

The Mental Health Association (MHA)

Standards of Conduct

This Standards of Conduct set forth standards for all MHA employees in carrying out daily activities within appropriate ethical and legal standards. These standards apply to affected individuals, including, but not limited to: Board, employees, consultants, volunteers, interns, third-party payers, vendors, and one another.

The Standards of Conduct are intended to augment, not limit or substitute, specific policies and procedures of any other program or department of the MHA. It is the duty of each person to uphold the standards set forth in the Standards of Conduct.

The Standards are not intended to, nor can they, cover every situation. The principles in the Standards are to be adhered to in addition to (not as a substitute for) the ethical guidelines of any and all applicable professions, law, licensing agencies and internal policies that apply to the respective programs of MHA. Additionally, no set of standards can substitute for the personal integrity, good judgment and common sense required to meet the challenges of daily work.

The Standards of Conduct are a critical component of the agency's Compliance Program. The policies set forth in this Standard are mandatory and must be followed.

1. Compliance with all applicable laws and regulations:

MHA is subject to governance by numerous statutes and regulation, including but not limited to: OMH, OASAS, Medicaid, Medicare, Child and DOH.

14 NYCRR 508 - Medical Assistance Rates of Payment for Assertive Community Treatment Services

14 NYCRR 524 - Incident Management Programs

14 NYCRR 595 - Operation of Residential Programs for Adults

14 NYCRR 822 - General Service Standards for Substance Use Disorder Outpatient Programs

18 NYCRR 505 - Children's Case Management

Justice Center for the Protection of People with Special Needs

2. Training:

MHA Board, employees, consultants, volunteers, interns, and vendors, will be provided with training on relevant federal, state and local laws and regulations applicable to the

performance of their job and duties. It is the responsibility of the Compliance Officer and the Compliance Committee to enforce adherence with the Compliance Program. It is also their responsibility to investigate possible violations of regulations, laws, or the Standards of Conduct. The Compliance Officer and the Compliance Committee will act as resources for employees seeking clarification regarding the Standards of Conduct.

3. Ethical Conduct:

All MHA employees shall conduct themselves in their work in the highest ethical manner in accordance with professional standards.

4. Integrity with payers and documentation:

MHA shall submit accurate and complete requests for payment of services that are reasonable and appropriate. MHA shall maintain accurate and appropriate documentation to support requests.

5. Conflicts of Interest:

All MHA Board members, employees, consultants, volunteers, and interns shall avoid situations where their personal interest could conflict or appear to conflict with their responsibilities, obligations or duties to MHA. No MHA Board member, employee, consultant, volunteer, or intern shall use their position and affiliation with the MHA for personal benefit apart from the normal compensations provided through employment or affiliation with MHA. MHA Board members, employees, consultants, and volunteers, and interns are required to contact the Compliance with any questions or conflicts regarding personal interest.

All employees, consultants, and volunteers, and interns are required to disclose to the Compliance Officer any financial interest that they or any immediate family member may have in any establishment that does business with MHA.

6. Confidentiality:

All MHA Board members, employees, consultants, volunteers, and interns shall maintain the confidentiality of information and documents in accordance with Health Insurance Portability and Accountability (HIPAA) and related statutes. Medical, clinical or business information shall be released only to persons authorized by law or by the client's written consent. All staff must adhere to the agency's HIPAA policies, failure to do so may result in disciplinary action up to and including termination.

7. Gifts:

MHA Board members, employees, consultants, volunteers, and interns shall not accept gifts, services, entertainment, or other things of value to the extent that decision-making

or actions affecting the organization might or might appear to be influenced. MHA Board members, employees, consultants, volunteers, and interns shall not accept gifts from MHA clients, however, an item made by a client may be accepted by staff as long as acceptance of the gift is determined to be in the best interest of the client. Such determination is made by staff in consultation with his/her supervisor. Board members, employees, consultants, volunteers, and interns may retain gifts from vendors or family members with a value of \$50 or less, apart from a gift that can be shared among entire department. All vendor or family members gifts must be disclosed to supervisors. No person associated in any way with MHA can solicit nor receive any payment, in cash or in kind, for the referral of client.

8. Quality of Care:

MHA provides care of the highest quality to our clients, their families, and the community. In accordance with this principle, MHA:

- a. Takes all reasonable steps to ensure clients are properly served by licensed, credentialed and/or skilled professional and para-professional employees and independent contractors.
- b. Respects the dignity and individuality of every person. Services are provided without regard to race, gender, religion, age, disability, national origin or sexual orientation.
- c. Shall have a grievance process for clients to report when service principles are not followed.

9. Safety:

MHA employees, consultants, volunteers, and interns shall be provided with a workplace that conforms to regulations regarding occupational health and safety. Employers are to ensure that facilities, offices, residences and buildings are well maintained and provide a high level of safety for staff and clients. Any safety concerns should be reported to the Human Resources Department.