

## **CORPORATE RESPONSIBILITY**

Ensemble Health Partners is dedicated to providing each client with the highest quality revenue cycle services. Ensemble Health Partners' company Mission is to create real value for our clients – empowering them to deliver the absolute best in clinical care, customer service and community engagement - by partnering with them and enabling them to realize their maximum sustainable financial and operational goals. To achieve this, Ensemble Health Partners is committed to conducting its business activities in full compliance with all federal, state and local laws and regulations.

### **DOING THE RIGHT THING ALWAYS**

It is the personal commitment and responsibility of every employee, associate, vendor or agent to perform services on behalf of Ensemble Health Partners in an ethical manner and to follow all laws, rules, regulations and internal policies. Learn more about our Core Values in Action and our Standards of Responsible Conduct – [Ensemble Core Values in Action Booklet](#).

### **CORPORATE RESPONSIBILITY CONTACTS**

Should you have questions or concerns about an ethics and/or compliance issue, please contact Ensemble's Corporate Responsibility Department.

By phone: 704-765-3718

By mail: Corporate Responsibility/Compliance Officer  
Ensemble Health Partners  
13620 Reese Blvd. East, Suite 200  
PO Box 2128  
Huntersville, NC 28078

### **3-STEP REPORTING PROCESS**

We encourage employees, associates, clients, vendors or agents to speak up if they have questions or concerns as to what is the right thing to do in a particular situation or about potential violations of laws, regulations, policies, procedures or ethical conduct. No individual making a good faith report will be subject to retaliation.

Our associates have a duty to report promptly and in good faith any potential violations of law, regulations, policies, procedures or the Core Values in Action Standards of Responsible Conduct. In many cases, we have processes in place to resolve concerns or obtain answers to questions. The Corporate Responsibility Program builds on those

processes. We encourage you to use existing processes when you can. We realize that no single resource can answer every question or issue. So, we created a three-step process to help resolve issues, answer questions or report concerns or possible violations.

1. If we have no process to address your concern or question, first talk with your supervisor or other managers in the organization. They may help you or refer you to others who can such as Human Resources staff (for issues about work conditions, discrimination or harassment); security staff (for issues about physical security, theft or abuse of property); and Quality Assurance or Risk Management staff (for clinical or regulatory concerns).
2. If the staff cannot help you, or if they are not a suitable resource for your concern, contact the Ensemble Corporate Responsibility Officer at 704-765-3718.
3. If the issue or question is still unresolved, or if you want to report a concern anonymously, call the 24-hour Ensemble Health Partners ReportLine at 1-844-604-9102 or log on to [www.ensemblereportline.com](http://www.ensemblereportline.com) to file a report using the Make a Report link. You may make a report without giving your name if you choose.