor, forced labor, equal pay, unsafe work conditions and nondiscrimination in the workforce.

## Qualification of individuals engaging in the business of insurance

It is CareFirst's policy to ensure that all claims and appeals received from our members and providers are reviewed and processed in an independent and impartial manner. Accordingly, CareFirst does not contract with any Third Party based on the likelihood, or perceived likelihood, that such entity or individual will support or tend to support the denial of benefits.

Federal law prohibits individuals and entities with certain criminal convictions, government debarments, or professional disqualifications from engaging in the business of insurance. CareFirst does not contract with, employ, or bill for services rendered by an individual or entity that is excluded from or ineligible to participate in federal healthcare programs; suspended or debarred from federal government contracts; or convicted of a felony involving fraud, embezzlement, forgery, bribery, theft, dishonesty, or breach of trust.

## Compliance certification

CareFirst expects Third Parties to ensure that their employees and subcontractors providing goods or services to CareFirst have not been and are not excluded from participation in any federal program.

In addition, anyone who has access to CareFirst's systems, servers, and/or PHI/PII, is required to complete a Compliance Certification within 14 days of their first day of work. The purpose of the Compliance Certification is to identify any individual who may not be eligible to participate in federal health care programs or otherwise hold a position of trust with respect to CareFirst's members and other stakeholders. If this eligibility review indicates that any individual or entity has been excluded from federal health care programs, the individual or entity cannot be employed by or conduct business with CareFirst.

The Compliance and Ethics Office must be contacted if changes occur during the year that would require a Certification to be updated.

## Employment verification letter

Third Parties are not employees of CareFirst. Accordingly, CareFirst does not provide employment verification letters to any Third Parties for any purpose, including but not limited to, obtaining a loan or in connection with immigration applications or work authorizations.

## References or letters of recommendation

CareFirst does not provide references or letters of recommendation for any purpose outside of the Company, whether verbally, in writing or electronically, including in any form of social media, for current or former associates or Third Parties.

## Think About It

**Q:** I am attempting to get a loan and need an employment verification letter. What should I do?

**A:** CareFirst does not provide employment verification letters for Third Parties for any purpose as you are not employees of CareFirst. You must not use CareFirst letterhead to create the letter on your own. You must go to your employer and ask your employer to provide you with the letter printed on your employer's letterhead.

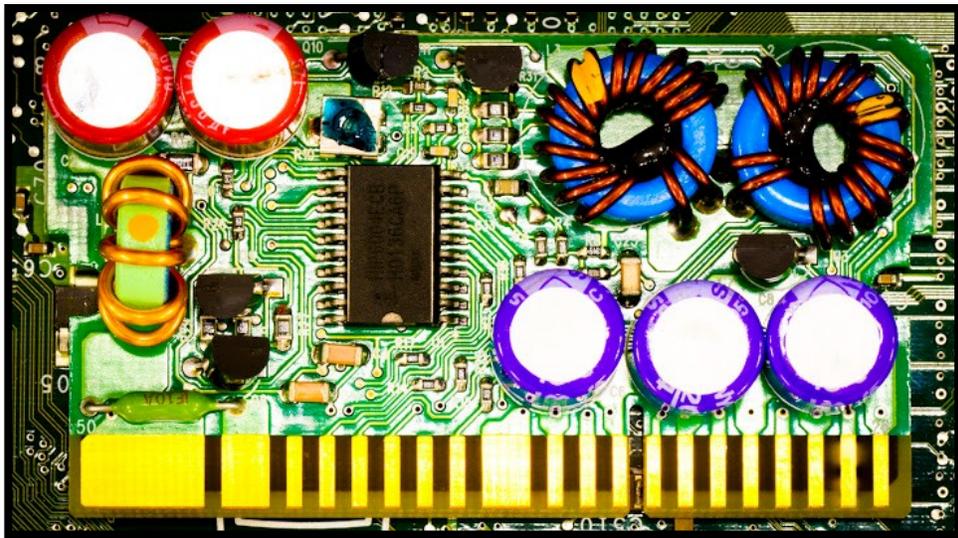


Photo by Justin Andre, Columbia Data Center

# Use of CareFirst's Assets

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CareFirst has a variety of tangible and intangible assets that are of great value to our success. They include not only valuable confidential and proprietary information but also physical assets.

## Confidential and proprietary information

You must safeguard CareFirst's confidential and proprietary information both during and after the term of a contract or engagement. You must ensure that such information is used only for valid business purposes and not to provide personal gain for yourself or others. Any documentation, PowerPoint presentations, or other materials you may use or encounter at CareFirst may not be taken and/or used outside of CareFirst for any purpose.

When using social media or in other communications with parties outside of CareFirst, you may not discuss or disclose confidential or proprietary and/or financial information about the Company, associates, members, providers, partners, clients, vendors or suppliers.

## Physical assets

You may only use CareFirst's property and other physical assets to provide services in fulfillment of contractual obligations to CareFirst.

Company assets may not be used for:

- any illegal activity
- personal gain
- solicitation of personal business
- the sale of any services or products other than CareFirst's
- the public advancement of individual views
- harassment of any type
- creating, viewing, receiving, sending, or downloading chain e-mails, including jokes
- sexually explicit materials
- communications that are inappropriate, inflammatory, or derogatory

Additionally, CareFirst assets must not be taken outside the Continental United States.

## Electronic assets

Email, Internet, Intranet, telephone, voice mail system, instant messaging, fax equipment, and other electronic means supplied by CareFirst are CareFirst assets to be used for legitimate business purposes or for purposes authorized by management. You must follow the policies, procedures, standards, and guidelines that relate to CareFirst's electronic assets at all times and at all work sites. This includes while working remotely from non-CareFirst sites.

You do not have an expectation of privacy when using CareFirst's electronic communication systems. CareFirst has the right to review, copy, audit, investigate, intercept, access, and disclose any use of the computer, e-mail, instant messaging, telephone, and Internet systems, including all messages created, received, or sent for any purpose.

The contents of electronic storage (e.g. e-mail, instant messaging) may be disclosed within CareFirst and to government agencies without your knowledge or permission. Access by management is permitted without your consent and without giving prior notice.

When your engagement or relationship with CareFirst ends, or upon CareFirst's request, you must return any and all CareFirst assets in your possession.

## Password and access codes

You may not share your CareFirst's system passwords or access codes with anyone.

## Software

You may not copy or use any software on CareFirst's electronic assets or computer networks unless authorized by CareFirst.

## Company records, record retention and destruction

You must ensure that facts are never misstated or material information omitted. All records, disclosures and communications to CareFirst are full, fair, accurate, timely, and understandable.

You must not destroy or dispose of CareFirst records without CareFirst's authorization. Destruction, alteration, or falsification of records to avoid disclosure in a legal proceeding, government investigation, or audit may constitute a criminal offense.

## Think About It

**Q:**

It is easier for me to use my personal email account and calendar rather than the email account and calendar issued by CareFirst. Can I conduct CareFirst business using my personal email account and calendar?

**A:**

No. Personal email accounts cannot be used to conduct any CareFirst business. Use your CareFirst email account to conduct all CareFirst business.

## Think About It

**Q:**

My employer wants my CareFirst ID and password to give to a temporary Third Party while I am out of the office. Can I share this with my employer or my fellow Third Party?

**A:**

NO. NEVER share your CareFirst ID and Password. The ID and password are issued to you for your use only.

# Protected Health Information

## Privacy

CareFirst has a responsibility to protect the confidentiality of the Protected Health Information (“PHI”) it collects, uses, and discloses about its members, applicants, or others as required by the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”). This law requires any PHI to be collected and used only as permitted under HIPAA, and maintained, stored, and processed in a secure and appropriate manner.

You must maintain the confidentiality, integrity, and security of the PHI you access, use, maintain, store, process, or disclose when providing services to or on behalf of CareFirst.

The Health Information Technology Economic and Clinical Act (“HITECH Act”) requires CareFirst to notify an individual whose PHI was compromised through an unpermitted acquisition, access, use, or disclosure. If you become aware of any unauthorized acquisition, access, use or disclosure of PHI that CareFirst collects, uses, discloses or otherwise provides, you must notify the CareFirst Privacy Office without delay, but in no event any later than ten (10) days following discovery. Notify the Privacy Office in writing at [privacy.office@carefirst.com](mailto:privacy.office@carefirst.com) or by phone at 800-853-9236.

Third Parties that provide a service to or on behalf of CareFirst which requires the use or disclosure of PHI are considered Business Associates and must enter into a Business Associate Agreement with CareFirst in accordance with HIPAA.

## Confidential and proprietary information: Personally Identifiable Information (PII)

Confidential and proprietary information includes any information that is generally not disclosed to individuals outside CareFirst or any information that could be useful to our competitors.

Personally Identifiable Information (“PII”) is information that can be used to distinguish or trace an individual's identity. You may have access to PII and other sensitive data concerning our members, associates, providers, brokers, agents and other individuals with whom CareFirst does business. Examples include name, social security number, credit card number, bank account number or, when used in combination with other Personally Identifiable Information, date and place of birth, mother's maiden name, etc.

You must ensure that confidential and proprietary CareFirst information, and any PII gained from CareFirst, is used only in connection with legitimate business purposes and protected against inappropriate access, use, or disclosure. In addition, during and after the term of a contract or engagement, you must not disclose any confidential or proprietary information to any entity, individual, or person, except as expressly required to provide services to or on behalf of CareFirst.

Misappropriation of CareFirst confidential and proprietary information may constitute theft of CareFirst trade secrets and/or violation of unfair competition laws.

**Privacy Awareness Training:** Everyone who has access to CareFirst's systems, servers, and/or PHI/PII, must complete CareFirst's Privacy Awareness Training at the start of any engagement and on an annual basis thereafter.

# CareFirst Security Requirements

## Security

You must adhere to CareFirst security requirements, practices, and procedures. You must promptly report any activities that may compromise the security and confidentiality of CareFirst's data to your CareFirst business contact or the Chief Compliance, Ethics & Privacy Officer.

Your contract with CareFirst may require additional security measures. If this is the case, Third Parties are responsible for communicating the additional security requirements to their employees and subcontractors as applicable.

In the event that a security incident occurs, you must timely notify and work with CareFirst to mitigate the issue, implement corrective action moving forward, and understand the impact of the security incident.

Cyber threats are a critical concern. As such, CareFirst expects Third Parties to:

- Continuously analyze cyber threats and vulnerabilities;
- Exercise due diligence to monitor their environments for any impacts;
- Educate their workforce so everyone understands the importance of security controls and notifications; and
- Implement effective administrative, technical and physical controls and continuously assess the effectiveness of those controls.

Compliance with CareFirst security requirements includes, but is not limited to the following:

**Connectivity:** Non-CareFirst equipment may not be directly connected to the CareFirst infrastructure without prior approval. At certain CareFirst locations, access for computers supplied by Third Parties may be available via segregated wireless connectivity.

**User ID and accounts:** On an as-needed basis, CareFirst provides a login ID and password for Third Party personnel, subject to all applicable CareFirst policies and procedures regarding usage and password strength. IDs and passwords are unique to each individual and must not be shared with others. All accounts will be disabled promptly upon the completion of the contract or engagement. IDs are configured to expire on a particular date depending on the business contract or assignment. Any extension request must be submitted in writing and approved by the CareFirst Business Owner.

**CareFirst confidential information including Protected Health Information (PHI) and Personally Identifiable Information (PII):** Any CareFirst Confidential Information acquired or accessed during the course of a contract or engagement must be used and safeguarded in accordance with the strictest application of the minimum necessary standard (the minimum amount necessary to accomplish the intended purpose of the use or disclosure of or request for the Confidential Information) as required by regulation and Company policy.

**CareFirst assets:** The use of CareFirst assets, including desktop, laptop, e-mail, etc. are for business use only.

**E-mail:** Appropriate CareFirst processes must be used to protect any e-mail containing CareFirst Confidential Information. Always use the secure e-mail procedures that are available on the CareFirst intranet when sending any Confidential Information in outgoing e-mail. You may be personally liable for failure to protect CareFirst Confidential Information.

**Laptops:** CareFirst requires encryption of all laptops in order to render the information unusable and unreadable in the event of an inadvertent loss or disclosure. CareFirst issued laptops, when unattended, must be secured with the provided cable locking device. Unsecured, unattended laptops are subject to confiscation and removal by Security. Laptops will only be returned after the completion and approval of a OneStop Request.

**Removable media:** The use of removable media is discouraged. CareFirst requires encryption of all removable media in order to render the information unusable and unreadable in the event of inadvertent loss or disclosure. Authorization to write data to removable media requires completion and approval of a OneStop Request.

**Risk assessment:** CareFirst may ask for verification or qualification of the security process of any Third Party in order to safeguard both CareFirst Confidential Information and assets and any third party software and to better understand the **potential risks associated with the contracted services.**

**Security awareness training:** Third Parties who have access to CareFirst's systems, servers, and/or PHI/PII must complete the CareFirst Security Awareness Training at the start of any engagement and on an annual basis thereafter.

## Think About It

**Q:** I completed Security Awareness Training when I started my engagement with CareFirst. Do I have to take the training again each year?

**A:** Yes. All associates and Third Parties must take the training annually.

## Contractor facility access and security procedures

You must adhere to CareFirst's standard facility access policies and procedures and all CareFirst security and safety standards, practices, and procedures. All Third Parties who have access to our facilities or our systems must obtain a CareFirst ID badge and complete our mandatory compliance training courses and our Conflict of Interest Disclosure and Compliance Certification Form.

**CareFirst ID badges:** CareFirst ID Badges must be worn at all times within a CareFirst facility and must be visibly displayed. A valid, government issued photo ID is required before an ID badge will be issued.

ID badges issued to Third Parties are configured to expire on a particular date depending on the business contract or assignment. A OneStop ticket for badge extension must be completed and approved by the CareFirst Business Owner.

Additionally, all of the following requirements must be adhered to:

- The ID badge must be protected from theft, loss, or damage. The loss of any ID badge must be immediately reported so that it can be deactivated and a new ID badge issued.
- The ID badge must not be loaned to anyone, including another Third Party.
- The ID badge must never be used to provide someone else access to a secured area without an escort.
- The ID badge must be presented upon request of a uniformed member of CareFirst Security.
- The ID badge must be surrendered upon termination of the contractual obligation or upon the termination of engagement of a particular individual.

## Think About It

**Q:** I left my CareFirst ID badge at home. Should I just use my friend's badge?

**A:** No. An ID badge must not be loaned to anyone. You should contact building security and follow the procedures for your building to obtain a temporary badge.

**Emergency Preparedness Training:** Anyone who has access to CareFirst's locations must complete CareFirst's Emergency Preparedness Training at the start of any engagement and on an annual basis thereafter.

## Think About It



**Q:**

I prefer to use my own laptop instead of the one issued to me by CareFirst. Can I just copy the programs I need from my CareFirst laptop to my laptop?

**A:**

No. All software is licensed for the machine on which the software is installed. Copying that software would be a violation of our software licensing agreement.

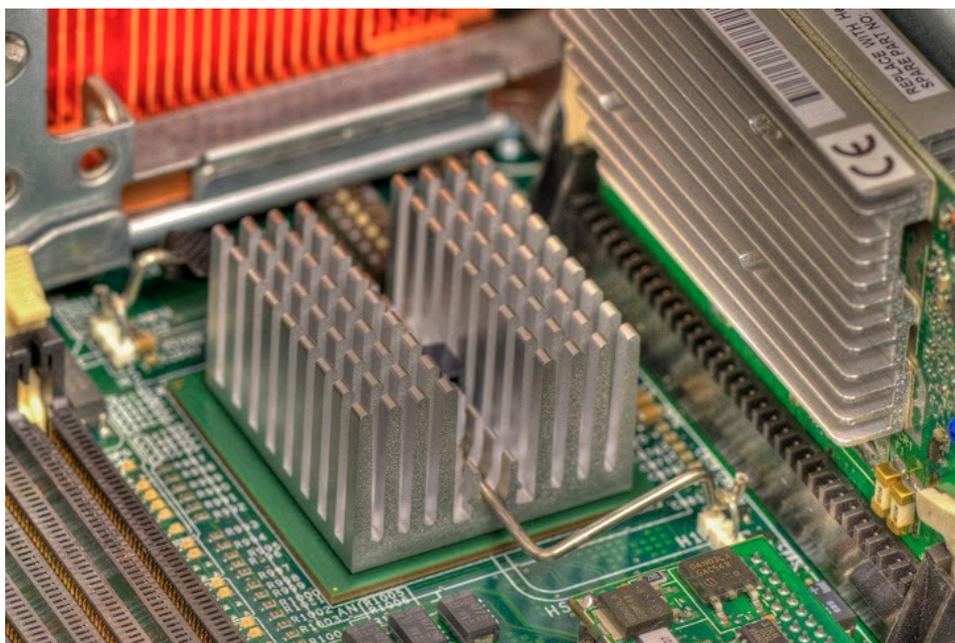


Photo by Justin Andre, Columbia Data Center

# Intellectual Property

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## CareFirst's rights

CareFirst acts to ensure that the intellectual property produced by CareFirst will be adequately protected for the benefit of CareFirst. This includes, but is not limited to, all written material, inventions, discoveries, ideas, improvements, software programs, computer code, artwork, and works of authorship.

CareFirst owns all intellectual property that you make, create, develop, write, or conceive either on your own or with another person, while contracted with us whether developed during working hours or not and that:

- is related in any way to actual or anticipated business, research, or development of CareFirst;
- results from new work product or revisions or enhancements to existing work product assigned to or performed by you for CareFirst; and/or
- is conceived or made with the use of CareFirst systems, equipment, materials, facilities, computer programs, or confidential or proprietary business information.

When you no longer provide services or supplies to CareFirst, for whatever reason, you must return any and all of CareFirst's intellectual property and other work products that are in your possession, including any copies.

If you have access to CareFirst's systems, servers, and/or PHI/PII, you must complete an annual Compliance Certification within 14 days of hire and annually thereafter. The Certification includes a Confidentiality, Proprietary and Intellectual Property Statement.

CareFirst may modify the terms of this Intellectual Property section by contract, but any such modification shall only be effective if set out in written contract provisions that have been mutually agreed upon between CareFirst and the Third Party that specifically reference intellectual property rights.

If you and CareFirst separately agree in writing to different intellectual property rights and obligations than identified in this Code, the intellectual property terms of that written agreement will apply to you in place of the intellectual property rights and obligations of this Code.

## Third party intellectual property

You may not take any actions that may impair the intellectual property rights of Third Parties with whom CareFirst has contracted to use their software and/or intellectual property. All copies of software products are licensed for the equipment on which the products are installed.

The CareFirst Information Security Division is responsible for the installation and configuration of all CareFirst desktop software.

# Public Affairs and Communications

## Communications with media

While we respect your right to discuss your products or services with the media, you are not authorized to speak about or on behalf of CareFirst without our prior approval.

In the event that you receive an inquiry regarding any facet of CareFirst's business, please refer the inquiring individual to our Marketing, Communications & External Affairs department. Whenever possible, please contact our Marketing, Communications & External Affairs department to let us know of the inquiry.

## Representation with CareFirst

As a Third Party, you must not act or speak on behalf of CareFirst, represent yourself as a CareFirst employee, or publicly express any views attributable to CareFirst in any manner. This includes, but is not limited to, representations made at conferences, meetings, presentations, public forums, or any social media platforms.

## Our commitment to community

We are dedicated to making the communities we serve better, healthier places to live. We promote positive, measurable improvements in the region's health care delivery system while improving the well-being of residents in our communities. As the region's largest not-for-profit health insurer, we have made it part of our corporate mission to support programs that improve access to health care for individuals and families who otherwise may not be able to obtain it.

Although focused on health-related causes, our charitable giving also seeks to address other special needs in our community and beyond. To accomplish our community commitments, we have developed long-standing partnerships, are committed to diversity and inclusion, and strive to maintain the highest ethical standards.

We care about the environment. CareFirst is committed to conducting business in an environmentally sustainable manner. CareFirst strives to improve its environmental foot-print by identifying and managing environmental impacts of our organization. We engage in initiatives to promote the use of environmentally-friendly materials and practices including paper reduction, reduction in energy usage and alternate work arrangements. We expect our Third Parties to support and engage in these practices. We partner with those who value environmental responsibility.



Baltimore, MD - CareFirst associates "step out" to support the American Diabetes Association.

# Conflicts of Interest

Conflicts of interests are common and cannot always be avoided, but they need to be disclosed, documented, and effectively managed. Most conflicts are managed simply through your disclosure.

Third Parties who have access to CareFirst's systems, servers, and/or PHI/PII must complete a Conflict of Interest Disclosure Statement within 14 days of starting work and annually thereafter. You also must report new potential conflicts of interest whenever they occur. A conflict of interest exists when your private interests potentially conflict with CareFirst's interests. You must disclose personal, familial, or financial relationships with CareFirst associates or with anyone that does business with, seeks to do business with, or competes against CareFirst.

Conflicts of interest commonly arise when:

- you use CareFirst resources, such as equipment, office supplies, information or other assets for personal gain;
- you take personal advantage of a business or investment opportunity made available as a result of your relationship with CareFirst; or
- you conduct business with CareFirst in any capacity while working as a Third Party for CareFirst.

During the course of your contract or engagement with CareFirst, you must not conduct CareFirst business with any CareFirst associate who holds, or whose spouse, family member, or anyone living in the associate's household holds, a significant financial interest in your business.

In general, it is not possible to list every type of conflict of interest that may occur. When in doubt, you should notify your CareFirst business contact or the CareFirst Compliance and Ethics Office in a timely manner with the facts of the situation so that CareFirst can review the circumstances and determine if a conflict exists.

## Employment of relatives and members of your household

During the course of your contractual engagement with CareFirst, you must disclose any relative or member of your household who is currently employed at CareFirst whether as a Third Party or an associate so that a determination can be made, based upon your management and reporting relations, that there is no conflict of interest.

To avoid conflicts of interest, your relatives or members of your household may not work with you during your contractual engagement with CareFirst:

- under the same immediate supervisor/manager;
- in a manager/subordinate or other close reporting relationship; or
- in a position where either party could affect the work, salary progress, performance, and/or promotion of the other party.

### **"Relative" includes (but is not limited to):**

Spouse, parent, child, grandparent, grandparent-in-law, grandchild, sibling, aunt, uncle, niece, nephew, cousin (first), sister-in-law, brother-in-law, daughter-in-law, step-parents, father-in-law, son-in-law, step-child, step-sibling, mother-in-law and any members of the Third Party's household.

You must also disclose any situation where you may be conducting CareFirst business with a relative, friend, or other person with whom you have a close personal relationship. If you own a staffing agency or company outside of CareFirst, your employees may not work at CareFirst while you are personally employed as a Third Party.

## Think About It



**Q:**

I just completed my Conflict of Interest Disclosure Statement & Compliance Certification form, and I don't have any changes to my answers. Do I have to complete the annual form?

**A:**

Yes. Your answers from your most recent Conflict of Interest Disclosure Statement & Compliance Certification form have been pre-populated into the current year's form. Once you have reviewed your answers and completed the Compliance Certification section, you may simply check the box at the end of the form indicating that your answers have not changed.

## Think About It



**Q:**

My spouse has just begun providing services to CareFirst as a Third Party through another vendor. Do I need to update my Conflict of Interest Disclosure Statement & Compliance Certification form to disclose this?

**A:**

Yes. The Compliance and Ethics Office works with Human Resources to make a determination based upon your management and reporting relationships that there is no conflict of interest. Contact the Compliance and Ethics Office at 410-582-7193 or [complianceandethics@carefirst.com](mailto:complianceandethics@carefirst.com) for assistance.

### Living Our Values.

#### Leadership

*Our customers and business partners judge us on our actions. When we demonstrate the spirit of our values, we build lasting and valuable business relationships*

### Living Our Values

#### Personal Accountability for Excellence

*We tell our business partners what we are going to do, and then we do what we say.*

### Living Our Values

#### Integrity

*You must avoid even the perception that any of your outside activities may conflict with your ability to do your job or negatively impact our reputation in the community.*

# Conducting CareFirst's Business

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The manner in which we deal with customers and other business relationships affects CareFirst's reputation, builds long-term trust, and contributes to CareFirst's success. When conducting CareFirst's business, you must always conform to the highest standards of ethical conduct.

## Gifts, special courtesies and entertainment

When doing business with or seeking to do business with CareFirst or on behalf of CareFirst, you may not exchange gifts of cash or cash equivalents with CareFirst associates, Board members, or any others under any circumstance. Cash equivalents include gift certificates and gift cards. Exchanges of non-monetary gifts, gratuities, discounts, or any other personal benefits or favors are also prohibited.

Gifts provided as an expression of normal business courtesies or occasional holiday gifts are acceptable (excluding gifts of cash or cash equivalents) as long as such gifts are:

- Infrequent;
- Unsolicited;
- Of nominal value and of an advertising or promotional nature (mugs, hats, or similar inexpensive items);
- Offered or received with no intent or prospect of influencing business decision-making;
- Given openly and transparently;
- Provided in a manner that would not result in embarrassment to CareFirst if publicly disclosed; and
- Permissible under all applicable laws, regulations, and rules.

CareFirst associates may not accept any gift that is more than nominal in value. Gifts that exceed this nominal threshold must be returned to the giver.

CareFirst does not provide nor should a Third Party accept any gratuity, including cash incentives, gift certificates or gift cards, in connection with the performance of work under your contract.

Business entertainment must be conducted without any appearance of a conflict of interest. Any entertainment that is offered or accepted should be:

- Reasonable;
- Consistent with local business practices;
- A legitimate extension of business; and
- Infrequent (that is, it should not occur on a regular basis regardless of the amount).

CareFirst associates may only accept business entertainment (tickets to a game, show, etc.) if you or your external business representative are also attending the event or activity. If that is not the case, the entertainment will be considered a gift, which is subject to the above prohibitions and restrictions.

## Conference, seminar, travel, meals, lodging and other expenses

Third Parties, prospective Third Parties, or any outside entity or individual must not pay a CareFirst associate's expenses to attend a conference or seminar. This includes any offers of discounted conference fees, gifts or prizes, reimbursement for travel, meals, or lodging expenses in connection with a conference, seminar, or any other event sponsored by an existing or prospective Third Party. If an associate is speaking at the conference, the registration fee can be waived if the fee is also being waived for other speakers at the conference.

## Kickbacks and rebates

Under no circumstances is a Third Party allowed to offer or accept kickbacks or rebates for the purpose of wrongfully obtaining, retaining, or directing CareFirst business.

Kickbacks or rebates are not limited to cash or credit but can take many forms such as gifts, entertainment, services, special favors or benefits under a contract, or anything else that would be attractive to the recipient. In general, if you stand to gain personally from the transaction, it is prohibited. Such practices are not only unethical but are in many cases illegal.

### Kickback:

A kickback means to willingly offer, receive, request or pay anything of value in order to induce or reward referrals of business including goods and services.

## Reciprocity

Third Parties are not required and should never be requested to buy CareFirst products or services in order to initiate or continue a contractual relationship or engagement with CareFirst.

## Procurement and purchasing

CareFirst purchasing decisions must be based solely on quality, performance, price, and your ability to meet our Company's needs. CareFirst purchasing decisions must not be made on the basis of personal relationships and friendships, gifts, or favors.

## Vendor/supplier relationships with CareFirst associates

Offers to associates from vendors or suppliers have the potential to be perceived as bribes, kickbacks, or unfair sales practices and could violate CareFirst policies and laws.

- Accordingly, you should be aware that CareFirst associates are not allowed to participate in the following activities:
- Receiving cash directly or indirectly from an external source without any services of comparable value;
- Receiving anything from an external source whose value is more than nominal and for which no payment or payment of less than fair market value is made; or
  - Receiving products or services for free or at less than fair market value from any outside source, including but not limited to:
    - Materials and/or products to be distributed internally or externally
    - Waiver of seminar fees with the exception noted in this section\*
    - Offers to provide research and data results at no cost to CareFirst
    - Offers to develop and/or provide prototypes at no cost to CareFirst
    - Offers to conduct mailings on CareFirst's behalf at no cost to CareFirst
    - Offers to perform free seminars for associates or customers
    - Participation in joint activities, such as health fairs or other marketing activities
    - Offers to participate, without cost to CareFirst, in industry-related meetings which involve travel, meals, or entertainment

### \*Waiver of Seminar Fees:

If the associate is speaking at the conference, meeting, or seminar, the registration fee typically can be waived if the fee is also being waived for other speakers.

CareFirst associates may not accept offers from a vendor or supplier to pay the associate's travel and lodging expenses to attend a conference sponsored by the vendor or supplier.

# Government Contracts

There are additional and stricter requirements when CareFirst does business with federal, state, and local government entities. If you work directly or indirectly on government contracts (e.g. Medicare, Federal Employees Program), you have a special obligation to know and comply with the terms of the government contract as well as the laws, regulations, and CareFirst policies that apply to the activities involved.

## Doing business with ineligible persons

CareFirst will not employ or contract with Third Parties who are:

- Excluded from or ineligible to participate in federal healthcare programs;
- Suspended or debarred from participating in federal government contracts; or
- Convicted of a felony involving fraud, embezzlement, theft, dishonesty, or breach of trust.

When in doubt, please disclose any potential issues that may disqualify either an individual or an entity from working with us.

## Gifts, gratuities and payments

No payments of money, gifts, services, entertainment, or anything of value may be offered or made available to any federal, state, or local government official or employee. This includes payments to federal or state regulators, legislators, and lobbyists.

## Federal and state anti-kickback statutes

Federal and state anti-kickback statutes impose severe criminal, civil, and monetary penalties on individuals who offer or accept a kickback and on any company that solicits or accepts a kickback.

A “kickback” is giving or offering anything of value to any government contractor or subcontractor or their employees to improperly obtain or reward favorable treatment in connection with a government contract or subcontract.

To avoid potential violations of federal or state anti-kickback statutes, you must never offer, request, or receive anything of value from anyone in return for payment under a government program or preferred treatment by the government. Consult with the Chief Compliance, Ethics & Privacy Officer if you have a question about these standards.

## Patient Protection and Affordable Care Act

CareFirst participates in the federal/state health insurance marketplaces/exchanges, established under the Patient Protection and Affordable Care Act (ACA), in Maryland, Virginia and Washington, D.C. You must comply with applicable terms of the ACA when doing business with CareFirst.

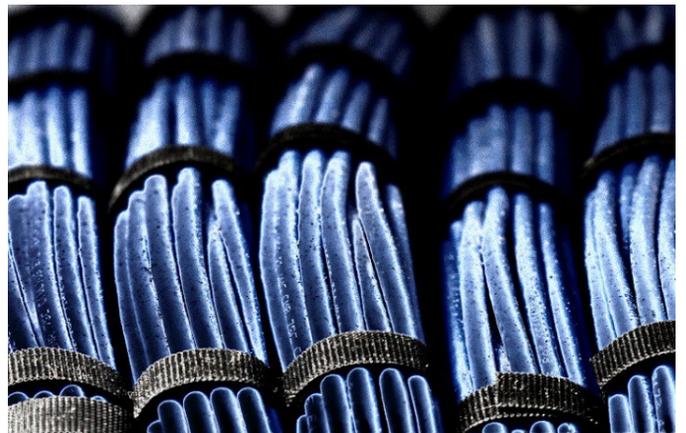


Photo by Justin Andre, Columbia Data Center

## False Claims Act

The Federal False Claims Act (“FCA”) forbids knowingly and willfully making false statements or representations in connection with a claim submitted for reimbursement to a federal health care program. The FCA allows the federal government to recover money stolen through fraud or otherwise inappropriately claimed by government contractors. CareFirst is a government contractor because it participates in federal and state health insurance exchanges and the Federal Employee Health Benefits Program.

To ensure compliance with the FCA:

- All government contracts/grant claims must be charged to the correct accounts.
- Unallowable costs may not be included in claims presented to the government.
- Overpayments from the government must be properly reported and timely returned.

The FCA prohibits employers from retaliating against their employees who report fraud, waste, and abuse to the government, or who file a lawsuit on behalf of the government.

Additionally, CareFirst’s non-retaliation policy protects CareFirst associates and Third Parties from retaliation for making or supporting a charge of wrongdoing or misconduct in the workplace. Third Parties also must protect their employees and subcontractors from any retaliation.

## Other key laws that impact CareFirst business

Although not every law is specified in this Code, you should be aware of several laws that are critical to our business. Some of these include the following:

### Procurement Integrity Act

CareFirst is subject to the Procurement Integrity Act and Federal Acquisition Regulations (“FAR”) when bidding on federal contracts. During the bidding process, you are not allowed to:

- Offer gifts to government officials or competing contractors;
- Solicit favors, gifts or other incentives from government officials or competing contractors;
- Discuss future employment possibilities with government officials or competing contractors; and
- Solicit or obtain any proprietary information about competitors or source selection information from government officials. Such information includes, but is not limited to:
  - Proposed prices;
  - Source selection plans;
  - Technical evaluation plans;
  - CareFirst or competitors’ proposed prices or costs;
  - CareFirst or competitors’ approaches, processes, operations, or techniques; and
  - CareFirst or competitors’ information identified as contractor bids, proposal information, or restricted data.

## Combatting trafficking in persons

CareFirst has a zero-tolerance policy regarding the trafficking of persons.

In the performance of any CareFirst contract with the federal government, you must not:

- Engage in severe forms of trafficking in persons;
- Procure commercial sex acts; or
- Use forced labor.

## Foreign Corrupt Practices Act

Bribes of all forms are prohibited. The Foreign Corrupt Practices Act makes it illegal for companies doing business outside the United States to influence a foreign government official with any personal payments or rewards.

You must not, directly or indirectly, offer, pay, promise or authorize bribes, kickbacks, or other payments of money or anything of value to any government official, including any employee or agent of a government-owned or government-controlled business, or any Third Party, for the purpose of:

- influencing any act or decision of such government official, in his official capacity;
- inducing such government official to perform or omit any act in violation of the lawful duty of such official;
- securing improper advantage; or
- inducing such government official to use his influence in order to assist in obtaining, retaining, or directing CareFirst business.

This includes giving money or anything of value to any Third Party where there is reason to believe it will be passed on to anyone involved in the business decision process for the purpose of influencing the decision.

All expenses that you incur in connection with doing business with CareFirst must be recorded fully and accurately in your books and records, and shall be made available, upon request, to CareFirst, or any accounting firm we may designate, in order that CareFirst may verify compliance with this policy.



# Mandatory Training and Certification

The following mandatory training requirements apply to all CareFirst associates and Third Parties who have access to CareFirst's systems, servers, and/or PHI/PII and must be completed within 45 days of your first day of work and annually thereafter:

- Code of Conduct and Compliance Training
- Anti-Fraud and Abuse Training
- Privacy Awareness Training
- Security Awareness Training
- Emergency Preparedness Training
- Preventing Harassment Training

In addition to these trainings, Third Parties with access to CareFirst's systems, servers, and/or PHI/PII are required to complete within 14 days of their first day of work and on an annual basis thereafter:

- Conflict of Interest Disclosure Statement
- Compliance Certification/Intellectual Property Statement

Third Parties must agree to abide by the Compliance Certification/Intellectual Property Statement or a modified version of that certification as approved by CareFirst's Legal Department through their contractual agreement with CareFirst.

Training requirements for Third Parties without access to CareFirst's systems, servers, and/or PHI/PII are reviewed by the Chief Compliance, Ethics & Privacy Officer and handled on an individual basis.

Failure to complete these trainings puts CareFirst at risk for fines or other penalties and will result in a review of your business relationship or engagement with CareFirst, up to and including termination of that relationship or engagement.

**OUR VALUES**

**Our values serve as the pillar of all we do.**  
They guide our company's dedication to maximizing our community's access to high quality, cost effective health care services.

**CUSTOMER FIRST**

**PERSONAL ACCOUNTABILITY FOR EXCELLENCE**

**INTEGRITY**

**LEADERSHIP**

**ONE COMPANY  
ONE TEAM**



10455 Mill Run Circle  
Owings Mills, MD 21117

[CareFirst.com](http://CareFirst.com)

CareFirst BlueCross BlueShield is the shared business name of CareFirst of Maryland, Inc. and Group Hospitalization and Medical Services, Inc. which are independent licensees of the Blue Cross and Blue Shield Association. ® Registered trademark of the Blue Cross and Blue Shield Association.

Contractor Code of Conduct (12/18)  
Effective date: 01/01/2019