Code of Conduct

Ped-I-Care is dedicated to providing the highest level of patient care. Ped-I-Care expects all of its employees, providers, provider staff, members, and business associates to act ethically and legally. This Code of Conduct has been adopted to ensure that these expectations are understood and met.

Ped-I-Care’s basic principles of conduct are as follows:

- **BE HONEST AND ETHICAL.** Everyone is expected to adhere to high ethical standards when he or she acts on behalf of Ped-I-Care.

- **OBEY THE LAW.** There are many laws and regulations that govern healthcare activities, particularly those relating to billing, fraud, abuse, and confidentiality.

- **BE TRUTHFUL.** Particular care should be taken to ensure that all communications are truthful, accurate, and complete.

- **HONOR CONFIDENCES.** Our patients have a right to expect that their private medical information is handled appropriately. Confidential information should be protected.

- **REPORT CONDUCT THAT CONCERNS YOU.** If you believe that you have information about an activity that may be illegal or unethical, you should report this to Ped-I-Care’s Compliance Department (866-787-4557) or to the Florida Medicaid Fraud and Abuse Hotline (888-419-3456). You can report anonymously.

Failure to follow these principles of conduct may result in disciplinary action, including termination of your relationship with Ped-I-Care.

Ped-I-Care requires all employees, providers, provider staff, members, and business associates to conform to the highest ethical standards and to meet or exceed all legal obligations. In this regard, this Code of Conduct has been developed to ensure work is performed in an ethical manner and to remind us of our commitment to act responsibly and legally.

If you have questions regarding the Code, or if you encounter any situation that you believe may violate the Code, you should immediately consult your supervisor, Ped-I-Care’s Compliance Department at 866-787-4557, or the Florida Medicaid Fraud and Abuse Hotline at 888-419-3456. You also may call the Department of Health and Human Services Office of the Inspector General (OIG) at 800-447-8477 or the Florida Attorney General’s Hotline for Reporting Medicaid Fraud at 866-966-7226. There will be no retribution for asking questions, raising concerns about the Code, or for making a good-faith report of possible improper behavior.