



Code of Ethical Business Conduct



Our Most Important Responsibility:

PPO USA is honored to represent the Connection Dental Network, one of the largest preferred provider dental networks in the nation. This honor comes with great responsibility, as our providers, customers, business partners and those who utilize this network, trust and rely on each of us to do “the right thing” every day.

Our actions have an impact on both PPO USA and GEHA, our parent company, which has over an 80 year commitment to highly ethical behavior. While our reputation for honesty and integrity has been built over time, we recognize it can be lost in a moment of poor judgment.

Our Code of Ethical Business Conduct is intended to help us recognize what to do when faced with a difficult situation. Use this Code to guide you in your business decisions. Learn from those around you by being attentive in training. Ask questions and “speak up” when you have concerns about actions that could negatively impact our company.

Ultimately, it is up to you to do “the right thing” when handling our most important responsibility – protecting those we serve through ethical conduct and a commitment to compliance with the law. The future of PPO USA is in your hands.

Sincerely,

Shannon Horgan
President
PPO USA

Table of Contents

- INTRODUCTION..... 3
- ETHICAL EXPECTATIONS 4
 - 1 Comply with the Law..... 4
 - 2 Act with Integrity. 4
 - 3 Avoid Fraud, Waste and Abuse. 5
 - 4 Be Aware of Conflicts of Interest..... 5
 - 5 Set a Good Example..... 6
 - 6 Continuous Improvement..... 7
 - 7 Related Policies and Procedures..... 7
- DUTY TO SPEAK UP – REPORTING ETHICAL CONCERNS..... 7
 - 1 Your Responsibility to Speak Up. 7
 - 2 Process for Speaking Up. 8
 - 3 Handling Reported Concerns. 8
 - 4 Retaliation Strictly Prohibited..... 9
 - 5 Immunity from Liability for Disclosure of PPO USA’s Trade Secrets 10

INTRODUCTION

The PPO USA Board of Directors expects that all PPO USA employees and business partners will conduct all business on behalf of PPO USA in an ethical manner, with the highest level of integrity, and in compliance with all laws, regulations, contract requirements, and other legal requirements.

Our Code of Ethical Business Conduct is intended to provide you with certain standards and guidance as you endeavor to do “the right thing” every day. You are expected to comply with this Code while recognizing no single document can anticipate or address every situation you will encounter in your work on behalf of PPO USA. When confronted with situations not addressed in this Code, you should look to our Corporate Values and Compliance Commitment, use common sense, and exercise good judgment consistent with the intent and spirit of the Code.

PPO USA offers annual training to help you understand and comply with PPO USA’s Code of Ethical Business Conduct. It is important that you participate and pay attention so you do not inadvertently compromise your or PPO USA’s reputation or future. Similarly, it is important that you ask questions if you do not understand something in the Code or you are not sure what may be “the right thing” in a particular situation. Finally, it is critical that you “speak up” whenever you have questions or concerns.

Our Vision

PPO USA is a leader in leased dental network and care management solutions for healthcare payers and administrators, serving our chosen markets with tailored product offerings and superior client management, sustained by a nimble and efficient organization

Our Corporate Values

Our clients are why we come to work every day. We strive to influence our industry - empowering our clients by providing valuable network solutions in an honest and ethical way.

Our Compliance Commitment

Promote an organizational culture that encourages ethical conduct and a commitment to compliance with the law.

ETHICAL EXPECTATIONS

- 1 **Comply with the Law.** You must conduct all PPO USA business in accordance with all applicable laws, regulations, contract requirements, and other legal requirements. This means, at a minimum, you must:
 - 1.1 Be aware of, understand, and comply with all obligations under all federal, state, and local laws, regulations, and ordinances, all government and other contractual requirements, and all other legal requirements. Such laws may include, but are not limited to, federal and state false claims acts, the Anti-Kickback Statute, the Fraud Enforcement and Recovery Act (FERA), the Affordable Care Act, and the Health Insurance Portability and Accountability Act (HIPAA), as well as all Medicare and Medicaid program requirements.
 - 1.2 Follow all contracting and purchasing policies and procedures, including only engaging in business relationships consistent with our Corporate Values.
 - 1.3 Protect all confidential information, which includes personal and health information, in compliance with our HIPAA Privacy Program, cybersecurity and other information security policies, as well as our records and information governance policies.
 - 1.4 Safeguard all property and equipment belonging to PPO USA, or others, including electronic systems.
 - 1.5 Never engage in any illegal or unethical activity, or any activity that may jeopardize our members or providers, your job or the jobs of others, our contracts or other business relationships, or the future of PPO USA.
 - 1.6 Raise any questions or concerns regarding any specific laws, regulations, or contract requirements with the Compliance Office (ComplianceOfficer@GEHA.com).
- 2 **Act with Integrity.** It is extremely important that you maintain the highest standards of honesty and fairness when engaging in any activity on behalf of PPO USA, particularly activities involving our clients, members, providers, government agencies, and other business partners. At a minimum, you must:
 - 2.1 Be honest and forthright at all times, even when it is not in your personal interest.
 - 2.2 Only share information accurately and through appropriate channels.
 - 2.3 Never compromise the security of our computer systems, electronic information, or other systems or information.

2.4 Never falsify documents; attempt to mislead anyone with incomplete documentation or information; or dispose of, hide, or otherwise destroy or inappropriately handle any documents (including claim forms, mail, and other production work).

2.5 Never engage in dishonest, misleading, or fraudulent activity, or attempt to gain an unfair or unlawful advantage over another.

3 Avoid Fraud, Waste and Abuse. We are committed to helping our clients get the best value from our relationship. Consistent with this commitment, we expect that you will fight against health care fraud, waste, and abuse, including cooperating with PPO USA when it partners with local, state and federal agencies to report and investigate health care fraud, waste, or abuse.

4 Be Aware of Conflicts of Interest. We depend on you to avoid situations where your personal interests could conflict, or even appear to conflict, with our Corporate Values. You must be free of actual, apparent, or perceived conflicts of interest when dealing with people or entities on behalf of PPO USA. You must not, for example, allow personal gain to influence your judgment when making business decisions. Business should be awarded solely on merit and a competitive basis, with the best value for PPO USA in mind. You must thoroughly disclose all information related to any actual, apparent, or perceived conflicts of interest to the Corporate Compliance Office (ComplianceOfficer@GEHA.com), as well as annually when you are asked to complete the Conflict of Interest Form. At a minimum, you must recognize and appropriately handle the following common conflicts of interest:

4.1 Close Personal Relationships. You must make all business decisions in consistent with our Corporate Values, free from the improper influence of your family members (e.g., spouse, brother or sister (whole or half-blood), spouse of brother or sister, children, grandchildren, and great-grandchildren) and close relatives (e.g. parents, grandparents, in-laws, stepchildren, and stepparents) as well as, depending on the situation, significant others (includes domestic partners) and close personal friends. Children, grandchildren and great-grandchildren are Family Members whether related to you by blood or through adoption. Among other things:

- a. You must disclose any immediate family member, significant other, or individual in your household who works for another company or is self-employed in any way related to, or that may impact, PPO USA or your work at PPO USA, including (but not limited to) work with or for PPO USA's competitors or business partners or a business or entity which exercises regulatory authority over PPO USA.
- b. You must not handle confidential, personal, or medical information regarding anyone with whom you have a close personal relationship; or improperly direct business opportunities to, or provide a business

advantage for, anyone with whom you have a close personal relationship.

- 4.2 PPO USA Resources.** You must protect PPO USA's resources, including but not limited to, property, equipment, computer programs, and employees, as well as contractors and vendors working with PPO USA. Among other things, you must use PPO USA's resources appropriately to conduct legitimate PPO USA business.
- 4.3 Outside Employment.** You are expected to devote your best efforts to the interests of PPO USA. While you may engage in self-employment or outside employment that does not interfere with your work for PPO USA you are expected to fully disclose work that is in any way related to PPO USA, including (but not limited to) work with or for PPO USA's competitors or business partners, and obtain written permission from PPO USA to engage in it.
- 4.4 Financial Interests and Transactions.** You must not borrow money from, lend money to, invest in, or engage in any other personal, financial transaction with any current or potential member, contractor, vendor, client, or other person with whom PPO USA has a current or potential business relationship. In addition, you must not represent PPO USA in any transaction in which you or a member of your family has a material financial interest.
- 4.5 Gifts, Gratuities, and Kickbacks.** While nominal gifts and entertainment can be a normal part of doing business, frequent or lavish gifts or entertainment are not acceptable. Among other things, you must:
- a. Never accept any cash, gratuities, gifts, special accommodations, favors, or the use of property, equipment, or facilities, from any current or potential member or claimant of benefits.
 - b. Never accept or give cash, cash equivalents, or kickbacks when obtaining or awarding contracts, services, referrals, goods, or business.
 - c. Never offer any government, public, or regulatory official or employee any gift, item of value, or entertainment opportunity, even nominal, without the Compliance Department's written approval.
 - d. Be aware and conscientious of all potential consequences whenever you give or accept any gift, gratuity, or opportunity for entertainment.

- 5 Set a Good Example.** All executives, managers, and supervisors are expected to set a good example for all PPO USA employees and business partners. This includes but is not limited to:

- 5.1 Modeling ethical behavior consistent with this Code.
- 5.2 Making sure your employees understand and comply with this Code, as well as the spirit and intent of the Code.
- 5.3 Speaking up immediately when any employee brings an ethical question or concern to your attention in full recognition there are no “off the record” or “off duty” communications.

6 Continuous Improvement. We will take affirmative steps to evaluate and reinforce our compliance efforts whenever deemed necessary, and at least annually, to ensure we remain a leader and model of business ethics and integrity. We may modify our compliance or ethics policies and procedures, our training efforts, and other policies, procedures, and guidelines consistent with these efforts.

7 Related Policies and Procedures. We have developed a number of other policies and procedures to help guide you through different aspects of your employment or business relationship with us. You may find these policies in our Employee Handbook and HIPAA Privacy Program, on the internal company site, and in various individual departments throughout our workplace. You are expected to comply with our policies and procedures, including any related reporting requirements.

DUTY TO SPEAK UP – REPORTING ETHICAL CONCERNS

PPO USA takes great pride in its reputation for ethical conduct and recognizes that it only takes one misguided or inappropriate action to put that valuable reputation at risk. PPO USA, accordingly, requires that all employees and business partners (including contractors and vendors) report any potential unethical, illegal, improper, or wrongful conduct or activity to the Ethics Hotline.

- 1 Your Responsibility to Speak Up.** You are responsible for reporting to the Ethics Hotline all information regarding any alleged conduct or activity that may constitute a potential violation of law, regulation, contract, policy, or procedure.

You must speak up in good faith regardless of whether you personally experienced the alleged conduct or activity, or merely learned of it from another. Reports should be timely and thorough, but may take a number of forms, including verbal, written, or electronic, and may even be phrased as a question.

2 Process for Speaking Up.

- 2.1 Corporate Compliance Officer and Ethics Hotline.** You must report any alleged conduct or activity that may constitute a violation of law, regulation, policy, or procedure to the Corporate Compliance Office (ComplianceOfficer@GEHA.com) or through the Ethics Hotline.

<p style="text-align: center;">ETHICS HOTLINE</p> <p style="text-align: center;">Reports may be made by phone or through a dedicated website</p> <p style="text-align: center;">Phone: 1-844-510-0048 Available 24 Hours a Day, 365 Days a Year Translators Available</p> <p style="text-align: center;">Website: www.lighthouse-services.com/geha</p> <p style="text-align: center;">*** Anonymous reports are allowed ***</p> <p style="text-align: center;">If you submit your report anonymously, you may still be contacted for additional information to help ensure the matter reported is investigated appropriately, however, your anonymity will be respected throughout the course of the investigation.</p>

3 Handling Reported Concerns.

- 3.1** PPO USA will promptly review, investigate, or otherwise handle all reports.
- 3.2** PPO USA will:
- a. Handle all reports as discretely as possible, including discussing the report or related facts on a “need to know” basis, consistent with PPO USA’s duty to review, investigate, or otherwise handle the report.
 - b. Protect the identity of the reporting employee, contractor, or vendor consistent with PPO USA’s duty to review, investigate, or otherwise handle the report.
- 3.3** PPO USA will take corrective action to the extent PPO USA deems appropriate based on PPO USA’s review, investigation, or other handling of the report. Corrective actions include, but are not limited to, any one or more of the following:
- a. Disciplinary action, up to and including termination of employment;
 - b. Modification or termination of a business partner relationship (including work with contractors or vendors);

- c. Requiring participation in training classes, whether individually or as a group;
- d. Taking steps to recoup any monetary losses; and
- e. Reporting information to a government agency or the authorities.

4 Retaliation Strictly Prohibited.

4.1 Protection from Retaliation. You are protected against retaliation for acting in good faith consistent with the requirements of this policy, including but not limited to, making a report; participating as a witness, or otherwise, in the review, investigation, or handling of a report; making or filing a complaint with a federal, state, or local government agency; refusing to carry out a directive which would result in the violation of a law or regulation; or engaging in any other activity protected by law.

- a. All forms of retaliation are prohibited, including but not limited to termination of employment, demotion, harassment, and other adverse employment actions.
- b. “Good faith” means you reasonably believed the report, complaint, or information you provided was accurate and complete to the best of your knowledge, and any action you took or refused to take was based on a reasonable belief a violation of law would otherwise result.
 - i. You may be acting in good faith even if you make a mistake or your report is not substantiated.
 - ii. Good faith reports, information, and acts are not knowingly false or misleading or intended to improperly harm or gain an advantage over PPO USA or another employee, contractor, or vendor.
- c. Corrective action based on your improper conduct (or participation in improper activity) is not retaliation, regardless of who reports the conduct or how it is reported.
- d. PPO USA is committed to complying with all laws to ensure you are protected against retaliation for acting in accordance with this policy.

4.2 Your Responsibility to Report Retaliation. You are responsible for reporting to PPO USA all information regarding any alleged conduct or activity that may constitute retaliation, consistent with the process set forth in Section 2 of this policy. Potential retaliation must be reported regardless of whether the alleged conduct or acts were personally experienced or observed, and regardless of whether the alleged acts were directed at you or another person.

PPO USA will handle reports of retaliation, and take appropriate corrective action (including termination of the employment of anyone found to have engaged in retaliation), consistent with the policies and procedures set forth in Section 3 of this policy.

5 Immunity from Liability for Disclosure of PPO USA's Trade Secrets

- 5.1** No one shall be held criminally or civilly liable under any federal or state trade secret law for the disclosure of any of PPO USA's trade secrets, provided:
- a. The disclosure is made in confidence to a federal, state, or local government official, either directly or indirectly, or to an attorney, and is made solely for the purpose of reporting or investigating a suspected violation of law; or
 - b. The disclosure is made in a complaint or other document filed under seal in a lawsuit or other proceeding.
- 5.2** Anyone who files a lawsuit for retaliation by PPO USA for reporting a suspected violation of law may disclose PPO USA's trade secrets to an attorney, and use the trade secret information in a court proceeding, provided:
- a. Any document containing the trade secret is filed under seal, and
 - b. The trade secret is not disclosed except pursuant to a court order.

Policy Name	CODE OF ETHICAL BUSINESS CONDUCT – PPO USA
Business Owner	Compliance
Approval Authority	Chief Legal Officer

Current Version Effective Date	11/01/2020
Next Review Date	11/01/2021