

The AultCare Health Insuring Corporation dba PrimeTime Health Plan Compliance Program

The AultCare Health Insuring Corporation dba PrimeTime Health Plan (hereinafter referred to as PrimeTime) Compliance Program describes the seven key required elements for achieving and maintaining compliance with all applicable Federal and State laws and regulations listed below as well as requirements as set forth by 42 CFR 422.503 and 423.504. These regulations describe the requirements PrimeTime has in place to prevent, detect and correct Medicare Part C or Part D Plan noncompliance within the organization itself, or its third party administrators.

This Plan also identifies measures to prevent, detect, and correct noncompliance in the delivery of Medicare Part C and D services by PrimeTime and its employees.

The Federal and state compliance obligations that PrimeTime complies with include, but are not limited to, the following statutes, regulations, and guidelines:

1. Applicable State laws and contractual commitments.
2. Federal False Claims Act: prohibits knowingly presenting (or causing to be presented) to the federal government a false or fraudulent claim for payment or approval.
3. Anti-Kickback Statute: provides criminal penalties for individuals or entities that knowingly and willfully offer, pay, solicit, or receive remuneration in order to induce or reward business payable (or reimbursable) under the Medicare or other Federal health care Plans.
4. Stark Law (Physician Self-Referral): prohibits a physician from making referrals for certain designated health services payable by Medicare to an entity with which he or she (or immediate family member) has a financial relationship (ownership, investment, or compensation), unless an exception applies.
5. Health Insurance Portability and Accountability Act (HIPAA): This rule includes standards to protect the privacy of individually identifiable health information.
6. Code of Federal Regulations, specifically 42 C.F.R. § 400, 403, 411, 417, 422, 423, 1001 and 1003.

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7. Regulatory guidance provided by the Centers for Medicare and Medicaid Services (CMS), including requirements in the Medicare Managed Care Manual (MMCM) and the Prescription Drug Benefit Manual (PDBM), as well as all other policy guidance.
8. Applicable provisions of the Federal Food, Drug and Cosmetic Act.

PrimeTime's Compliance Program is fully committed to these obligations, and specifies the manner in which employees will comply with them through this Compliance Program and related policies and procedures.

Key Compliance Requirements

The PrimeTime Compliance Program includes the seven compliance elements required by the Medicare Part C and D statutes (42 CFR 422.503(b)(4)(vi) and 42 CFR 423.504(b)(4)(vi)):

1. PrimeTime maintains written compliance policies and procedures and a Code of Business Conduct and Ethics that articulate PrimeTime's commitment to comply with all applicable Federal and State standards and describe compliance expectations.
2. PrimeTime designates a PrimeTime Compliance Officer and PrimeTime Executive Compliance Committee that is accountable to the Board of Directors. PrimeTime further mandates that the Compliance Officer and Compliance Committee functions may not be delegated or subcontracted.
3. PrimeTime provides effective training and education for its employees, including the CEO, senior administrators or managers, for the governing body members, and first tier, downstream, and related entities (FDRs).
4. PrimeTime maintains effective lines of communication, ensuring confidentiality between the PrimeTime Compliance Officer, members of the Compliance Committee, employees, managers and governing body, and FDRs.
5. PrimeTime enforces standards through well-publicized disciplinary standards that are approved by the Board of Directors.
6. PrimeTime maintains an effective system for routine monitoring, auditing, and identification of compliance risks in accordance with all Federal and State standards.
7. PrimeTime maintains a comprehensive plan to promptly responding to compliance issues as they are raised, investigating potential compliance problems as identified in

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the course of self-evaluations and audits, correcting such problems promptly and thoroughly to reduce the potential for recurrence, and ensuring ongoing compliance with CMS requirement. PrimeTime also develops and conducts appropriate corrective actions in response to identified violations.

Element 1: Written Policies, Procedures, and Standards of Conduct

The written policies and procedures and Code of Business Conduct and Ethics are key components of PrimeTime's Compliance Program. The Code of Business Conduct and Ethics, approved by the AultCare Health Insuring Corporation's Board of Directors, articulates the standards by which employees of PrimeTime must conduct themselves in order to protect and promote organization-wide integrity and to enhance PrimeTime's ability to achieve its mission. PrimeTime does not condone intimidation and retaliation for participation in the PrimeTime Compliance Program, including but not limited to reporting potential issues, investigating issues, conducting self-evaluations, audits and remedial actions, and reporting to appropriate officials.

Failure to comply with the Code of Business Conduct and Ethics, policies and procedures, or the failure to act in an ethical manner will result in disciplinary and/or corrective action as described in Element 5: Well-Publicized Disciplinary Standards below.

The written Code of Business Conduct and Ethics is distributed hard-copy or electronically to the following:

1. All employees within 90 days of hire, when the standards are updated and annually thereafter.
2. All PrimeTime Directors at the time of appointment to the Board, when the standards are updated and annually thereafter.
3. All FDRs within 90 days of contract signature, when the standards are updated and annually thereafter.

Additionally, the Code of Business Conduct and Ethics is made available to PrimeTime's employees via the company's intranet site.

All PrimeTime employees are required to sign a certification that they have received, read, and will comply with all written Code of Business Conduct and Ethics. All PrimeTime FDRs are required to certify that all its employees, Contractors, Agents, Board Members, and Consultants received a copy of PrimeTime's Code of Business Conduct and Ethics or attests that the entity has a comparable Code of Conduct and Ethics that is distributed to all employees.

This signed certification is required when the Code of Business Conduct and Ethics is distributed within 90 days of hire/contract signature, annually, and whenever the Code of Business

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Conduct and Ethics is revised. The PrimeTime Compliance Department is responsible for obtaining certification documentation for all employees, and first-tier, downstream and related entities. The certifications are maintained by the PrimeTime Health Plan Compliance Department.

PrimeTime's Compliance Department has developed an extensive set of policies and procedures to implement the PrimeTime Compliance Program to ensure compliance with the policies and procedures, and articulate PrimeTime's commitment to comply with all applicable State and Federal laws including but not limited to, Medicare Part C, D, and PDP statute, regulations and program manuals, False Claims Act, Anti-Kickback Statute, STARK Statute, and HIPAA. In addition, policies have been designed to provide guidance on how to deal with and report potential noncompliance and suspected FWA and how to report such issues to the PrimeTime Compliance Department for further action and investigation. The policies and procedures are made available to PrimeTime employees and directors via hard copy or via the company's intranet site.

Whenever there is a change in Federal or state law, regulations, policy guidance or process, the Compliance Department reviews the Code of Business Conduct and Ethics, the PrimeTime Compliance Program, and PrimeTime Compliance policies and procedures to determine if revisions are necessary, or if new policies and procedures must be created. If so, the PrimeTime Compliance Department promptly revises the Code of Business Conduct and Ethics, the PrimeTime Compliance Program, and/or the PrimeTime Compliance policies and procedures (or creates new policies and procedures, if applicable).

Element 2: Compliance Officer, Compliance Committee and High Level Oversight

The PrimeTime Compliance Officer has primary responsibility for promoting and directing PrimeTime's Medicare compliance with Federal, state and local laws, rules and regulations affecting the Medicare Parts C and D requirements. S/he is responsible for the day-to-day operation and oversight of the PrimeTime Compliance Program.

This position is filled by a PrimeTime full-time employee. At no time will PrimeTime delegate this position to an employee of any first-tier, downstream, or related entity.

Reporting Structure

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The PrimeTime Compliance Officer, as part of Corporate Compliance, reports to the Corporate Compliance Director, who reports to the Audit Committee and the AultCare Health Insuring Corporation (AHIC) Board of Directors. The AHIC Board of Directors has the authority to appoint and remove the Director of Corporate Compliance, PrimeTime Compliance Officer and any members of Compliance. The PrimeTime Compliance Officer has direct access to the AHIC Board of Directors and the Audit Committee to report any concerns or findings.

The Board of Directors is knowledgeable about the PrimeTime Compliance Program, its content and plan operations. The Board of Directors participates in initial and annual training as described in Element 3: Effective Training and Education below and demonstrates oversight with respect to the implementation and effectiveness of the PrimeTime Compliance Program.

The PrimeTime Executive Compliance Committee meets quarterly with the PrimeTime Compliance Officer who reports on compliance concerns and/or issues. The Corporate Compliance Director meets with the Board to report the activities and status of the PrimeTime Compliance Program, including issues identified, investigated, and resolved by the PrimeTime Compliance Program and obtains approval and ratification of compliance documents (e.g., Code of Business Conduct and Ethics, PrimeTime Compliance Program, etc.).

The PrimeTime Compliance Officer serves a consultative role to the CEO of PrimeTime. Although there is no direct line of authority to the CEO, the PrimeTime Compliance Officer plays an important role in informing the CEO of compliance issues that impact the ongoing operation of PrimeTime's Part C and Part D products.

Responsibilities—PrimeTime Compliance Department

The PrimeTime Compliance Officer oversees the PrimeTime Compliance Department, with the PrimeTime Compliance Specialists reporting directly to the PrimeTime Compliance Officer. The Compliance Department duties and primary job functions relate solely to compliance and are guided with this premise. The responsibilities of the PrimeTime Compliance Department include, but not limited to:

1. Overseeing and monitoring the implementation of the PrimeTime Compliance Program, taking into consideration methods to implement the program based on the size, structure, and resources.
2. Amending the PrimeTime Compliance Program, as needed, to reflect changes in the law, regulatory requirements, marketplace and the development of the company.

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3. Distributing or make available the Code of Business Conduct and Ethics, the PrimeTime Compliance Program, and written compliance policies and procedures that promote and pertain to Part C and Part D Compliance.
4. Developing, coordinating and conducting training and education that focuses on the elements of the PrimeTime Compliance Program and seeking to ensure that all officers, directors, managers, employees, first-tier, downstream and related entities, and other individuals working in the Medicare program are knowledgeable of and comply with the PrimeTime Compliance Program, its written Code of Business Conduct and Ethics, compliance policies and procedures, and all Federal and state law and regulatory requirements.
5. Must establish a system that fosters effective lines of communication between the Compliance Officer organization's employees, subcontractors, agents, directors, and members of the compliance committee regarding how to report compliance concerns and suspected or actual misconduct.
6. Reviewing the Office of Inspector General (OIG) List of Excluded Individuals/Entities and the General Services Administration (GSA) list of debarred contractors for both PrimeTime employees and FDRs at the time of hire/contract as well as monthly and ensuring documentation is maintained on the process for all employees and FDRs.
7. Reviewing findings and recommendations of OIG fraud alerts, reports and studies, and updating the PrimeTime Compliance Program and Code of Business Conduct and Ethics accordingly.
8. Conducting annual risk assessments, from which oversight, monitoring and audit activities will be scheduled for the coming year.
9. Developing and overseeing monitoring activities, including analyzing performance data and metrics received from all PrimeTime operational areas.
10. Developing and overseeing monitoring activities related to compliance that are performed by PrimeTime staff and FDRs.
11. Ensuring that all FDRs, particularly those involved in sales and marketing activities, follow the Federal, state and regulatory requirements for the Part C and Part D program.

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12. Conducting internal audits of Part C and Part D operational areas identified at risk of noncompliance through the annual risk assessment process, as well as ad hoc internal audits for areas in which issues are identified outside the annual risk assessment process.
13. Conducting compliance audits of all FDRs on a regularly scheduled basis and imposing corrective actions on those entities failing to meet required standards.
14. Developing, implementing and monitoring of policies and programs that encourage managers, employees, FDRs to report suspected noncompliance anonymously and without fear of retaliation.
15. Receiving and investigating matters related to compliance submitted by PrimeTime employees, management, directors, and/or individuals from FDRs.
16. Developing, implementing and evaluating corrective actions resulting from confirmed Part C and Part D noncompliance.
17. Enforcing appropriate and consistent disciplinary action, including termination, in conjunction with the Human Resources Department, against PrimeTime employees who have engaged in acts or omissions constituting Part C and Part D noncompliance
18. Enforcing appropriate and consistent disciplinary actions, including contract termination, against FDRs who have engaged in acts or omissions constituting Part C and Part D noncompliance
19. Maintaining a document control system for all reports and operations of the PrimeTime Compliance Department and the PrimeTime Executive Compliance Committee, including minutes of meetings, audit and monitoring reports, disciplinary action, investigations, disclosures, government inspections and training activities.
20. Being aware of daily business activity by interacting with the operational areas.

Responsibilities—PrimeTime Executive Compliance Committee

The membership of the PrimeTime Executive Compliance Committee is selected by the PrimeTime Compliance Officer who considers the input of the AultCare Health Insuring Corporation's Board of Directors in the selection process. The members of the PrimeTime

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Executive Compliance Committee perform their duties under the guidance of the PrimeTime Compliance Officer. At a minimum, the membership of the PrimeTime Compliance Executive Committee consists of Executive Leadership from the following PrimeTime functional areas:

1. PrimeTime Compliance
2. Customer Service
3. Claims
4. Pharmacy
5. Eligibility/Enrollment/Disenrollment
6. Finance
7. Appeals and Grievance
8. Utilization Management
9. Quality Assurance
10. Provider Relations/Credentialing
11. Internal Audit
12. Sales & Marketing
13. IT
14. Data & Reporting
15. Human Resources

The PrimeTime Compliance Officer serves as the Chair of the PrimeTime Executive Compliance Committee. Recommendations require a majority vote of the PrimeTime Executive Compliance Committee. The PrimeTime Compliance Committee advises and supports the PrimeTime Compliance Officer with respect to implementing the PrimeTime Compliance Program. The PrimeTime Executive Compliance Committee identifies risks and reports them to the PrimeTime Compliance Officer. The PrimeTime Executive Compliance Committee meets quarterly, or more frequently as necessary.

Responsibilities of the PrimeTime Executive Compliance Committee include, but are not limited to, assisting the PrimeTime Compliance Officer in:

1. Developing strategies to promote compliance and the detection of any potential compliance violations in the MA-PD Programs.
2. Ensuring that training and education are appropriately completed for employees and first-tier, downstream, and related entities, to maintain compliance with MA-PD regulatory requirements.
3. Support the PrimeTime Compliance Officer's needs for sufficient staff and resources to carry out his or her duties.

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4. Assist with the creation and implementation of the monitoring and auditing work plan.
5. Developing a process to maintain appropriate, up-to-date compliance policies and procedures.
6. Overseeing a system of internal controls to carry out the PrimeTime Health Plan Medicare Advantage and Part D Compliance Program and Code of Business Conduct and Ethics.
7. Ensuring PrimeTime has a system for employees, first-tier, downstream and related entities to communicate compliance and fraud, waste and abuse questions and report potential instances of non-compliance and/or fraud, waste and abuse (confidentially or anonymously) without fear of retaliation.
8. Assist in the creation of effective corrective action plans and ensure that they are implemented and monitored. Develop innovative ways to implement appropriate corrective and preventive action.
9. Review and address reports of monitoring and auditing of areas at risk of fraud, waste or abuse, ensuring that corrective action plans are implemented and monitored.
10. Providing regular and ad hoc reports on the status of Medicare Advantage and Prescription Drug Plan compliance, including fraud, waste and abuse with recommendations to the Board of Directors.

Element 3: Effective Training and Education

The PrimeTime Compliance Program is only effective if PrimeTime employees, including the CEO, senior administrators or managers, and for the directors, and FDRs understand the requirements with which they must comply and are kept up-to-date with changing Part C and Part D laws, regulations and policy guidance. Completion of PrimeTime's Compliance Program and FWA training is a condition of initial and continued employment with the company. Failure to comply with training requirements may result in disciplinary action, up to and including termination.

The PrimeTime Compliance Department is responsible for the development and maintenance of a training and education program for Part C and Part D compliance. The PrimeTime Compliance Department works with the FWA Officer who develops and maintains the FWA training.

The training and education component of the PrimeTime Compliance Program includes three different types of training:

1. **General Part C and Part D Compliance and Fraud, Waste and Abuse training:** These two training programs are conducted for new employees within 90 days of hire and

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annually thereafter. These general training programs are updated prior to annual training to incorporate any changes to Federal or state laws or regulations regarding Part C and Part D compliance and/or FWA requirements. In the event of significant changes to Federal or state laws or regulations that require retraining sooner than the annual training, the PrimeTime Compliance Department will update the training programs and conduct training sessions as expeditiously as possible. The PrimeTime Compliance Department maintains training completion records, training content, testing results, and a signed, dated attestation from each employee indicating that they have received a copy of the Code of Business Conduct and Ethics, and that they will adhere to the requirements therein. Additionally, the PrimeTime Compliance Department ensures employees are aware the PrimeTime Compliance Program and relevant policies and procedures are on the Company's intranet.

Because it is imperative that PrimeTime Board members and management team are aware of and comply with all Part C and Part D Compliance and FWA requirements, general Part C and Part D compliance and FWA training is mandatory for all Board members, chief executive officer or other senior administrator, and managers. This training is conducted within 90 days of appointment to the Board and annually thereafter and is part of the orientation for new management team employees. The PrimeTime Compliance Department is responsible for maintaining documentation of attendance and training content for training provided to Board members.

The general Part C and Part D Compliance and FWA training includes, but is not limited to, the following topics:

- The PrimeTime Code of Business Conduct and Ethics, PrimeTime Compliance Program and FWA Plan and compliance policies and procedures, standards of conduct and commitment to ethics and compliance with all Medicare statutory, regulatory and program requirements.
- An overview of compliance program changes or other new updates (including HPMS notifications, Medicare Managed Care Manual updates, Prescription Drug Benefit Manual updates (i.e. Enrollment/Disenrollment, Marketing, Benefits Access, Appeals & Grievances, Compliance Program/, Formulary Management, Claims Adjudication)
- Review of applicable Federal and state laws and regulations, such as, but not limited to the False Claims Act, the Anti-Kickback Statute, and Part C and Part D regulations related to compliance program requirements in the Medicare Managed Care Manual

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and Prescription Drug Benefit Manual chapters and how employees can reference applicable Medicare regulatory and contractual requirements

- Overview of HIPAA, the CMS Data Use Agreement, and the importance of maintaining the confidentiality of Personal Health Information.
- Overview of the monitoring and auditing work plan of the organization.
- Discussion of the various methods to ask questions, obtain clarification, identify and report suspected Part C and Part D noncompliance and/or FWA to the appropriate PrimeTime staff, including PrimeTime's policy on confidentiality, anonymity and non-retaliation.
- Discussion of PrimeTime's disciplinary guidelines when non-compliant behavior is confirmed, or when a known violation is not reported including disciplinary action and possible termination when such behavior warrants.
- Required attendance and participation in formal training programs as a condition of continued employment, and a criterion to be included in employee evaluations.
- Review of potential conflicts of interest and the Sponsor's disclosure/attestation system.
- Discussion of how adherence to the PrimeTime Compliance Program and FWA Plan is considered in employee evaluations.
- Review of policies related to contracting with the government, such as the laws addressing fraud and abuse or gifts and gratuities for Government employees.

The Part C and Part D FWA annual and upon hire training includes the following topics:

- Definitions of Part C and Part D FWA.
- Descriptions of potential Part C and Part D FWA activities conducted by pharmacies, providers and members.
- Methods used by PrimeTime to prevent, detect, and correct instances of Part C and Part D FWA.
- Discussion of responsibility to report suspected instances of Part C and Part D FWA, including how, where and to whom such instances should be reported.
- Discussion of availability of anonymous reporting and PrimeTime's policy of non-retaliation of employees and/or contractors who report suspected FWA.
- Conflict of Interest policy.
- Review of policies and procedures covering all aspects of the Part C and Part D Compliance and Part D/PDP FWA Plan, including standards of conduct, compliance, and methods for reporting noncompliance and fraud, waste, and abuse.

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- Discussion of relevant Federal laws related to the prevention, detection and correction of FWA, such as the Federal False Claims Act, the Anti-Kickback Statute, HIPAA requirements, applicable Medicare Managed Care Manual Chapters etc.
- Roles of PrimeTime, the MEDIC, CMS, and law enforcement agencies in combating Part C and D FWA.
- Discussion of how adherence to the Part C and D Fraud, Waste, and Abuse Plan is considered in employee evaluations.

Part C and Part D Compliance and FWA training for FDRs: PrimeTime requires both Part C and Part D Compliance and FWA training within 90 days of contract signature and annually thereafter as a condition for contracting for FDRs. PrimeTime will provide a link to CMS' Medicare Learning Network website that satisfies the regulatory requirements associated with general compliance and FWA training. Additionally, PrimeTime will communicate its hotline and reporting mechanism as a supplement to the general compliance and FWA training.

FDRs who have met the FWA certification requirements through enrollment into Parts A and B of the Medicare program or through accreditation as a supplier of DMEPOS are deemed to have met the FWA training and education requirements.

The FDR must submit to the PrimeTime Compliance Department a signed and dated attestation within 90 days of contract signature stating that all FDR employees who have involvement in the administration or delivery of Parts C and D benefits have completed both the Part C and Part D Compliance Program and FWA training. PrimeTime requires the FDR to maintain, and provide upon request, any required documents and other records to substantiate the information under this attestation for at least a period of 10 years. The PrimeTime Compliance Department will maintain a copy of the attestation for a period of 10 years.

For annual Part C and Part D Compliance and FWA training, the PrimeTime Compliance Department will contact each FDR via email, fax blast, and/or letter.

- 2. Additional Part C and Part D training for PrimeTime staff:** In order for PrimeTime's Compliance Program to be compliant with Federal and state laws and regulatory requirements, PrimeTime employees who work with the Part C and Part D product lines must have an understanding of basic Part C and Part D requirements in various

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functional areas because many of the Part C and Part D requirements cross multiple operational areas. The PrimeTime Compliance Department provides basic Part C and Part D training sessions for PrimeTime employees. Additionally, the PrimeTime Compliance Department offers training specific to job functions. The PrimeTime Compliance Department works in collaboration with the department manager to determine the training sessions and training schedule. Training courses are available on the following topics:

- Medicare Basics 101: Part A and Part B
- Medicare Basics 201: Part C and Part D
- Medicare Basics 301: Coordinated Care Plans (CCPs)
- Medicare Basics 501: Employer Group Health Plans (EGHPs)
- Marketing 101
- Part D 101
- Customer Service 101
- Enrollment 101
- Disenrollment 101
- Part D Payment and Prescription Drug Event (PDE) Data
- Part C and D HPMS Reporting 101 (Part C and D)
- CMS Audit Process 101
- Claims 101
- Medicare Supplements (Medigap) 101
- Sales 101
- Part D Formulary 101
- Part D Drug Coverage Parameters 101
- Medication Therapy Management (MTM) 101
- Medicaid 101
- Low Income Subsidy (LIS) 101
- Grievances 101 (Part C and D)
- Part D Coverage Determinations & Appeals 101
- Part C Organization Determinations & Appeals 101
- Beneficiary Rights & Protections 101
- Marketing 101
- Star Ratings 101
- Marketing Materials 101

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- Privacy and Security - HIPAA 101
- Medicare Secondary Payer (MSP) 101
- Complaint Tracking Module (CTM) 101
- Quality and QI Programs 101

To ensure the PrimeTime employees working on the Part C and Part D products remain current with basic requirements of the program, the PrimeTime Compliance Department provides refresher training on the above topics.

The PrimeTime Compliance Department maintains documentation of attendance, training content, trainer credentials, and test scores.

- 3. Specialized Part C and Part D training—job function-specific:** PrimeTime employees working in the functional areas of the Part C and Part D program must understand and keep up with a wide range of regulations, data reporting requirements, policy guidance, CMS manuals, and near-daily policy issuances via HPMS that pertain to their specialized work in the Part C and Part D program. In order to facilitate the process of keeping abreast of constantly evolving guidance, each department conducts ongoing training sessions on an as-needed basis, covering topics of specific concern for that department. For example, when a revised Medicare Managed Care Manual (MMCM) chapter is released by CMS, the department(s) affected by the revisions develops and conducts a special training session to educate the employees in that department on the revised policies. The department manager is responsible for determining specialized training needs and scheduling training sessions in a timely manner. Each department collects documentation of attendance, training content, trainer credentials, and test scores, if applicable.

In addition to training applicable department staff on newly issued or updated policy guidance, regulations, manual chapters, etc. from CMS, each department involved with the Part C and Part D products revises and updates internal resources, such as policies and procedures, desktop procedures, manuals, etc., to reflect new or revised Part C and Part D policies. The Compliance Department is responsible for receiving policy issuances from CMS via HPMS or other means and disseminating them to the appropriate department(s). The department is responsible for reviewing the policy issuance, revising internal resources to reflect the change in policy, and providing documentation of the revisions to the PrimeTime Compliance Department.

Element 4: Effective Lines of Communication

In order for PrimeTime to identify, quickly respond, and effectively address any potential Part C and Part D noncompliance issues, the plan developed and implemented effective lines of communication between the PrimeTime Compliance Officer and his/her designee and employees, contractors, FDRs, the PrimeTime Compliance Committees, and PrimeTime leadership.

The PrimeTime Compliance Department encourages all parties listed above to report suspected instances of Part C and Part D noncompliance and/or FWA related to the Part C and Part D program to the Medicare hotline, the PrimeTime Compliance Officer or any member of PrimeTime management (confidentially or anonymously) without fear of retaliation. In order to promote an environment of open communication and reporting, PrimeTime has and enforces a policy of non-retaliation and non-retribution toward any party reporting suspected instances of noncompliance or FWA.

In the case of PrimeTime employees, it is PrimeTime's policy that any suspected instances of noncompliance or FWA must be reported to the PrimeTime Compliance Officer, either directly or indirectly through the Medicare hotline. Any PrimeTime employee found to have known of such allegation, but failed to report it, may be subject to disciplinary action up to and including termination.

PrimeTime ensures effective communication related to member reported noncompliance and FWA through an established grievance process. The PrimeTime Customer Service Department is trained on how to identify grievances and forwards identified potential issues of noncompliance and/or FWA to the Grievance and Appeals Department for processing.

PrimeTime Compliance/FWA Hotline

- Compliance/FWA Hotline: <https://aultcarepthp.alertline.com> or 1.866.307.3528

PrimeTime maintains separate Part C and Part D Compliance and FWA hotlines that are available 24 hours a day, 7 days a week. PrimeTime employees who work with the Part C and Part D product(s) are informed of the hotlines via initial and annual Compliance Program and

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FWA training, hotline flyers posted in common areas in PrimeTime offices, and the company's intranet site. Members are informed of the Compliance and FWA hotlines via the PrimeTime website and member newsletters. PrimeTime providers are informed of the Compliance and FWA hotlines through the Provider Manual and quarterly newsletter. First-tier, downstream and related entities are informed of the hotline through initial and annual PrimeTime Compliance and FWA training.

The Compliance and FWA hotline telephone numbers include a recorded script stating that the caller may report either confidentially or anonymously. FWA hotlines activities are reported to the Fraud Officer. The compliance hotline contractor will immediately contact the Compliance Officer or designee in critical situations. Upon notification, the compliance department initiates an investigation and corrective action as deemed appropriate. FWA hotlines activities are reported to the FWA Officer. The FWA Officer initiates an investigation and corrective action as deemed appropriate. All reports received through the hotline are communicated to the Executive Compliance Committee. Additionally executive leaders are involved, as appropriate.

Reporting to the PrimeTime Compliance Officer

In addition to the hotline, parties may also choose to report suspected instances of noncompliance or FWA directly to the PrimeTime Compliance Officer. Reports may be made (confidentially or anonymously) without fear of retaliation directly to the PrimeTime Compliance Officer by phone, fax, email, or mail. The Compliance Officer or designee initiates an investigation for each call/inquiry received. The Compliance Officer or designee addresses and responds to complaints, grievances, or any other compliance concerns received through the Compliance hotline, including escalation to leadership as appropriate.

Element 5: Well-Publicized Disciplinary Standards

For the PrimeTime Compliance Program to be effective, it must include strong, well-publicized disciplinary guidelines to enforce the Code of Business Conduct and Ethics and other aspects of the PrimeTime Compliance Program. Enforcement is conducted through sanctions for non-compliant behavior, dealing consistently and appropriately with violations, implementing and following up with corrective action plans, and utilizing a tracking system for disciplinary actions. PrimeTime employees, including executive, management, and other staff, are expected to conduct Part C and Part D activities in conformance with Federal and state regulatory requirements, the PrimeTime Compliance Program and internal policies and procedures. Staff at all levels who fail to meet this standard, are subject to disciplinary action, up to an including

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termination of employment. The PrimeTime Compliance Officer is responsible for ensuring that disciplinary actions are enforced in a fair and consistent manner by participating in the development and implementation of those actions in conjunction with Human Resources and the applicable department director. Additionally, PrimeTime employees are evaluated on adherence to the Code of Business Conduct and Ethics and other aspects of the PrimeTime Compliance Program as part of their annual performance review.

Publicizing Disciplinary Guidelines

To deter incidents of unethical or noncompliant behavior by PrimeTime employees, PrimeTime publicizes disciplinary guidelines at the initial and annual PrimeTime Compliance training; includes a description of the disciplinary process in the Employee Handbook; includes compliance guidelines as a regular topic of discussion at regular department staff meetings. Compliance contact information is located in common areas of PrimeTime workspaces and is posted on the organization's intranet site. This information is provided to leadership, employees and subcontractors.

To deter incidents of unethical or noncompliant behavior by employees of first-tier, downstream and related entities, PrimeTime Compliance and FWA training is provided upon contract signature and annually thereafter. The organization is required to attest the enforcement standards are appropriately communicated throughout their training.

Enforcement

Employees: Following an investigation that confirms a PrimeTime employee has violated one or more of the elements of the Code of Business Conduct and Ethics and/or a provision of the PrimeTime Compliance Program, disciplinary action will be taken. All acts of discipline will include consultation with Human Resources prior to final action in order to facilitate timely, consistent, and effective enforcement of the Code of Business Conduct and Ethics and/or a provision of the PrimeTime Compliance Program when noncompliance or unethical behavior is determined. Based upon the seriousness of the violation and other documented incidents, there are three levels of discipline available. The first is a written notice delivered to the employee by the department director and included as part of the employee's personnel file that would include, at a minimum, a corrective action plan and participation in additional PrimeTime Compliance training. The second level of discipline for more serious violations (or following a previous written warning for the same or similar violation) is a 3-day suspension of employment and participation in a corrective action plan including additional PrimeTime Compliance training. A written record is retained in the personnel file. The third and final disciplinary action is termination of

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employment and potential filing of criminal charges, if applicable. For the most serious violations in which a PrimeTime member's health or well-being is jeopardized termination is immediate. Details of the investigation of the violation leading to employment termination would be maintained in the personnel record.

Element 6: Effective System for Routine Monitoring, Auditing and Identification of Compliance Risks

Continual monitoring is critical in detecting noncompliance. These actions help ensure the success of the PrimeTime Compliance Program. An ongoing auditing and monitoring system, in consultation with the PrimeTime Executive Compliance Committee, is an integral component to the PrimeTime Compliance Program. The PrimeTime Compliance Department performs an annual risk assessment to develop an overall internal monitoring and auditing work plan for the year to identify the audits that will be performed, test the policies and procedures for preventing, detecting and correcting unethical or unlawful conduct throughout PrimeTime. Additionally, the PrimeTime Compliance Department will conduct routine reviews of the Part C and Part D operations and compliance risk areas as identified by the PrimeTime Compliance Officer and/or as identified by the PrimeTime Executive Compliance Committee as well as standing auditing and monitoring of FDRs. This monitoring is designed to examine those practices within PrimeTime that pose potential risk of noncompliance with all Medicare regulations, sub-regulatory guidance, contractual agreements, and all applicable Federal and state requirements as well as internal policies and procedure to protect against Medicare program noncompliance. The compliance department has access to all relevant personnel, information, records and operational area to conduct oversight and monitoring activities.

This monitoring and auditing extends to all areas of the organization vulnerable to potential noncompliance including, at a minimum:

- Subcontracting operations (FDRs)
- Claims processing (e.g. claims processing edits that will identify potential FWA at the point of sale, either prospective, retrospective or both)
- Marketing
- Formulary/Benefit development and management

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- Enrollment/Disenrollment
- Agent/Broker Activity
- Provider Credentialing
- Grievance and Appeals (C & D)
- Transition
- Protected Classes
- Utilization Management
- Compliance

Auditing and monitoring is performed utilizing at least one or more of the following:

- Unannounced internal audits or "spot checks."
- Examination of the performance of the PrimeTime Compliance Program including review of training, the compliance issues log (e.g. hotline log), investigation files, certifications for receipt of standards of conduct, and conflict of interest disclosure/attestation.
- Review of areas previously found non-compliant to determine if the corrective actions taken have fully addressed the underlying problem.
- Use of objective, independent auditors that are knowledgeable of the Part C and Part D program requirements and are not employed in the area under review.

Risk Assessment of Noncompliance

The risks associated with each Part C and Part D requirements are not determined by reviewing each requirement in isolation. The operational processes, documentation, interviews and system walkthroughs for all functional areas together provide a 360-degree analysis to determine the potential risks to PrimeTime, it's members and first-tier, downstream and related entities.

The two key steps in the risk assessment process are discovery and analysis. Discovery is the process of determining which requirements are completely implemented, their operational

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effectiveness, and how the practices and the documentation support compliance. In most cases, the discovery process includes document review, interviews with relevant PrimeTime staff, and system walkthroughs. The analysis is based on the evaluation of data representing the actual practices. This includes the auditors analyzing the sample case files that are selected from the collected data.

The identification of risk is not a static process, as risks can be impacted due to new or revised regulations and guidance. Because of rapidly changing CMS policy, risks can change, sometimes significantly, as frequently as month to month. It is possible to have a situation where the audit schedule is based on an effective risk assessment process, but by the time the scheduled internal audits are to be performed, the risk profile has evolved and the planned audits are no longer sufficient. To combat the issue of risk evolution, the PrimeTime Compliance Department:

- Recognizes the dynamic nature of risk, and performs internal monitoring activities on a monthly basis in order to continually assess risks in real time and make adjustments to the internal audit schedule accordingly;
- Begins each scheduled internal audit by refreshing the risk assessment component of that particular audit to ensure the audit is timely and necessary and covering the appropriate scope of operations;
- Is flexible with respect to the audit timeframes and adapts audit procedures as new guidance is released or as CMS policy changes;

Internal Monitoring and Auditing of Noncompliance

The annual risk assessment process determines the monitoring and auditing work plan for the year. The internal monitoring schedule includes:

- the requirements that will be monitored;
- how each requirement is monitored (e.g., reports, metrics, etc.);
- which department is responsible for submitting the monitoring data to the PrimeTime Compliance Department;
- the period of time covered by the reports or other data;

The internal audit schedule includes:

- the audits to be performed;
- when the audit will occur (i.e., start and end dates);

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- whether the audit is announced or unannounced;
- audit methodology;
- who is responsible for conducting the audit;
- final audit report due date.

All requirements are audited at a minimum of every three years. The audit frequency is determined based on the identified risk for that area. Risk areas and audit timeframes are defined as follows:

OIG/GSA Exclusion

The first line of defense against non-compliant behavior and/or fraud, waste or abuse committed by PrimeTime employees or employees of first-tier, downstream or related entities is to ensure that new hires by any of these entities have not been debarred, excluded, or have otherwise become ineligible for participation in Federal Plans. To ensure this, the Human Resource Department conducts a background check during the hiring process of all new employees. At the time of hire and monthly thereafter, all employees are checked against the Office of Inspector General's (OIG) list of excluded individuals/entities and the General Services Administration's (GSA) list of excluded individuals/entities. PrimeTime also requires all new hires as well as FDRs to sign and date an attestation certifying that they have not been debarred, excluded or are otherwise ineligible to participate in federal programs. The monthly reviews are conducted by John Sterling Associates. All external agents and brokers are checked against the OIG and GSA lists at the time of credentialing, then monthly thereafter, through the Sales Sentinel software. If it is determined at the time of hire or at any point after that a PrimeTime employee or FDR appears on any of these lists, PrimeTime will take immediate action to remove that individual from work on any Federal product.

Element 7: Procedures and System for Prompt Response to Compliance Issues

Investigation of Reported Potential Medicare Program Noncompliance

All reports of suspected improper conduct, Part C and Part D noncompliance are investigated promptly and thoroughly by the PrimeTime Compliance Department, under the direction of the PrimeTime Compliance Officer. Every effort is made to maintain the confidentiality of reports of

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potential violations and concerns about illegal or non-compliant behavior. A root cause analysis occurs on each confirmed instances of non-compliance or FWA.

Investigation of Reported Potential Medicare Program Noncompliance

All allegations of Part C and Part D noncompliance are routed to the PrimeTime Compliance Department, regardless of the point of entry (e.g., PrimeTime Compliance and/or FWA hotline, email, U.S. mail, etc.). Upon receipt of any Part C and Part D compliance complaint, the PrimeTime Compliance Department logs the complaint and initiates a timely and reasonable inquiry upon discovery of evidence of misconduct related to payment or delivery of Part C and/or Part D items or services. The investigation is initiated as quickly as possible, but not later than two weeks after the date of receipt of the reported potential violation. Depending on the type of reported activity, the PrimeTime Compliance Officer or designee contacts all appropriate parties including but not limited to staff and managers within the organization, staff at first-tier, downstream or related entities, other regulatory or law enforcement agencies, outside counsel, and/or PrimeTime members.

The PrimeTime Compliance Officer or his/her designee obtains all relevant data and documentation to investigate the allegation. Following analysis of all documentation, data, medical records, and interviews, the PrimeTime Compliance Officer determines the findings of the investigation, including whether the allegations of noncompliance are confirmed.

The PrimeTime Compliance Officer reports the results of all Medicare program noncompliance investigations to the PrimeTime Executive Compliance Committee. The PrimeTime Compliance Officer recommends appropriate corrective action measures based on the severity of the issue, including but not limited to, identification and repayment of any overpayments and/or removal of any employees, subcontractors, beneficiaries, etc. who engage in noncompliant practices. Any disciplinary action and/or sanctions for noncompliance are reported to the PrimeTime Executive Compliance Committee. The PrimeTime Executive Compliance Committee reviews the PrimeTime Subcommittee's recommendations related to investigations and approves or modifies corrective and/or disciplinary action recommended by the PrimeTime Compliance Officer. Corrective actions imposed are tracked for effectiveness by the PrimeTime Compliance Department.

Investigation results are communicated both verbally and in writing by the PrimeTime Compliance Officer to relevant parties, including individuals or entities against whom the allegation was made. The written communication includes the proposed disciplinary and/or

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corrective action plans for the detected offense as approved by the PrimeTime Executive Compliance Committee and Human Resources, as applicable, as well as timeframes for correction and a description of the method of evaluation to determine whether the violation has been corrected.

In the case of Part C and Part D noncompliance and by a first-tier, downstream or related entities, the corrective action plan developed by the PrimeTime Compliance Officer and approved by the PrimeTime Executive Compliance Committee will be documented in a written agreement with the first-tier, downstream or related entity. The agreement will provide details of the required corrective action, timeframes for completion of the corrective action, a description of the methods of evaluation to ensure the corrective action plan has been implemented and effective in correcting the violation, and a description of the ramifications to the first-tier, downstream or related entity up to and including contract termination, should the entity fail to implement the corrective action according to the plan, or should the corrective action fail to correct the violation.

The PrimeTime Compliance Department maintains complete and thorough documentation of all investigations per CMS record retention requirements, including a description of the suspected noncompliance, a description of the investigation, copies of relevant documents and notes from staff and other interviews, findings from the investigation, and disciplinary and/or corrective actions taken as a result of the investigation.

Referral of Non-Compliant Activities to Government Agencies and Law Enforcement

In the event that the investigation discovers an incident of significant Medicare program noncompliance, the PrimeTime Compliance Officer reports the activity to the relevant government and/or law enforcement agencies, including but not limited to CMS and the Office of the Inspector General (OIG). PrimeTime participates in and cooperates with investigations by such agencies as requested.