



## **JAMHI Code of Ethics**

1. JAMHI is committed to delivering quality behavioral healthcare services to adults utilizing the available community and organization resources.
2. JAMHI does not discriminate against or refuse professional services to anyone on the basis of race, color, creed, age, sex, disability, religion, national affiliation, or sexual orientation.
3. JAMHI personnel shall not engage in, or condone, any form of harassment, bullying, intimidation, or discrimination against fellow employees or clients.
4. JAMHI respects the clients' right to quality healthcare and to private and confidential services. Confidentiality will only be breached when required by law or in potentially life-threatening situations.
5. JAMHI will not engage in any marketing campaigns or appeals for support that stigmatizes the people JAMHI serves.
6. JAMHI will be alerted to, and avoid conflicts of interest that interfere with the exercise of professional discretion and impartial judgment.
7. JAMHI clinical personnel will not engage in the provision of professional mental health services to friends or family members for personal gain.
8. JAMHI personnel will refrain from dual relationships with clients as they may impair clinical objectivity and professional judgment. JAMHI personnel will not engage in business ventures or personal relationships with clients. JAMHI personnel will not accept employment from or employ a client while at the same time providing services to the client.
9. JAMHI personnel will not engage in relationships with current or former clients, including financial, sexual or emotional relationships. Further, personnel will not take unfair advantage of any professional relationship or exploit clients to further their personal, religious, political, or business interests.
10. JAMHI personnel shall not engage in romantic relationships with supervisors or supervisees and/or where a power differential exists (i.e. evaluative capacity or supervision).
11. JAMHI personnel will not solicit or accept gifts or gratuities from clients or vendors. JAMHI personnel will not give personal money or gifts to clients.
12. JAMHI personnel shall respect and safeguard the personal property of clients, visitors, fellow employees and all JAMHI property.
13. JAMHI personnel will not use JAMHI property or services to advance their personal business or financial interests.

14. JAMHI personnel may be asked to witness documents such as Authorizations for Release of Information and other organizational and legal documents. Neither JAMHI nor JAMHI personnel will assume the legal role of guardian, conservator, personal payee, power of attorney or legal representative for clients.
15. JAMHI personnel are prohibited from going door-to-door (office) to solicit for personal fundraising efforts. Personnel are allowed to place a sign-up sheet in the staff break room or Residential Services offices, accompanied by an email announcing to staff that the sign-up is available.
16. JAMHI personnel will exercise extraordinary care when making spoken, electronic, or written professional recommendations or opinions to the public, either spoken or written. Personnel will not engage in interviews with media (i.e. TV, radio, or newspaper) without consent from the Executive Director.
17. JAMHI personnel will appropriately represent their credentials and not claim licenses, certifications, or academic degrees which have not been legitimately conferred by a regionally accredited institution or which are unrelated to their practice or work at JAMHI. Personnel will work within the scope of their education and credentials.
18. JAMHI personnel will abide by the ethical guidelines of their affiliated professional associations. Should the ethical guidelines of either JAMHI or the professional organization conflict, the more stringent of the two should prevail.
19. JAMHI personnel are committed to the assessment of personal strengths and weaknesses, and to the maintenance of proficiency and competency in delivery of services to clients. Personnel will recognize the boundaries of their competencies. Personnel shall maintain licensure and certifications as required by JAMHI and its external regulatory organizations.
20. JAMHI will ensure that all personnel, contracted personnel, volunteers, and students comply with all local, state, and federal regulations and JAMHI policies and procedures, and conform to CARF standards.
21. JAMHI personnel will dutifully report situations which may cause potential harm or psychological damage to JAMHI clients. This includes the reporting of JAMHI employees engaging in behavior harmful to a client or employees impaired to the extent that their professional judgment and/or performance maybe compromised.
22. JAMHI personnel are mandated to report any known or suspected abuse, neglect or exploitation of children to Office of Children's Services (OCS). Any known or suspected abuse, neglect, or exploitation of adults is to be reported to Adult Protective Services (APS) only if there is a valid Authorization for Release of Information or if done anonymously per 42 C.F.R. Part II.
23. JAMHI personnel shall accept the responsibility to advocate for clients and protect the community in which they live against unethical and damaging practices by individuals or organizations.
24. JAMHI personnel will remain sensitive to clients' religious convictions and spiritual needs. When indicated, personnel will refer a client to a spiritual advisor.

25. JAMHI personnel will adhere to honest business practices and not engage in deceptive billing as to enhance JAMHI's reimbursement.
- JAMHI personnel will bill only for those items and services which are actually rendered.
  - JAMHI personnel will not overstate the time required that has been approved to perform the services in order to obtain greater reimbursement.
  - JAMHI personnel will bill only for items and services that are medically necessary and reasonable as warranted by the severity of the symptoms.
  - JAMHI personnel will not use a billing code that provides a higher payment than the billing code that actually reflects the services rendered to the client.
  - When diagnosing, JAMHI personnel shall render diagnoses consistent with a client's symptoms and clinical conditions.
  - JAMHI personnel shall not submit more than one bill for the same service or bill for a fragmentation of another service. (Double billing or overlapping billing).
  - JAMHI personnel will understand the service requirements and billing codes within service area so that fraudulent and abusive billing practices do not occur. Personnel will make every effort to stay current on the Alaska Medicaid regulations.
  - JAMHI personnel will submit documentation of services rendered through a day sheet in a timely manner.
  - JAMHI personnel will not knowingly violate federal, state and other regulatory agency requirements and standards.
26. JAMHI forbids discharging individuals from treatment based solely on the clients' inability to pay or the fact that their continued stay is not subject to third party reimbursement.
27. JAMHI Human Resource personnel shall adhere to the highest standards of ethical and professional behavior identified by the Human Resource management profession, including but not limited to:
- Pursuing JAMHI objectives in a manner consistent with community interest.
  - Upholding all laws and regulations relating to JAMHI activities.
  - Promoting fair and equitable treatment of all personnel and candidates for employment.
  - Treating people with dignity, respect and compassion.
  - Fostering a work environment that is free of harassment, intimidation and unlawful discrimination.
  - Assuring an environment of inclusiveness and a commitment to diversity within the organization.
  - Ensuring that only appropriate and accurate information is used in decisions affecting employment relationships.
  - Safeguarding restricted and/or confidential information.
28. Upon termination or resignation, JAMHI personnel shall maintain client and co-worker confidentiality, and shall hold confidential any sensitive situations arising with the agency.

29. JAMHI personnel will report suspected violations of this ethical code and any concerns about potential or actual waste, fraud, abuse or other wrongdoings to their Supervisor, Compliance Officer, or Executive Director. JAMHI appreciates and respects the reports and has a no-reprisal approach for personnel reporting suspected ethical violations and incidents of waste, fraud, abuse and other questionable activities and practices.

- The Executive Director and Compliance Officer are responsible for investigations of reports unless the report involves the Executive Director, at which time the Chief Financial Officer and Compliance Officer will investigate. If the report involves the Compliance Officer, the Executive Director and Chief Financial Officer will investigate. The investigation will be initiated within three working days and be completed within 30 days upon receipt.
- Names of personnel or other reporting activities will not be made public unless necessary to substantiate the report.
- The Executive Director will refer issues to JAMHI's attorney if there are questions/concerns about legality.
- If appropriate, findings will be shared with the QI Committee for analysis and planning system improvement.

## **JAMHI Code of Ethics**

My signature indicates that I have received and reviewed the JAMHI Code of Ethics. I understand the expectations and agree to adhere to the JAMHI Code of Ethics and report any violations of the code to the Compliance Officer or Executive Director. I understand that violations of this code may be grounds for disciplinary action including my immediate dismissal. I will consult with my immediate supervisor should there be any questions or concerns regarding ethical issues at JAMHI.

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**Employee Printed Name**                      **Date**

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**Employee Signature**                      **Date**

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**Compliance Officer Signature**                      **Date**