

GUIDING OUR WAY

The Amedisys Code of Conduct



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OUR VALUES

At Amedisys, our core values of Service, Passion, Integrity, Respect, Innovation, and Talent collectively comprise the Amedisys SPIRIT. Our values reflect our commitment to the highest level of integrity and ethical conduct in everything we do. This is a commitment that we take very seriously.

OUR VALUES IN ACTION

When our values are placed into action, Amedisys can do great things. Our actions must always be guided by integrity, which includes certain fundamentals:

- › Amedisys is absolutely committed to full compliance with all federal and state health care program requirements, including the obligation that we prepare and submit accurate claims consistent with those requirements.
- › Amedisys requires that all our officers, employees, directors, contractors, subcontractors, agents, and other persons who provide patient care services, or billing, coding, or audit functions comply with all federal and state health care program requirements, applicable laws, and with Amedisys' own policies and procedures.
- › Amedisys also requires all our officers, employees, directors, contractors, subcontractors, agents, and other persons who provide patient care services, or billing, coding, or audit functions to report any suspected violations of any federal and state health care program requirements or Amedisys' own policies and procedures.
- › All individuals who work for Amedisys have the obligation to disclose any identified issues or ask questions associated with Amedisys' policies, conduct, practices, or procedures believed by the individual to be a potential violation of a federal or state healthcare program requirement or any criminal, civil, or administrative law. Such disclosures may be made through the Compliance Hotline (1.800.464.0020). In so doing, Amedisys is committed to maintaining, as appropriate, the anonymity and confidentiality of the disclosures and protecting individuals who make disclosures from any retaliation or retribution arising out of the disclosure.

A MESSAGE FROM OUR LEADERSHIP

Amedisys Team Member,

As President and CEO of Amedisys, I'm inspired and motivated by our mission of honoring those we serve with compassionate home health, hospice and high-acuity care services. This mission is driven by our laser focus on quality and always doing the right thing. My values and the company's values are perfectly aligned, and I applaud the thousands of caregivers in patients' homes across the country every day delivering the industry's best clinical care.

In fact, doing the right thing is one of our core values. We are focused on Integrity – a commitment to always doing the right thing, even – and especially – when no one is watching. Integrity forms the basis of our Compliance and Ethics Program and is the polestar guiding how we conduct our business.

This core value is supported by our Compliance and Ethics Program. The elements of our program include robust auditing and monitoring, enhanced lines of communication between our Compliance Team and employees, consistency in the standards we set, and increased awareness of these standards through continuing training and education. All of the elements of our Compliance and Ethics Program are described succinctly in our Code of Conduct. Please read our Code of Conduct in full and review our compliance policies on our intranet.

If you have questions about compliance or need to report a concern, please do not hesitate to contact our Chief Compliance Officer, at 225- 292-2031, or the Corporate Compliance Hotline (1-800-464-0020) or any member of our Executive Team.

Compliance and ethics are a critical component for organizational strength and quality patient care and safety. We are committed to compliance with the laws that govern our industry and our adherence to ethical business practices. When we do the right thing in the right way for the right reasons, we thrive together.

Thank you for your dedication to our mission of applying the highest-quality clinical practices to the outstanding care we provide every day.

Sincerely,



A stylized, handwritten signature in black ink, appearing to read 'Richard Ashworth'.

Richard Ashworth
PRESIDENT AND CEO

A handwritten signature in black ink, appearing to read 'Denise Bohnert'.

Denise Bohnert
CCO

AN INTRODUCTION TO THE AMEDISYS CODE OF CONDUCT

In this guide, you will find the Amedisys Code of Conduct (“Code of Conduct” or the “Code”), which summarizes the most important information concerning our Compliance and Ethics Program. More detailed information, including specific rules, policies, and procedures, may be found on the Amedisys intranet and certain additional resources are available on the Amedisys internet website.

WHAT IS THE AMEDISYS COMPLIANCE AND ETHICS PROGRAM?

The Amedisys Compliance and Ethics Program collectively constitutes Amedisys’ compliance policies and activities that are designed to ensure that Amedisys operates in full compliance with the laws, rules and regulations that govern our business. For ease of reference, the Compliance and Ethics Program has been summarized in our Code of Conduct. The Code is available to all staff at the corporate office and at every care center. It is available at any time via the Compliance Department’s intranet page (<https://amedisys.sharepoint.com/:b:/r/sites/AtWork-Compliance>).

Each Amedisys officer, employee, director and contractor should read the Code of Conduct to ensure they understand all of the requirements and expectations, as well as how it impacts our job responsibilities.

The Chief Compliance Officer and the Compliance staff are available at any time to answer any questions you may have. You may contact them directly at 225.292.2031 or utilize the Corporate Compliance Hotline (1.800.464.0020).

HOW DO EMPLOYEES LEARN ABOUT COMPLIANCE?

The importance of compliance and the contents of the Code of Conduct are communicated to all staff through extensive compliance training. Amedisys trains all staff on general compliance rules upon hire and annually. Depending on your role at Amedisys, you will also receive specific compliance training in areas such as billing and business development.

HOW DOES COMPLIANCE IMPACT MY JOB?

Regardless of whether you work in direct patient care, back office support, or corporate office support, compliance affects your job. Every officer, employee, director and contractor is expected to represent the company in an honest, reliable and ethical manner at all times. Compliance is collectively everyone’s responsibility and it is the company’s expectation that we act in full compliance with the laws, Code of Conduct rules, regulations and policies that impact your job.

Do the **right thing**, for the **right reasons**,
every single time.

AMEDISYS CODE OF CONDUCT

Compliance Policies and Procedures

The Code of Conduct describes longstanding policies and guidelines followed by Amedisys, to ensure its business is conducted with integrity and in compliance with applicable laws, rules and regulations. Every officer, employee, director and contractor, is expected to understand and follow the policies and guidelines outlined in this Code. The Code sets forth the minimum expectations for ethical behavior. In addition to the Code, Amedisys maintains detailed policies and procedures that are specific to certain lines of business and roles and responsibilities. The policies and procedures are available to Amedisys officers, employees, and directors on the Amedisys intranet site. Certain policies affecting external stakeholders including, but not limited to contractors and investors are available on the Amedisys internet website.

Obligation to Report

No matter what your role or status is in Amedisys, if you have compliance concerns about the integrity of the care and services delivered and/or the billing we do for those services, it is your obligation to promptly bring these matters to the attention of Amedisys's Compliance Department or Executive Leadership Team.

Amedisys has established a confidential Corporate Compliance Hotline, which is available 24 hours a day, 7 days a week, to report any compliance problem or ask for guidance regarding any compliance issue. The Corporate Compliance Hotline may be reached by calling 1-800-464-0020. You may contact this hotline anonymously if you do not wish to share your identity or visit the Amedisys Compliance page at <https://amedisys.sharepoint.com/sites/AtWork-Compliance>.

Non-Retaliation Policy

In order to promote free and open communication, Amedisys will not tolerate or permit any retaliation against any person, who in good faith, raises a compliance issue. This means that you will not face reprisal, harassment, retribution, or discrimination because you question a practice or report a compliance problem. However, our non-retaliation policy should not be regarded as a license to fail to do your job or as an excuse for failure to perform your job. Rather, it is designed to allow you to continue performing your normal job duties without being unfairly punished because you have identified problems or issues.

Ultimately, Amedisys' goal is to foster an environment that openly embraces compliance and allows officers, employees, directors and contractors to voice concerns. In so doing, we will help improve the quality of Amedisys and ensure the integrity of our organization.

Amedisys will maintain the confidentiality and anonymity of reports made through the Compliance Hotline. There will be no retaliation permitted against anyone who reports compliance concerns in good faith.

COMPLIANCE HOTLINE
1.800.464.0020



Compliance Investigations

All compliance activities of Amedisys are coordinated by the Chief Compliance Officer (CCO). The CCO is responsible for day-to-day planning, organization, implementation, and oversight of the Amedisys compliance program.

The CCO, with the assistance of the staff of the Compliance Department, will determine the appropriate means of addressing compliance issues or concerns described in a report or complaint. The CCO in consultation with the Chief Legal Officer (CLO) may determine that special resources are needed to complete an investigation, including but not limited to outside consultants or legal counsel. Every officer, employee, director and contractor is required to cooperate fully with any investigation conducted by the Compliance Department. A confidential record will be maintained of any compliance issues or concerns referred to the Compliance Department, along with a description of the factual findings and any disciplinary or corrective action taken. Access to confidential investigative records shall be limited to the CCO, authorized members of the Compliance Department or other individuals as required by law.

Amedisys Executive Compliance Committee

The Amedisys Executive Compliance Committee exercises general oversight of Amedisys' compliance program. If you need to report any compliance issues, you may also contact any member of the Executive Compliance Committee. Likewise, you are always encouraged, where appropriate, to notify your supervisor of any problems, questions, or concerns. Remember, you are expected to report all known or suspected compliance violations.

Amedisys' Executive Compliance Committee is comprised of people with the following titles:

- › President and Chief Executive Officer
- › Executive Vice President, Chief Financial Officer and Chief Operating Officer
- › Chief Compliance Officer
- › Chief Information Officer
- › Chief People Officer
- › Chief Legal Officer
- › Chief Strategy Officer
- › Presidents of Home Health, Hospice and High Acuity Care
- › Senior Vice President of Assurance Services
- › Senior Vice President of Clinical Operation(s)
- › SVP – Legal, Deputy General Counsel
- › Vice President Deputy Compliance Officer(s)
- › Vice President Compliance – Audit(s)

For current list of individuals and their contact information, please view the Compliance Committee List on Amedisys@Work, using the following path:

Amedisys@Work > Support Centers > Compliance > Links > Compliance Committee List

Commitment to Education and Training

The best way to combat compliance problems is through education. Amedisys is committed to providing continuous education and training to our officers, employees directors and contractors so each person will be equipped to identify and report non-compliant behavior or practices. Amedisys conducts compliance training upon hire, followed by annual general compliance training and specific compliance training for certain job roles and responsibilities. Each officers, employees directors and contractors must certify annually that they have reviewed the Amedisys Code of Conduct and that they have reported any compliance issues of which they have become aware. In addition to receiving annual general and specific compliance training, Amedisys provides immediate “as needed training,” whenever compliance issues are identified to ensure that non-compliant behaviors are eliminated as soon as they are identified.

Oversight of the Compliance and Ethics Program by the Amedisys Board of Directors

In addition to the Amedisys Executive Compliance Committee, the Amedisys Board of Directors via its sub-committee of the Board exercises oversight of the Compliance and Ethics Program. The Board has entrusted day-to-day responsibility for overseeing the compliance function to the CCO, and in return the CCO provides regular reports to the Board of Directors. In addition to the regularly scheduled reports to the Board of Directors, the Chief Compliance Officer may also report any significant allegations of misconduct to the Board. The Board has approved the Code of Conduct and encourages all Amedisys employees, officers, contractors and agents to refer to this Code frequently to ensure that they are acting in compliance with the law and with the expectations of Amedisys.

Consequences of Non-Compliance

Amedisys is serious about ethical conduct and complying with all laws, rules and regulations that affect our business. We will not tolerate actions that undermine our ethical principles or violate legal requirements. Remember that it takes only one unethical or unlawful act to destroy the goodwill Amedisys has earned from patients, payers, suppliers, and the public.

Non-compliance with this Code of Conduct by Amedisys employees, officers, directors and contractors will be dealt with initially through Amedisys’s normal disciplinary procedures. Depending on the circumstances, the consequences for non-compliant behavior may include serious discipline, up to and including immediate discharge. If the non-compliant behavior constitutes a violation of law, the consequences could also include civil and/or criminal penalties.

In addition to consequences to individuals who engage in non-compliant behavior, the consequences to Amedisys of such conduct are potentially severe. Serious violations could lead to loss of Amedisys’s ability to provide healthcare services, the assessment of civil monetary penalties and criminal penalties.

GUIDING QUESTION

Is the action legal?

- ☐ **Yes?** You’re on the right path.
- ☐ **No?** Stop—do not do it.
- ☐ **Not sure?** Contact the Legal Department or the Compliance Department for direction.



COMPLIANCE COORDINATES THAT GUIDE US

Preventing Fraud Waste and Abuse as a Trusted Healthcare Provider

- The Federal False Claims Act prohibits knowingly making a false claim against the government. False claims can take the form of overcharging for a product or service, inaccurate documentation, delivering less than the promised amount or type of service, retaining money owed to the government, and charging for one thing but providing another. False claims also occur if a person or entity is excluded from participation in Medicare or Medicaid, and services provided by that person or entity are billed. Many states have also enacted false claims statutes that impose penalties for the submission of false and fraudulent claims to state healthcare programs, including Medicaid. In some cases, the state false claims statutes are stricter than the Federal False Claims Act. Amedisys will not tolerate any conduct that may be perceived as fraudulent, wasteful and/or abusive.
- Federal healthcare programs such as Medicare and Medicaid are also covered by an Anti-Kickback Statute (AKS). It is against the law to pay a physician, hospital, payer, or vendor anything of value in exchange for patient, supplies, or equipment referrals to Amedisys. In turn, Amedisys cannot accept anything of value to take patients, supplies or equipment. If you know, or should have known, that an item of value could result in a referral of a patient eligible for Medicare or Medicaid, this is also a violation of the anti-kickback statute. Violations of this statute may result in exclusion of Amedisys from participating in federal healthcare programs. Civil fines can be up to \$25,000 for each occurrence, and possible criminal felony charges carry a \$100,000 fine, ten years imprisonment, or both. There are limited exceptions, known as safe harbors, to this statute that reflect reasonable business practices. For example, you can provide refreshments at an open house or give healthcare literature to potential patients and participate in a public health fair. For any questions regarding what is permissible under the AKS, please contact the Compliance Department.
- The Stark Law, also known as the physician self-referral law, prohibits physicians from referring Medicare or Medicaid patients to a healthcare provider with which the physician or an immediate family member of the physician has a financial relationship. In addition, it prohibits healthcare providers from billing for such services. The Stark Law is specific to Medicare and Medicaid; however, similar state laws may apply to private payer patients, and additional federal laws may apply in these situations. There are exceptions to the Stark Law that allow physicians to conduct reasonable business practices. Please contact the Compliance Department to discuss any concerns or issues related to this statute.
- Amedisys does not condone or permit bribes, kickbacks or other improper payments or incentives. No employee, officer or contractor should offer, give solicit or receive any money or other item of value for the purpose of obtaining, retaining or directing business or receiving any kind of favored treatment.
- Consistent with federal law, no actual or prospective patient may receive from Amedisys and/or any employee(s) of Amedisys any gift having an individual value in excess of \$10. Likewise, consistent with federal law, the total value of all gifts in any one- year period cannot exceed \$50 in the aggregate. If you have a patient(s) in need of food, medicine, clothing, or other emergency item(s) that cannot be provided by Amedisys and/or staff in conformity with these spending limits, you should refer them to a local church, charity or appropriate governmental agency. Patients who receive support from third parties should be made aware that Amedisys assisted in arranging support. “Gift” means any item not required to be provided by Amedisys as part of the healthcare benefit, and includes, but is not limited to food, clothing, medications, and gratuities. Questions regarding the propriety of patient gifts should be directed to the Chief Compliance Officer.

- › The laws, rules and regulations that prohibit kickbacks or offering incentives for referrals are particularly sensitive in the marketing and business development context. It is a violation of the law and Amedisys policy for an employee to provide or offer any inducement for the purpose of obtaining orders for services that are reimbursable under the governmental healthcare programs. An inducement, by definition, requires interaction with a referral source or potential referral source. Accordingly, sales and service representatives have a special responsibility to be aware of the laws, rules and regulations dealing with inducements and must be particularly sensitive to any situation that could result in an inducement. Federal law and, in some cases, state law provide that an inducement may be direct or indirect, in cash or in kind. Whenever a referral source or a prospective referral source makes a request, or you become aware of a practice that you believe could be construed as an inducement, bring it to the attention of your CCO, Senior Vice President of Business Development or Senior Vice President of Operations. If you have any questions, do not act alone. The legal consequences to you and to Amedisys of a mistake in this area could be significant.
- › Periodically, Amedisys will be asked to participate in a government investigation. In some cases, the requests come in the form of audits conducted by third-party contractors that are retained to review the accuracy of the bills submitted by Amedisys to certain payers for reimbursement. In other cases, the investigation will directly involve a regulatory or law enforcement agency. Many of these agencies have broad authority to investigate possible civil and/or criminal violations. They can convene grand juries, subpoena documents and seek interviews or testimony of Amedisys officers and employees. Amedisys policy is to cooperate with every reasonable request of government investigators. At the same time, Amedisys is entitled to all the safeguards provided by law for the benefit of persons under investigation or accused of wrongdoing, including legal representation. If a representative of any government or government agency seeks an interview with you or requests access to data or documents for the purposes of an investigation, you should immediately notify the Amedisys Legal Department. You should also preserve all materials that might relate to the investigation.

Three Key Guiding Principles for Ethical Conduct

1. BE AWARE OF WHAT CONSTITUTES IMPROPER CONDUCT.

State and federal health care fraud laws focus on the submission of false and fraudulent claims for government reimbursement. A claim can be deemed to be false or fraudulent for any number of reasons, which commonly include such circumstances as:

- › Submitting claims for services not rendered.
- › Submitting claims for services delivered to non-qualifying or ineligible Medicare beneficiaries (such as home health patients who are not homebound, or hospice patients who do not have a terminal medical condition).

GUIDING QUESTION

Does the action comply with Amedisys' policies and procedures and is it consistent with our Core Beliefs?

- ☐ **Yes?** Keep going.
- ☐ **No?** Stop—do not do it.
- ☐ **Not sure?** Consult with your supervisor, the People Services Department, the Compliance Department or the Legal Department for further guidance.

- › Submitting claims for services provided without physician authorization (certifications, Face-to-Face, orders, etc.).
- › Submitting claims for medically unnecessary services.
- › Submitting claims for inappropriate or excessive services.
- › Intentionally submitting and/or receiving payment for duplicate claims for the same service (“double billing”).
- › Billing for substandard and/or inadequate care (including denial of clinically-necessary services).
- › Billing for services provided by unqualified or unlicensed clinical personnel.
- › Submitting claims with supporting documentation containing falsified signatures.
- › Submitting claims for “upcoded” diagnoses.
- › Submitting claims for referrals obtained through kickbacks.

2. DOCUMENT, DOCUMENT, DOCUMENT.

Because the clinical record constitutes the definitive evidence supporting all claims and bills submitted to payors, it is essential that the information contained therein is accurate, precise, thorough and complete. **No medical record should ever be falsified, altered, or otherwise written in such a way that it does not accurately reflect the services actually provided.** Any amendment to a clinical record should be appropriately made in accordance with applicable law. Visit notes should be signed by the patient and/or their caregiver. Additionally, all information on cost reports will be accurate, and Amedisys, nor any person working for it, will ever inflate, misrepresent, or falsely allocate information on cost reports. Amedisys conducts extensive audits and coding reviews. Amedisys conducts extensive billing audits as well as coding reviews.

3. NEVER PAY FOR REFERRALS.

Amedisys’ compliance includes a focus on proper marketing and business development practices. The primary areas of concern are kickbacks and other remuneration intended to influence referrals. Such acts place Amedisys at risk by illegally inducing physicians, hospitals, and other referral sources for financial reasons, as opposed to legitimate, medical reasons.

GUIDING QUESTION

When I visit a referral source, I like to bring them a \$5.00 gift card for coffee. Is this acceptable?

Answer: No. Although the gift is nominal in value, it is considered ‘cash in kind’ and is prohibited.

Payments in the nature of “kickbacks” or “bribes” intended to induce or reward favorable decisions or actions are not to be used in connection with any of Amedisys’s business. The terms “kickbacks” and “bribes” include any remuneration, whether made directly or indirectly, overtly or covertly, or in cash or in kind. One such example of an in-kind payment to a referral source would be continuing education units or CEU’s for discharge planners or physicians. Neither Amedisys nor anyone working on its behalf will offer, pay, solicit or receive any remuneration, whether directly or indirectly, overtly or covertly, in cash or in kind, for the referral of patients or services.

Some arrangements—such as leases with referral sources and medical director contracts—are permissible, provided they comply with applicable laws and regulations. For that reason, no such arrangements may be entered into by Amedisys and its staff without prior approval from the Chief Compliance Officer.

ENSURING QUALITY PATIENT CARE AND PROPER REIMBURSEMENT

If you work in clinical services (nursing, home care aide, therapy, social services, nurse practitioners, etc.), you must help ensure that all specific reimbursement criteria are met in order for the patient to qualify for care and services. Therefore, it is important that you have a basic understanding of the rules that govern clinical reimbursement.

Appropriate assessments and evaluations must be completed in accordance with applicable law, payer requirements and Amedisys policy. In addition, periodic reassessments and reevaluations, based on individual patient needs and/or regulatory requirements, will be performed and documented to ensure that the patient continues to meet the criteria/requirements upon which care and service delivery are based.

Patient Rights

Amedisys continuously strives to provide top quality care to all of our patients. Caregivers are expected to honor the rights of patients and to treat patients with dignity and respect while promoting a safe care environment. Each patient will be provided a list of their rights and Notice of Privacy Practices upon admission as a patient and upon request. We will honor each patient's right to be informed of and consent to the services to be provided to him/her, to participate in his or her care, to refuse services or treatment at any time, and to exercise freedom of choice to the maximum extent possible. We will protect the privacy of our patients' health and financial information. Patient information, including photos, will not be posted to a website, social media page or public forum without appropriate authorization from the patient. We will administer drugs and controlled substances, only in accordance with applicable law. Patients will not be denied access to medical services based on age, race, ethnicity, religion, culture, language, physical or mental disability, sex, sexual orientation or gender identity.

Verifying Caregiver's Credentials, Licensure and Certification

Only persons with appropriate training and professional credentials may furnish or supervise the delivery of medical care. Each caregiver's credentials are verified upon hire and on a continuous basis after initial employment. Amedisys utilizes a nationally-recognized third-party vendor to conduct exclusion checks of all prospective employees upon hire and continuously thereafter against the lists of sanctioned individuals maintained by the federal and/or state government. All professionally credentialed personnel are expected to keep their credentials current and to notify Amedisys promptly if sanctions are threatened or imposed on a professional license. Amedisys does not employ individuals on state or federal exclusion lists.

Accurate Records and Billing

Amedisys is committed to prompt, complete and accurate billing that complies with all applicable laws, rules, regulations and payer policies. Direct care providers will document accurately all clinical services that are provided. Appropriate assessments and evaluations will be made in accordance with laws, rules, regulations and company policy to determine patient needs and status, and will be documented in a clear, concise and professional manner. Employees that are responsible for submitting claims for reimbursement, will verify the accuracy of claim information prior to submitting a final claim. Amedisys prohibits its employees and/or contractors from knowingly presenting or causing to be presented, claims for payment or approval which are false or fraudulent. Amedisys will promptly return any amounts received from a payer in excess of the amount

due and payable under applicable billing standards. Employees involved in any aspect of the billing and claims submission process will be educated as to the applicable requirements and will receive special training regarding billing compliance. Quality of care will remain the preeminent concern, regardless of financial impact.

Compliance Audits

Amedisys has a robust audit program that includes both clinical and billing audits. In order to ensure accuracy and integrity in billing, the Amedisys Compliance Department and operations conduct audits on both a random and targeted basis for each line of business to ensure accuracy and integrity in billing. Audits are conducted on both a random and targeted basis and touch each line of business. Audit results are shared with the appropriate stakeholders and any overpayments identified during the course of an audit are promptly repaid. In addition to billing audits, Compliance and Operations also conduct quality audits to ensure that the documented services meet the regulatory requirements upon which care is delivered. Amedisys follows the payor regulations as well as established policies and procedures regarding patient care.

Patient Privacy and HIPAA Compliance

Amedisys collects and uses information about a patient's medical condition to provide quality care and submit accurate claims for reimbursement. Due to the sensitive nature of the information, we are committed to protecting the privacy and security of the information. We will not use or disclose protected health information unless authorized by the patient or permitted by law. We also protect financial data in accordance with all applicable laws. Amedisys employs a Privacy Officer to ensure that protected health information remains protected. If you suspect that a patient's health information has been compromised, please contact the Privacy Officer at 225-292-2301 or email at privacy@amedisys.com.

Use of Telehealth

Amedisys may utilize telehealth, inclusive of remote telephone or video visits, in home monitoring devices or applications, and electronic communication tools based on individual patient needs. Telehealth visits and/or communications shall be documented and billed in accordance with policy and applicable laws, rules and regulations.

GUIDING QUESTION

Is the action in the best interests of our patients and payors?

- ☐ **Yes?** You are headed in the right direction.
- ☐ **No?** Stop—do not do it.
- ☐ **Not sure?** Contact your supervisor or the Compliance Department for assistance.



Special Rules that Govern our Home Health Business

Regardless of whether you work in direct patient care, back office support, or corporate office support, compliance affects your job.

- We will provide care to eligible patients only upon receipt of appropriate orders based on the needs of each patient.
- Patients must consent to care. All necessary consents and authorizations must be signed by the patient, the patient's legally-authorized representative, or another person recognized as a valid signatory under state law.
- Patients must be homebound. Patients must have a normal inability to leave the home, such that their absences are infrequent and of a relatively short duration and leaving home must require a considerable and taxing effort.
- Services must be medically necessary. All services that are provided must be warranted by the patients' current and documented medical condition and must be both reasonable and necessary to the treatment of that medical condition.
- Patients must have a skilled need. Patients must have a need for skilled nursing care on an intermittent need for skilled nursing basis, physical therapy, speech-language pathology services, or a continuing need for occupational therapy.
- Documentation must support services billed. Sufficient documentation evidencing the services performed must be included in the patient record, and all documentation must be full, accurate, complete, and precise. Documentation must never be falsified.
- Appropriate utilization of services is essential. We should not be billing for more visits than are clinically appropriate, nor should we deny necessary care to keep costs low. Clinical appropriateness and not financial impact should guide all care decisions. Ultimately, care decisions lie with the clinical team and any attempts to pressure or unduly influence such decisions are prohibited.
- Recertifications must be based on legitimate need. No patient should be recertified for additional episode(s) of care unless that recertification is based on clear, clinical need for additional care.
- Coding must be accurate. OASIS responses and clinical documentation will accurately reflect the patient's true clinical condition, and will never falsify or exaggerate the severity, acuity, or functional limitations to inflate reimbursement or our Star ratings.
- Face-to-Face encounters must be completed. Face-to-Face certification forms must be filled out in their entirety by the appropriate physician or his/her office staff. We cannot complete the certification forms for the physician nor can we ever sign the physician's name on any form or order.
- Patients must consent to care. All necessary consents and authorizations must be signed by the patient, the patient's legally-authorized representative, or another person recognized as a valid signatory under state law.
- Signatures must be legitimate. We will not forge or otherwise improperly sign patient names on activity sheets or other Amedisys-required forms, nor will we forge or otherwise improperly sign physicians' names on orders or other certification forms.
- Marketing must be appropriate. We will give nothing of value to reward or induce patient referrals from physicians, hospitals, or senior living facilities, or their respective representatives.

Special Rules that Govern our Hospice Business

In our Hospice division, there are many laws, rules, and regulations that govern our billing practices and determine our success or failure. These are important directives that must be followed at all times.

- › We will provide care to eligible patients only upon receipt of appropriate orders based on the needs of each patient.
- › Patients must have a terminal condition. Only those patients whose prognosis indicates a life expectancy of six months or less if their illness runs its normal course may be admitted for Hospice services.
- › Services must be medically necessary. All services must be reasonable and necessary for the palliation or management of a terminal illness. We should not bill for a higher level of service than is necessary for the optimal care of our patients.
- › Patients must be fully informed of the ramifications of their hospice election. Patients must be made aware of the determination of their life-limiting condition and the services and limitations attendant to the Medicare Hospice Benefit, including the palliative nature of the care and services that will be provided if the patient elects the benefit, as well as the waiver of the right to receive standard Medicare benefits related to curative treatments for the terminal condition.
- › Only the appropriate level of care must be billed. Patients should receive only the level of care that is appropriate for their individual needs. Routine care, continuous care, respite care, and general inpatient care will be provided as warranted, but should be limited to circumstances where that level of care is reasonable and necessary based on the patient's legitimate needs.
- › Documentation must support the services billed. Sufficient documentation evidencing the services performed must be included in the patient record, and all documentation must be full, accurate, complete, and precise. Documentation must never be falsified.
- › No underutilization of care. We should never provide inadequate or substandard care to our patients, nor should we limit the services that are legitimately needed by our patients and consistent with the hospice benefit solely for financial reasons.
- › Reimbursement caps cannot be manipulated. We should not manipulate our provider numbers or transfer patients among agencies for the purposes of circumventing applicable reimbursement caps.
- › Physician certification forms must be completed. Face-to-Face certifications, prescriptions, certificates of terminal illness, and physician narratives must be fully completed by the appropriate physician or mid-level practitioner, and we should never sign the physician's name on any document.
- › Signatures must be legitimate. We will not forge or otherwise improperly sign patient names on activity sheets or other Amedisys-required forms.
- › Marketing must be appropriate. We will give nothing of value to reward or induce patient referrals from physicians, hospitals, or senior living facilities, or their respective representatives.

Special Rules that Govern our High Acuity Care Business

In our High Acuity Care division, there are many laws, rules and regulations that govern our business.

These are specific requirements that must be followed at all times.

- › Documentation must support the services billed. High Acuity Care should not submit a claim representing that the Joint Venture or one of its partners performed a service (all or in part) that was not performed. The documentation should reflect evidence of the care or services provided and should not be falsified, backdated, or altered. All claims are to be reconciled with the payers per contract specifications.
- › We should not enroll any patient that is not eligible for the program or covered by the patient's current authorization.
- › Marketing must be appropriate. High Acuity Care should not offer or give anything of value- directly or indirectly, in cash or in kind – to any actual or potential referral source, including but not limited to a case manager, contract physician, patients, etc. – to induce or reward referrals in violation of state or federal anti-kickback laws.
- › Patient solicitation. High Acuity Care may not engage in improper patient solicitation activities, included but not limited to high pressure marketing of uncovered or unnecessary services, or offering free gifts or services to the patients for the purposes of maximizing business growth, patient enrollment and/or retention.
- › Patient abandonment. High Acuity Care should not abandon patients in need of care in violation of applicable law and/or state or federal health program requirements. If a patient chooses to withdraw from the program, alternative care options including returning to the hospital should be discussed with the patient, caregiver, family, case managers and physicians prior to discharge.

PROTECTING OUR EMPLOYEES AND OUR RESOURCES

Amedisys as an employer of choice, is committed to fostering a safe, respectful, inclusive workplace, free of discrimination, harassment or violence. All employees have the right to be heard in a professional manner, without intimidation, bullying or harassment. We will treat our colleagues and customers with dignity and respect. If you become aware that someone is being bullied, intimidated or discriminated against, you must report the situation to your supervisor, the People Services Department or Compliance Hotline. All employees and officers are responsible to ensure that Amedisys remains a workplace that fosters to productivity, creativity and quality care. For information on Company policies related to workplace environment, click here for the [Amedisys Employee Handbook](#).

Substance Free Workplace

Being under the influence of drugs or alcohol on the job poses serious safety and health risks to the impaired individual and anyone who may come in contact with the impaired individual. Employees, officers and contractors may not be under the influence of alcohol or illegal drugs on Amedisys property or during work time. You are required to report any person who appears to be impaired in the workplace to their supervisor or the People Services Department or consult with the Employee Handbook.

No Retaliation or Harassment

Amedisys prohibits retaliation or harassment against any individual for reporting actual or suspected compliance violations or engaging in any other activity protected by law. Amedisys takes claims of retaliation seriously. If you believe that you or someone you know, is the subject of retaliation or harassment, you should immediately notify your supervisor, People Services representative, Chief Compliance Officer or Chief Legal Officer.

Equal Opportunity and Focus on Diversity and Inclusion

Amedisys embraces diversity, equity and inclusion throughout the enterprise. We respect and appreciate our similarities and differences. Accordingly, we recruit qualified candidates from various backgrounds for positions at all levels within Amedisys. We offer equal employment opportunities regardless of a person's race, ethnicity, sex, sexual orientation, gender identity, religion, national origin, color, creed, age, physical disability or any other protected classification. We advance people based upon merit and seek to promote equity and inclusion in our advancement decisions and our succession planning. We expect our employees, officers and contractors to be respectful and civil when engaging in dialogue about social differences. If you become aware of a situation where someone has been harassed or discriminated against based upon their protected status, you must report it immediately to your supervisor, People Services representative, Chief Compliance Officer or Chief Legal Officer.

GUIDING QUESTION

Do you feel good about the decision you are making?

- ☐ **Yes?** You are on the right course.
- ☐ **No?** Stop—do not do it.
- ☐ **Not sure?** Contact your supervisor or the Compliance Department for assistance.

Evaluation Based Upon Compliance with the Code of Conduct

Amedisys expects all employees and officers to comply fully with the provisions of the Code of Conduct. In order to ensure accountability to this commitment, compliance with the Code is an element of our annual review process and any advancement decision. Violations of the Code will result in discipline and may cause an individual to be rejected for advancement and/or terminated from employment.

Protecting Confidential Information

In addition to protecting patient information, we must also protect confidential business information. In dealings outside of work, be careful not to divulge information about Amedisys, its business, or its patients, even accidentally. Officers, directors, employees, contractors and designated agents must keep confidential the information entrusted to them by Amedisys or other companies, including our suppliers and customers, except when disclosure is explicitly authorized or legally mandated. Unauthorized disclosure of any confidential information is prohibited. This prohibition applies particularly to inquiries concerning Amedisys from the media, market professionals (such as securities analysts, institutional investors, investment advisers, brokers and dealers) and stockholders. All responses to inquiries on behalf of Amedisys must be made only by Amedisys's authorized spokespersons. If you receive any inquiries of this nature, you must decline to comment and refer the inquirer to Amedisys's Communications Department.

Additionally, employees should take appropriate precautions to ensure that confidential or sensitive business information, whether it is proprietary to Amedisys or another company, is not communicated within Amedisys except to employees who have a need to know such information to perform their responsibilities for Amedisys.

We also have obligations to protect certain patented or trademarked information owned by other companies. Do not duplicate licensed computer software without clearly documented permission, do not use trademarks that we do not own; and do not reveal trade secrets disclosed to Amedisys. Willful infringement of a copyright is a crime.

Protecting Amedisys Property and Resources

Employees should protect Amedisys's assets and ensure their appropriate use. Theft, carelessness and waste have a direct impact on Amedisys's efficiency and profitability. All Amedisys assets, which include Amedisys name, Amedisys's trade names and materials bearing these names, should be used for legitimate business purposes only and not for any unlawful, improper, or personal purpose. Amedisys assets and equipment should only be used for Amedisys business. This applies to physical assets such as medical equipment, office equipment, computer systems and software, vehicles, drugs and supplies, as well as other types of items such as Amedisys records, patient information, customer lists, and intellectual property. Amedisys officers and employees who are given custody of Amedisys equipment or other assets are expected to maintain and properly care for them. Damage to assets should be reported promptly to appropriate Amedisys personnel. Equipment that becomes damaged or is no longer needed should be returned to Amedisys for repair or reassignment. Please read the [Information Security Policy by clicking here](#) and see Section 3.2 of the Amedisys Employee Handbook for more details.

Conflicts of Interest

A “conflict of interest” occurs where an individual’s private interest interferes, or even appears to interfere, with the interests of Amedisys. Conflicts of interest often occur when you receive an improper personal benefit as a result of your position with Amedisys. Relationships with prospective or existing suppliers, contractors, customers, competitors, or regulators must not affect your independent and sound judgment. Business decisions and actions must be based on the best interests of Amedisys and must not be motivated by personal considerations or relationships.

In addition to the general need to prevent conflicts of interest, Amedisys is subject to laws and regulations controlling contractual and other relationships with sources of referrals to Amedisys or recipients of referrals from Amedisys. Such matters are discussed in more detail in Amedisys’s Conflict of Interest Policy.

Amedisys officers, directors and employees are required to conduct themselves at all times in accordance with good business judgment for the sole benefit of Amedisys and in such a manner as not to create a conflict of interest or appearance of such conflict. No officer, director or employee should have any business, financial, civic or professional interest outside Amedisys that in any way conflicts with that person’s ability to perform his or her duties at Amedisys with undivided loyalty. An officer, director or employee may be disciplined up to and including discharge for having engaged in conduct that constitutes an actual conflict or for failing to disclose promptly a situation involving a potential conflict of interest. Please consult Amedisys’s detailed policy statement regarding conflicts of interest. Visit this link to read the [Amedisys Conflict of Interest and Disclosure Policy](#).

Business Opportunities

Amedisys officers, directors and employees are prohibited from: (a) taking for themselves personally opportunities related to Amedisys’s business; (b) using Amedisys’s property, information, or position for personal gain; or (c) competing with Amedisys for business opportunities. Officers, directors and employees should refer questions regarding the appropriate course of action to the Amedisys Legal Department before taking any action.

Board Memberships

Officers and employees who desire to serve on the board of directors or a similar body for an outside company or government agency must obtain prior approval of the Legal Department. You should contact the Legal Department prior to joining the board of directors of any outside company.

Political Activity

Political contributions by Amedisys or in the name of Amedisys are prohibited without prior approval of the Legal Department. “Political contributions” mean direct or indirect payment in support of political candidates, officeholders, or political parties. Personal political activities should be kept separate from Amedisys’s business. If you decide to make a political contribution (including providing services), it should be made with your funds and in your name—not Amedisys’s.

Amedisys stationery and/or resources should not be used for personal or political purposes. If an officer or employee is appointed to or decides to run for a governmental office, he or she should first consult with the Legal Department to ensure a conflict of interest does not arise. Officers and employees are not permitted to use their position in Amedisys to try to influence others to contribute or otherwise support political parties or candidates.

Public Communications and Social Media

In order to protect Amedisys's reputation and to ensure that any information communicated is accurate, only the Amedisys Communications Department is authorized to speak to the traditional media or to post on social media about Amedisys. All requests from news reporters, the general public or other external parties for information should be referred to the Corporate Communications Department. We respect the rights of our employees to maintain personal blogs or post comments on social networking sites outside of the workplace on their own time. However, employees may not disclose on any personal blog or social media site patient photographs, protected health information or any non-public confidential information of Amedisys.

Outside Employment

Any outside employment activity must be strictly separated from your employment with Amedisys and should not harm your job performance at Amedisys. In addition, Amedisys is subject to laws and regulations strictly controlling contractual and other relationships with sources of referrals to Amedisys or recipients of referrals from Amedisys. If you are considering an outside employment opportunity it should be discussed in advance with your supervisor and approved by the Legal Department.

Travel

Amedisys Officers and employees may participate in business-related functions and activities that have a valid business purpose and are customary to Amedisys's business. Participation in these events should not be excessive in scale, expense, or frequency. In general, officers and employees may accept transportation and lodging provided by an Amedisys supplier or other third party if the trip is for business and is approved in advance by the employee's supervisor and/or the Compliance Department. Here's a link to the [Amedisys Travel and Business Policy](#).

Contractors and Vendors

Amedisys has significant dealings with federal, state, and local governments, as a supplier of goods and services. We also have many contacts with non-governmental suppliers and contractors. These business partners are entitled to respect and to be treated with integrity. We owe a duty of care to ensure that statements made and records submitted to these business partners are not misleading or inaccurate. Contracts should be entered into in good faith. Sufficient care must be taken to ensure proper recording and charging of all costs to the proper account. Amedisys's dealings with our governmental and non-governmental business partners must be done at "arm's length." Amedisys prohibits the offering, directly or indirectly, of any payment, gift, bribe, secret commission or other benefit to influence the decision or action of any government or non-government employee, official, candidate or political party.

SETTING THE EXAMPLE AS A GOOD CORPORATE CITIZEN

Our actions as an organization affect our patients, our employee, payers, investors, the communities in which we operate and the environment. Our commitment to integrity extends to all aspects of our operations. We embrace the opportunity to model our values for all of our stakeholders by setting the example as a good corporate citizen.

Maintaining Accurate Clinical and Financial Records and Honoring our Reporting Obligations

We are required by law and by our policies to disclose appropriate, accurate and complete information about our business, financial condition, clinical outcomes and operations. As a publicly owned company it is of critical importance that Amedisys's filings with the Securities and Exchange Commission be accurate and timely. Depending on their position with Amedisys, certain officers and/or employees may be called upon to provide information to assure that Amedisys's public reports are complete, fair, accurate and understandable. Amedisys expects all of its personnel to take this responsibility seriously and to provide prompt and accurate answers to inquiries related to Amedisys's public disclosure requirements. The Chief Executive Officer, Chief Financial Officer and all accounting and financial personnel have a special role both to adhere to these requirements and also to ensure that a culture exists throughout Amedisys as a whole that ensures the fair and timely reporting of Amedisys's operating results and financial condition.



Prohibition Against Insider Trading

Directors, officers and employees who have confidential, material non-public information about Amedisys or other companies, including our suppliers and customers, as a result of their relationship with Amedisys are prohibited by law and Amedisys policy from trading Amedisys stock, as well as from communicating such information to others who might trade on the basis of that information. Confidential information includes any important information that has not been made available to the public, that provides insight into current or anticipated business activities of Amedisys, or its customers, suppliers or other business partners, and which an investor would consider helpful in deciding whether to buy or sell stock. If you are uncertain about the constraints on your purchase or sale of any Amedisys stock or the stock of any other company that you are familiar with by virtue of your relationship with Amedisys, you should consult with the Chief Legal Officer before making any such purchase or sale.

Antitrust Compliance

Amedisys is committed to full compliance with the antitrust laws. The Federal Trade Commission ("FTC") and the Department of Justice ("DOJ") enforce these laws that regulate conduct by corporations to promote fair competition. Violations of antitrust laws may result in higher prices, lower quality, and fewer goods or services

available in the market. The antitrust laws are intended to level the playing field and prohibit companies from engaging in restrictive practices that limit fair competition. Practices such as price-fixing, bid-rigging, boycotting, sharing certain intellectual property, and monopolies are examples of arrangements that unfairly affect consumers. In an open, competitive market, consumers should have the free choice of price, selection, and service.

Penalties for violating antitrust laws can be both criminal and civil in nature. If you have questions or concerns around these types of activities, please reach out the Compliance and Legal Departments for guidance.

Compliance with Fair Disclosure Laws

In addition to the antitrust laws, Amedisys is subject to Regulation Fair Disclosure (“Regulation FD”). This law is intended to promote fair dealing and prohibits the selective disclosure of certain information. Regulation FD provides that if Amedisys decides to disclose material non-public information to certain stakeholders such as investors, stock analysts or other market professionals, we must also make the information available to the general public at the same time. Amedisys will never use any illegal or unethical method to gain a market advantage. Employees who question whether a contemplated action may violate Regulation FD or other fair competition laws should consult the Legal Department.

Communications with Investors and Media

To ensure that we comply with all applicable securities laws and to protect our reputation as Amedisys, we must ensure that only accurate information is communicated to investors and the media. All inquiries regarding Amedisys from non-employees, such as financial analysts, investors and journalists, should be directed to the Communications Department.

SOX Compliance

As a publicly traded entity (NASDAQ: AMED), Amedisys is subject to a variety of securities statutes and regulations, including Sarbanes-Oxley. Sarbanes-Oxley, or SOX as it is sometimes referred, requires public companies to strengthen their internal controls over key processes impacting financial reporting. Everyone should be aware that the Compliance Hotline is available for disclosing questionable accounting practices and/or problems related to Amedisys’s financial reporting.

GUIDING QUESTION

Would you be proud if the decision you make was reported on the front page of your local newspaper or posted in social media?

- ☐ **Yes?** You are going the right way.
- ☐ **No?** Stop—do not do it.
- ☐ **Not sure?** Contact your supervisor, or the People Services Department or the Compliance Department to discuss.



Health and Safety Laws

Amedisys is subject to many laws designed to ensure the safety of our patients, employees and the communities in which we operate. We must all be familiar with the potential hazards in the workplace and take proper precautions to ensure safety. Amedisys has implemented various policies to promote safe behavior including, infection control protocols, storage and use of hazardous materials, OSHA safety plans, emergency response plans, and policies governing the handling and disposal of infectious materials. All unsafe conditions should be reported promptly to a supervisor or the Amedisys Risk Management Department.

Environmental Protection

Amedisys's policy is to obey strictly the laws that protect the environment. Officers and employees must follow environmental laws, not only because it is a civic responsibility, but also because a violation can be a crime. Any person, who knowingly violates requirements or prohibitions of such laws, including the specific conditions of approved environmental permits, can be subject to civil and criminal fines and penalties. Hazardous waste must be handled properly. Individuals and companies that mishandle hazardous waste may be fined or subject to criminal penalties for improper dumping of waste.

Government and Government Agencies

The Company has significant dealings with federal, state, and local governments, both as a supplier of goods and services and as a corporate citizen. Governments are entitled to respect and to be treated with integrity. Statements made and records submitted to government purchasing agents (including Medicare intermediaries) are not to be misleading or inaccurate. Bids are to be made in good faith. Sufficient care must be taken to ensure proper recording and charging of all costs to the proper account.

The Company's dealings with governments are also to be done at "arm's length." No director, officer or employee may, directly or indirectly, offer or make any payment, gift, bribe, secret commission or other benefit to influence the decision or action of any government employee, official, candidate or political party.

If you are unsure whether a particular situation or activity with respect to a government or government agency might constitute a violation of the law, consult with the Chief Compliance Officer before taking any action.

Government Investigations and Information Requests

Prosecutors have broad authority to investigate possible civil and criminal violations. They can convene grand juries, subpoena documents and seek interviews or testimony of Company officers and employees.

Company policy is to cooperate with every reasonable request of government investigators. At the same time, the Company is entitled to all the safeguards provided by law for the benefit of persons under investigation or accused of wrongdoing, including legal representation.

If a representative of any government or government agency seeks an interview with you or requests access to data or documents for the purposes of an investigation, you should refer the representative to the Amedisys Legal Department. You should then immediately notify the Amedisys Legal Department. You should also preserve all materials that might relate to the investigation.



GUIDING QUESTION

Do you feel like this action is possibly wrong, but you are feeling pressured to do it anyway?

- ☐ **Yes?** Before doing anything else, you should voice your concerns to your supervisor, the People Services Department, or the Compliance Department. If you feel that it is necessary to remain anonymous, you may also call the Compliance Hotline at 1-800-464-0020.
- ☐ **No?** You are almost there!
- ☐ **Not sure?** Please contact the Compliance Department or the People Services Department to discuss your questions and concerns.

CLOSING WORDS

If you have questions about the Code of Conduct or ethical questions regarding any situation arising at Amedisys, please contact the Compliance Department, Legal Department, Human Resources Department or your supervisor. All of these channels are available to report concerns, or to respond to your questions.

Thank you for helping Amedisys honor our commitment to integrity and quality care.