

Compliance Program

Prime Care Coordination is dedicated to ensuring our staff act in accordance with our Corporate Compliance Plan, Confidentiality Policies, as well as all applicable laws and regulations.

The Compliance Program includes communication lines to the Compliance Officer that are accessible to:

- All employees
- Business associates
- Persons associated with Prime Care Coordination's individuals served and their families and advocates
- Executives and Board Members

Prime Care Coordination has a Compliance Program aimed at establishing a culture that promotes prevention, detection, and resolution for any misconduct or violation of the Compliance Program. Anyone, may report a suspected violation of the Code of Conduct, Compliance Guidelines, operational policies, any law or regulation, or any other concern to the Compliance Officer:

- We do not recommend reporting anonymously because it does not allow us to follow-up with you if we determine that we need more information to investigate a potential issue.
- Nevertheless, if you plan to report anonymously, please provide as much detail as possible in your message.
- **Any compliance issue reported to the Compliance Officer will be taken seriously and investigated.**

If you have any concerns about compliance, fraud or confidentiality regarding our staff please call our confidential, anonymous compliance hotline at: **1-833-202-5117 (English) and 1-800-216-1288 (Spanish)** or contact the **Corporate Compliance Officer directly at 585-347-1274.**

Thank you for your participation in Prime Care Coordination's Corporate Compliance Program.