



M.I.L.S.
Home Health Care Agency

**FIELD EMPLOYEE
HANDBOOK
JULY 2018**

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MILS HOME HEALTH SERVICE OVERVIEW

We are glad you have chosen to become a member of our service team. M.I.L.S. Home Health Care is a community of workers where commitment to excellence runs high. Our record for superior service is firmly established in the home and health care profession throughout the Twin Cities metropolitan area. We are dedicated to providing the highest quality service to our clients as well as meeting your needs in your career.

MISSION STATEMENT

M.I.L.S. Home Health Care is an innovative, dominant home care services company, driven by the quality of its people and services. The company will ascribe to a work ethic that ensures real benefits to its clients and will engage in activities that demonstrate its responsibility to its employees and the community we serve.

AGENCY BACKGROUND

Minnesota Independent Living Services is an innovative, dominate home care Agency serving the disabled community for over 25 years. We're looking forward to having you join our team to provide care and passion to the communities we serve.

We believe that health care is a fundamental human right. We envision a world in which every individual is able to achieve and maintain the highest attainable standard of health, and believe that health care in the home is essential in a comprehensive health care delivery system.

We value deeply each individual and their humanity, including people with disabilities and older individuals. We recognize and support the right to self-determination that our clients and their families have regarding health and life decisions. We believe that services must be tailored to meet the needs and wishes of the clients we serve.

WELCOME

Dear New Employee,

It is our pleasure to welcome you to our Agency.

Our primary objective is client, caregiver and employee satisfaction. As an Agency, we have committed ourselves to this objective of ensuring their satisfaction.

We can only meet this objective and fulfill our commitment through you. As an employee of MN Independent Living / MILS, we expect you to perform your duties in a manner that consistently reflects your commitment to our customers and our organization. Your diligence and loyalty are necessary so we can effectively work together toward our common goal of providing the best possible health care service.

This handbook has been designed to familiarize employees with the Agency's policies and procedures. Please read the entire handbook. If you have questions or need more information regarding a policy or practice, do not hesitate to ask your manager.

We extend to you our sincere wishes for the very best of success as you join our team of home health care professionals.

Sincerely,



Dave Bennerotte

ABOUT YOUR HANDBOOK

MN Independent Living Services dba/ MILS, herein after referred to as the “Agency” or “Company” believes that you are our most important asset. As a result, we designed this Employee Handbook to help you become familiar with the policies, practices and procedures that most often affect your work.

This Employee Handbook applies to all Agency field and supplemental staffing employees. The contents of this manual are presented as a matter of information only. This Employee Handbook does not contain all of our employment or personnel policies, practices and procedures. Its purpose is to provide basic information to employees regarding Agency procedures and guidelines.

This Employee Handbook is not and does not create a contract between the Agency and any of its employees, nor is it intended to be a legal statement of benefits.

The Agency retains the right to change, modify, suspend, interpret, vary from, or cancel, in whole or in part, any of its published or unpublished policies, practices and procedures, without advance notice. Any deviation from the policies and/or practices stated in this manual is within the sole discretion of the Agency and will not be construed to constitute precedent affecting future action.

This Employee Handbook supersedes all prior employee handbooks and any employment or personnel policies, procedures, practices, statements or promises, whether written or verbal, previously received from or made by the company.

Please read this handbook carefully. One of your first responsibilities as an employee is to be familiar with its contents. Employees should feel free to discuss the contents of this handbook or ask any questions with their supervisor.

All employees must complete the Employee Handbook acknowledgement form and return it promptly to their manager or Human Resources.

Please note that for purposes of this employee handbook these sections only apply to field staff providing home health care services including, but not limited to, Home Health Aides, Personal Care Assistants, Homemakers, Registered Nurses, Licensed Practical Nurses, and Physical Therapists.

EMPLOYMENT

➤ **ABOUT YOUR EMPLOYMENT**

Your employment at the Agency is at-will. This means that your employment is not for any specified term or duration. You have the right to terminate your employment at any time, with or without notice, for any reason. The Agency has that same right to terminate your employment. Nothing contained in this Employee Handbook modifies or changes that at-will employment relationship except a written employment agreement signed by the Agency Administrator.

No employee, supervisor, manager or representative of the Agency may modify this policy orally or in writing without the express written consent of its Administrator. This manual does not modify or limit the employment at-will relationship.

➤ **EQUAL EMPLOYMENT OPPORTUNITY/ AFFIRMATIVE ACTION/ NON-DISCRIMINATION**

MILS does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, color, national origin, disability, age, religion, sex, veteran status, marital status or sexual orientation in employment, admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by MN Independent Living Services dba/ MILS directly or through a contractor or any other entity with which MN Independent Living Services dba/ MILS arranges to carry out its programs and activities. This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91. Other applicable non-discrimination laws may include, but are not limited to, Minnesota Human Rights Act and other state and federal laws and regulations.

MN Independent Living Services dba/ MILS is committed to the principles of equal employment opportunity and affirmative action for all qualified persons. This commitment extends to all phase of employment including, but not limited to, recruitment, selection, placement, transfers, training and development, promotions, demotions, compensation, benefits, work force reductions, terminations, and all other conditions of privileges associated with employment. MN Independent Living Services dba/ MILS will make a reasonable accommodation to the physical and mental limitations of an employee or applicant unless such an accommodation would impose an undue hardship on the conduct of the business.

Our employment and promotional decisions will be made in accordance with the principles of equal employment opportunity and affirmative action.

Equal Employment Opportunity (EEO) policy statements are posted in the office, describing these policies in specific detail. Employees may request a copy of our Affirmative Action plan from Corporate. The person designated to coordinate compliance with Section 504 of the Rehabilitation Act of 1973 (nondiscrimination against the disabled) for employees is, Human Resources Manager and/or the Administrator. Employees in need of reasonable accommodations may contact our office at 612-379-4027.

Any person who believes they have experienced discrimination may file a complaint/grievance to the Human Resources Manager or the Administrator following the process outlined in the Employee Grievance/Complaint Procedure. The Human Resources Manager and/or Administrator will be responsible to ensure that disabled persons are provided other accommodations if needed to participate in a grievance process. Contact numbers: 612-379-4027.

At any time the employee may file a complaint of discrimination with the U. S. Department of Health and Human Services: Office for Civil Rights. Contact information includes:

- Minnesota (Region 5 Office based in Chicago IL):
 - Phone (312) 886-2359
 - FAX (312) 886-1807
 - TDD (312) 353-5693
- Help for filing a complaint: Email OCRMail@hhs.gov
- Additional information on-line at <http://www.hhs.gov/ocr/civilrights/complaints/index.html>

MN Independent Living Services dba/ MILS will not retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

➤ **PERSONNEL FILES AND ACCESS TO RECORDS**

The Agency maintains a personnel file on each employee. We consider the information maintained in these files as confidential and proprietary.

Updating File Information:

To keep your information up-to-date, report any of the following changes in personal information to the office:

- Name
- Address
- Telephone number
- Marital status (Legal documents proving name change, if applicable)
- W-4 (Changes may take up 14 days to process)
- Person to notify in case of emergency
- If you start working for another Agency

Employee File Access:

Employee files are considered confidential. Access to these files is limited to employees and managers and will follow state guidelines.

- Employees may review the contents of their personnel file according to MN state guidelines. This policy is reviewed and signed during training
- Supervisors and managers may review particular contents of an employee's file if they are considering the employee for a promotion, transfer, disciplinary or other personnel action, or if they have a legitimate need for specific information about the employee. All requests to review a personnel file must be made to Human Resources.
- No information in a personnel file will be disclosed to anyone outside the organization without signed consent from the employee or former employee authorizing the release of the information. The employer reserves the right to verify requests for basic information, such as employment status and job title without notifying the individual involved. A subpoena of the above information fore goes the needed consent from the employee.

➤ **CONFLICTS OF INTEREST**

The Agency has an excellent reputation for conducting its business with high levels of integrity and ethical standards. As such, we expect all employees to uphold that reputation in every business or related activity.

A conflict of interest includes, but is not limited to:

- Any situation where the employee may benefit personally from any purchase of goods or services by the Agency.
- Any situation where the employee uses information or personal contact normally not attainable except through employment with the Agency to derive personal gain.
- Any outside activity by an employee that may be viewed as competing with the products or services normally offered by the Agency.
- Acceptance of gifts, fees, services or entertainment from vendors, suppliers or companies or individuals desiring to do business with the Agency.
- Referring Agency business transactions to a family member or other persons with whom there may exist a personal, business or financial relationship, without the express written pre-approval of the company.

Customer Relations:

To avoid any conflict of interest or jeopardize customer relationships, employees are restricted from doing business with any customer of the Agency unless it is pre-approved by the employee's immediate supervisor and from asking or receiving any personal favors from customers, vendors, suppliers or other employees of the Agency.

Outside Employment:

Outside employment or other outside activities are of concern to the Agency if they affect job performance adversely or create a potential conflict of interest. Employees considering outside employment should notify their immediate supervisor prior to engaging in such activity.

Management has the right to address outside employment concerns with the employee, in the event that an employee accepts employment elsewhere or engages in outside activities that directly conflict with working hours and job performance starts to suffer.

Employees who are in doubt as to whether a specific activity violates this policy should discuss the matter in advance with their supervisor.

➤ **TERMINATION OF EMPLOYMENT**

Employment with the Agency is at-will. As such, employment is not for any definite period and either the employee or the Agency can terminate the employment relationship at any time.

Voluntary Resignations:

Employees who choose to resign from the Agency are encouraged to inform their supervisor in writing at least two (2) weeks before the effective termination date. Employees who fail to give two (2) weeks' notice may not be eligible for re-hire.

Agency Property:

Employees must return all outstanding property belonging to the Agency to their supervisor before leaving the Agency.

Involuntary Termination:

Refer to the Rules of Conduct section of this handbook for information on involuntary termination of employment.

Rehiring Employees:

Employees who voluntarily resign and give two (2) weeks' notice may be eligible for rehire. Employees who are involuntarily terminated for performance or policy violations are not eligible for rehire, except under unique extenuating circumstances.

RULES AND PERSONAL CONDUCT

➤ **ORIENTATION AND TRAINING**

New Employee Orientation and Annual Training:

Each employee of the Agency will complete Agency required orientation and training within the time frame specified by the Agency.

➤ **RULES OF CONDUCT**

Employees are expected to perform their job duties satisfactorily and conduct themselves on the job in an appropriate manner at all times. On occasion, a supervisor may find it necessary to take corrective action with an employee. The objective of any corrective action shall be to improve employee performance. Management will determine what is satisfactory performance and appropriate behavior, as well as the corrective action to be taken in any given situation. Corrective action for violating basic rules of conduct, policies or practices, or unsatisfactory job performance may result in verbal or written discussion and warnings, suspension, or immediate termination of employment. These disciplinary measures do not constitute an exclusive list of possible actions and may be taken in any order.

Examples of unacceptable behavior or conduct include but are not limited to:

- Repeated tardiness
- Repeated cancellation of assignment
- Violation of Agency drug-use policy
- Visits from relatives, friends, or children while at work
- Leaving an assignment without approval from the office
- Theft or dishonesty, including fraud
- Breach of confidentiality
- Working independently for Agency's clients*
- Inappropriate dress while on duty
- Violation of Agency's policies, including safety regulations and procedures
- Failure to adhere to standards of practice.
- No employee may use alcohol or drugs during or before the time the employee is at work.
- No alcohol intake is permitted for at least eight (8) hours prior to a work shift.

The following items may be grounds for **immediate termination of employment**:

- Failure to call or report to work ("no call / no show")
- Calling the client to change the scheduled work hours
- Leaving job assignments early without office approval
- Repeated tardiness and/or cancellation of assignments
- Working while intoxicated or under the influence of any illicit substances
- The use of recreational drugs and/or the abuse of prescription medications at work or in the community
- The use of alcohol at work or less than (8) hours prior to a work shift
- **MILS has the right to drug test for suspicion of drug or alcohol use at work**

- Actions or omissions affecting client safety or well-being
- Repeated complaints from client(s)
- Serious infractions and/or inappropriate conduct while on assignment (including but not limited to possession of weapon on client or Agency premises, sleeping on the job, etc.)
- Violent behavior or the threat of violent behavior in the work place
- Borrowing money or items from the client
- Unethical practices as determined by an immediate supervisor in consultation with the Ethics committee as needed
- Falsification or fraudulent reporting of application, time cards, work records or other documentation or information
- Breach of confidentiality
- Maltreatment, defined as physical abuse, sexual abuse, emotional abuse, neglect, abandonment, or financial exploitation
- Insubordination, failure or refusal to carry out reasonable orders from management
- Failure to follow standard operating policies and procedures according to MN Independent Living Services dba/MILS.

Depending on the circumstance, the Agency reserves the right to suspend an employee from work pending further investigation with or without pay. Following the results of the investigation, the Agency will determine whether to pay retroactive wages for the suspension period.

The Agency reserves the right to ask any employee to leave its employ with or without prior notice and for any reason that does not violate local, state, or federal laws. If you feel the actions are unfair or circumstances are not represented accurately, you may file a grievance following the Agency's Employee Grievance Policy.

As noted in the "About Your Employment" policy of this handbook, your employment with the Agency is at-will and may be terminated at any time, with or without cause, for any reason by you or the Agency and nothing contained in this policy is intended to create any contract rights or modify the employment at-will relationship.

➤ **HARASSMENT**

The Agency strives to provide a work environment and atmosphere that is free from harassment or intimidation, including sexual harassment and harassment on account of race, religion, national origin, sexual orientation, age, disability or any other protected classification. Harassment will not be tolerated from any employee, including supervisors and managers, or from any client, vendor or other outsider dealing with the Agency.

Responsibility:

Every employee is accountable for his and her own actions. The Administrator is ultimately responsible for promoting working conditions free of harassment and enforcing this policy. Supervisory and management personnel are responsible for implementing this policy and taking action when harassment is alleged to have occurred, by reporting all complaints and incidents to the Administrator or Human Resources Manager

Definitions:

Sexual harassment is any suggestion (express or implied) that any person's promotion, employment, compensation or treatment is in any way contingent upon or related to an employee's participation in or rejection of conduct of a sexual nature. Harassment also includes unwelcome advances, suggestive comments or physical contact that create an intimidating, hostile or offensive working environment.

Examples of Prohibited Harassment:

The following are examples of sexual harassment that will not be tolerated:

- Rape, sexual assault, molestation or attempts to commit these assaults.
- Use of offensive or demeaning language that has a sexual connotation.
- Objectionable physical closeness or physical contact.
- Unwelcome suggestions about or invitations to social engagements or work-related social events.
- Any suggestion, whether direct or indirect, that an employee's job security, job assignment, conditions of employment or opportunities for advancement are in any way dependent upon an employee's granting of sexual favors to any other employee, supervisor or manager.
- Any action relating to an employee's job status which is, in fact, affected by whether the employee granted or refused to grant sexual favors to another employee, or affected by how the employee responded to sexual advances, sexual comments, or jokes.
- The creation of an atmosphere of sexual harassment or intimidation, regardless of whether or not the people whose actions created that atmosphere intended to do so.
- The deliberate or careless making of jokes or remarks of a sexual nature to or in the presence of employees who may find such jokes or remarks offensive.
- The deliberate or careless distribution, posting or display of materials (such as cartoons, articles, pictures, etc.), which have a sexual content and which are not necessary for the work environment, to employees who may find such materials offensive.

Racial harassment and harassment based on religion, minority status, sexual orientation, age or disability includes unwelcome, hostile or discriminatory behavior or remarks directed at members of any of these groups. Any comments or behavior which creates a hostile or intimidating working environment and any actions which adversely base an employee's employment conditions or advancement on his or her membership in any minority or protected class will not be tolerated.

The Agency will not tolerate harassment or intimidation, as defined in this Policy, of any employee or anyone else with whom the Agency does business. Harassment or intimidation does not include any valid, appropriate corrective action against an employee who is a member of any protected group.

What should harassed employees do?

First, if you feel comfortable, talk to the offender. If that conversation does not produce satisfactory results, speak with your supervisor, Human Resources or the Administrator.

Your harassment complaint will be investigated quickly and discreetly. Information regarding any harassment complaint will be restricted only to those who need to know. Following the completion of the investigation, the Agency will determine whether harassment has occurred, then appropriate actions will be taken based on its findings.

An employee found to have engaged in harassment may be disciplined, and, dependent upon the circumstances, such conduct may be cause for termination of employment.

The Agency will not tolerate retaliation against any employee who brings a harassment complaint or who participates in a harassment investigation. Any employee who suspects retaliation should immediately report the incidents to the Administrator.

➤ **EMPLOYEE GRIEVANCES**

The grievance system is provided to allow a means for employees to present problems or complaints about their work to management in an orderly way to assist with decisions and promote good employee relations. Any employee who feels they have been treated unfairly in regard to their employment may file a complaint/grievance. The grievance system allows a means for employees to present problems or complaints related to (1) the interpretation or application of their employment, (2) any disciplinary action taken against them, or (3) discrimination or mistreatment in any aspect of employment because of a disability or other protected category (refer to the EEO policy).

➤ **CONFIDENTIALITY OF AGENCY INFORMATION**

Agency employees are exposed to confidential information every day. Confidential information is all information concerning the company, its services, its employees, its clients and information not generally known by non-Agency personnel. Confidential information may be developed or obtained by an employee as a result of the employee’s relationship with the Agency. None of this information should be repeated or discussed with anyone, including clients, vendors, relatives or friends outside the organization.

An employee will not release, copy or remove from Agency premises confidential information, use confidential information to further the employee’s private interest, or accept outside employment or involvement in a business activity, which requires him or her to disclose or use confidential information. Confidential information must never be revealed to non-Agency persons without the express written consent of management, or in any other way used by employees for any purpose outside the scope of their employment.

Disclosure of confidential information is grounds for disciplinary action up to and including termination of employment.

Refer to the section in this manual on Confidentiality of Client Information for additional information.

➤ **ATTENDANCE AND REPORTING**

As an Agency, we rely on you to contribute to the success of the organization. Regular attendance and punctuality at scheduled work times is of utmost importance. Attendance and punctuality is a consideration when we review recommendations for promotions and transfers.

Punctuality:

All employees are expected to report at the scheduled work time. You must notify the office or designated on-call person as soon as you become aware that you are unable to report to an assignment on time. Excessive tardiness is subject to corrective action.

Corrective measures will be taken if you do not voluntarily correct the problem.

Instances of tardiness to an assignment may result in corrective action, which depending on the severity of the tardiness, may include a verbal warnings followed by a written warning and/or suspension and then termination of employment.

Absenteeism:

You must notify the office or designated on-call person if you will be absent from your assignment as soon as you become aware.

Any scheduled shift cancellations must be called in no later than two (2) hours before the scheduled starting time.

The expected duration of your absence should be communicated in advance, if possible. In the event of an emergency or hospitalization occurs due to sudden illness or accident, your designated emergency contact should notify your supervisor as soon as possible. We may reserve the right to require a doctor's statement for absenteeism on the third (3rd) day of missed work. The doctor's statement must include the nature of the illness, the expected duration of the illness, and the anticipated return to work date. A release from your physician, stating the date you can return to normal work duties may also be requested by the Agency and should be submitted at the time of your return.

Chronic patterns of absenteeism, including instances of cancellations, are subject to corrective action and may result in immediate termination.

Weather conditions should be given consideration. You, the employee, must make prior arrangements on transportation to your scheduled shift. Sufficient drive time should be given so that no cancellations or tardiness is expected.

One instance of a "no-call/no-show" on a scheduled assignment is grounds for immediate termination.

➤ **WORKPLACE THREATS AND VIOLENCE**

Nothing is more important to the Agency than the safety and security of its employees. Threats, threatening behavior, or acts of violence against employees, clients, visitors, or other individuals by anyone on Agency or client property will not be tolerated. Violations of this policy will lead to disciplinary action, which may include dismissal, arrest and referral to law enforcement authorities.

Any person who makes threats, exhibits threatening behavior, or engages in violent acts on Agency or client property shall be removed from the premises as quickly as safety permits, and shall remain off those premises pending the outcome of an investigation. The Agency management will initiate an appropriate response, which may include, but is not limited to, suspension and/or termination of any business relationship, reassignment of job duties, suspension or termination of employment, and/or referral to law enforcement authorities for criminal prosecution of the person(s) involved. All Agency personnel are responsible for notifying management of any threats they have witnessed, received, or have been told that another person has witnessed or received. Even without an actual threat, employees should also report any behavior they have witnessed which they regard as threatening or violent, when that behavior is job related, might be carried out on Agency or client property, or is connected to Agency employment. Employees are responsible for making the above reports regardless of the relationship between any of the parties involved.

All individuals who apply for or obtain a protective or restraining order which lists the Agency as being protected areas, must provide the Administrator or Human Resources a copy of the petition and declarations used to seek the order, and a copy of any temporary or protective restraining order which is granted or made permanent. The Agency understands the sensitivity of the information requested and has implemented confidentiality procedures that recognize and respect the privacy of the reporting employee(s).

➤ **DRESS CODE GUIDELINES**

The Agency expects all employees to exercise good judgment in their selection of appropriate clothing for the workplace. We believe that the professionalism we exhibit throughout our work should also be presented in our image. Employees should be particularly conscious of maintaining dressing, grooming and personal hygiene standards that reflect a professional image and are appropriate to the health care environment, or as directed by the client.

The following standards apply:

- Employees must practice regular hygiene.
- All clothing should be clean, well pressed and in good repair.
- Hair must be clean, combed and neatly trimmed, including facial hair. Long hair must be pulled back and out of the way of your face.

The following are unacceptable at any time:

- No strong perfumes or colognes.
- No long fingernails * (See RN or QP if client has BM program)
- Jeans are allowed but must not have any holes.
- Low-cut, revealing, tight fitting or provocative clothing, such as tank, halter, midriff tops, mini-skirts, or short shorts.
- Shirts that may be offensive.
- Sandals or other shoes with holes.
- Excessive jewelry. Necklaces and large rings are prohibited due to client safety concerns.

When employees arrive to work, they should appear ready to fully represent the Agency. Any employee who reports to work in attire that does not conform to this policy may be asked to correct this situation. Should inappropriate dress continue to be an issue, corrective action will follow.

➤ **AGENCY, CLIENT AND PERSONAL PROPERTY**

Agency and Client Property:

It is expected that every employee will take precautions to guard against loss and damage to the Agency and client property. Property, supplies or equipment may not be appropriate for personal use without approval of the Administrator.

All Agency property must be returned when an individual ceases to be an employee. This includes, but is not limited to: office supplies, keys, files, employee handbook, and any other items or equipment belonging to the Agency or client.

Personal Property:

We cannot assume responsibility for the loss or theft of the personal property of employees. It is recommended that all personal valuables be locked up, out of sight, or on the employee's person at all times while on Agency or client premises. Articles that are lost or found should be reported or turned into the Agency immediately

EMPLOYEE BENEFITS

➤ **HOLIDAY PAY**

Field Home Health care employees do not qualify for holiday pay.

➤ **TIME OFF REQUESTS**

Requests for time off must be submitted in writing to the office. Time off requests is granted at supervisor's discretion and in accordance with Agency protocol.

➤ **FAMILY AND MEDICAL LEAVE (FMLA)**

If employees feel they meet these qualifications and have a health related matter that meet FMLA criteria contact Human Resources for assistance and procedures. Eligible employees are allowed to take up to twelve (12) weeks of unpaid leave during any twelve (12) month period to:

- care for newborn, newly adopted or foster children,
- care for a spouse, parent, minor or incompetent child with a serious health condition, or
- recovery or treatment for the employee's own serious health condition.

Eligibility:

Eligible employees are those who have worked at least twelve (12) months for the Agency, worked at least 1,250 hours in the 12 month period immediately preceding the leave and work at site that has at least fifty (50) employees within seventy five (75) miles.

Documentation:

Serious health conditions must be verified by medical certification by a doctor, stating that the illness is serious enough that the employee is (a) unable to perform his or her own job functions or (b) needed to care for the ill relative. Employees are requested to submit an application for the leave at least thirty (30) days before the leave, if possible, along with any doctor's statements necessary. If the leave is not foreseeable, documentation must be provided as soon as practicable after the employee learns of the necessity for the leave. The employee must include an anticipated return-to-work date when applying for the leave. Leave for birth or placement of a child must be concluded within twelve (12) months of the birth or adoption. The Agency will grant intermittent leave or a reduced work schedule when medically necessary. This, too, shall require a statement from the employee's doctor. A "fitness for duty" medical certification may be required before an employee is allowed to return to work at the end of the leave.

Benefits handling:

If applicable, the employer's share of the employee's health insurance premiums will continue to be paid by the Agency during the leave. However, if the employee elects not to return to work (for reasons within the employee's control), the Agency will recover the cost of those premiums from the employee.

Reinstatement:

Following the leave, a returning employee will be reinstated to his/her former position or to a position with equivalent pay, benefits and other conditions of employment, unless the employee would otherwise have been laid off during the leave.

Sick and Safe Time:

Employees will accrue one hour of sick and safe time for every 30 hours worked. Workers will accrue up to 48 hours per year, the unused portion of which can carry over to the following year, but after that, that accrual balance in following years cannot exceed 80 hours*.

Employees can use their accrued sick and safe time 90 calendar days after they begin employment and is paid at regular rate of pay. Accrued time can be used for to care for his/her own or a family member's mental or physical illness, diagnosis, or treatment; or after incidents of domestic abuse, sexual assault, or stalking of an employee or a member of the employee's family.

After 3 consecutive days of missed work a doctor's note is required.

**This does NOT apply to employees already earning PTO.*

Procedures:

In order to be entitled to Family and Medical Leave at the Agency, the employee has the following obligations:

1. Notify management of the need for and anticipated length of the leave as much in advance as possible, but not later than thirty (30) days in advance of the leave, unless the need for the leave is not foreseeable. If the leave is not foreseeable, notify management as soon as practicable.
2. Furnish, as promptly as possible, any medical certification, recertification, or fitness for duty certification when requested by the Agency.
3. Make their share of the health insurance premium payments on a timely basis if
4. Consult with the supervisor prior to scheduling leave, where there is some flexibility as to the timing of the leave.
5. Report to the supervisor every two weeks during the leave on their status and intent to return to work.

➤ MILITARY LEAVE

The Agency allows all full-time and part-time employees to take time away from work for full-time military or military reserve duty in accordance with the current statutes and regulations governing these leaves. As soon as military orders are received, employees must inform the supervisor of the need for leave and provide written verification. It is expected that employees will provide as much advance notice to the Agency as is possible. The Agency may request proof of military service. The Agency will not pay employees during military leaves of absence. Employees on leave for active duty will be reinstated in accordance with the laws in effect at the time of the return to work. Regularly scheduled in-service programs are offered for all employees. It is each employee's responsibility to attend the in-service programs and to comply with the in-service requirements of each position. If employee fails to satisfy required continuing education requirements, the employee will NOT be permitted to work for a client. Additional in-services may be required by law to keep licensure updated. Payment for registration fees and related expenses are at the discretion of the Agency and require prior approval from the appropriate supervisor.

PAY AND PERFORMANCE PRACTICES

➤ PAYROLL

Please contact office for payroll schedules and pay dates. If a regular payday falls on an Agency holiday, paychecks may be issued on the next regularly scheduled work day. Direct deposit of paychecks is an available method of wage payment for all employees. If you do not currently have direct deposit, but wish to, notify office. Direct deposits maybe issued into savings or checking accounts.

Mandatory Payroll Deductions:

F.I.C.A. (Social Security Tax), Federal Income Tax Withholding, and State Income Tax Withholding are mandated by law to be withheld from your paychecks. Additional voluntary withholdings may be available from the Agency. Check with payroll about any voluntary withholding programs that might be available to you. Employees are responsible for notifying MILS office of any changes to, or errors, in their deductions. Appropriate corrections are generally reflected in the paycheck within two weeks. If applicable, Native American Reservation tax exempt forms are available to employees living and working within reservation boundaries.

Wage Verifications:

Our Agency receives many wage verifications, be advised it may take up to **5 business days** to complete a request. If a wage verification request is needed please notify the office. If employees keep their paystubs, many times wage requests can be avoided.

➤ TIMEKEEPING

The Agency is responsible for keeping accurate records of the hours you work. You are responsible for completing your time sheets accurately and on time. Falsifying your timesheet or the time sheet of another employee will lead to corrective action. At the time of orientation, you will be instructed on the appropriate recording and reporting of time worked.

Each contact with a client or facility must be documented on an employee time sheet. The services provided to the client must be documented for the client record. Time sheets may be mailed, or brought in person to the office. You are highly advised to call and verify that they were received, if mailed. Time sheets must be in to the Agency by 4 p.m. Tuesday. If a holiday falls on a Tuesday time card must be in by 4:00p.m. on Wednesday to be eligible for payday the following Thursday.

Employees will not be paid for services provided until time sheets are received in the office.

Repeated failure to accurately record your time or having an unauthorized person record your time is strictly prohibited. Any violation of the Agency's timekeeping policy is grounds for disciplinary action up to and including termination of employment.

Monthly PCA Hour Limits:

PCA's/HHA/HMK's cannot work more than 275 hours per month. If you work for multiple clients/agencies your combined totals cannot exceed this limit. Field employees are required to:

- Monitor and record number of hours worked (monthly combined totals with all clients/agencies).
- Notify clients and MILS regarding total hours worked each week with all other clients/agencies.
- Return any wages received for hours worked that exceeded the limits mentioned above, as the hours are not authorized and are ineligible to accept wages for.

➤ **OVERTIME**

The Agency complies with all applicable laws regarding the payment of overtime. Field employees may work up to forty (40) hours in a work week (Friday through Thursday)*. Any hours worked over 40 in a week is considered overtime by law. MN Independent Living Services/ MILS does NOT permit overtime for field employees. (unless authorized in writing from MILS administration). No client (or RP) has the authority to expand the field employees hours beyond the 40 hours per week limit. MILS and the client do not legally guarantee any schedule or amount of hours. MILS is not required to reassign employee to a new client once they have stopped working for a client. The field employee is required to communicate with the client (or RP) and office for scheduling and schedule changes.

****Hours assigned in work week are amount of hours authorized for client by insurance company. Field employee may work for multiple clients during work week, but are not authorized to work over 40 hours.***

If a non-exempt employee is required to work overtime, he/she will receive overtime compensation for hours worked over 40 in a workweek. Overtime is paid at the rate of one-and-one-half times an employee's regular rate of pay. The regular rate of pay may vary if employee requests to work over 40 hours.

➤ **COLLECTION OF INELIGIBLE WAGES & OVER PAYMENTS**

MILS reserves the right to collect (take-back) wages of any employee due to ineligibility, erroneous payment or overpayment. Wages must be returned and/or not paid when:

- Billed claims were denied by DHS due to being over 275 hours per month, client being ineligible for MA, out of authorized hours, hospitalization, in-patient status, or other DHS policy violations such as PCA ineligibility or disqualifications.
- The employee provided and submitted time sheets for non-covered cares (cares not on Plan of Care)
- Convicted of fraudulent activity
- Collection Methods and Terms
MILS will notify the employee of the ineligible service hours or over-payment amount to be collected. The first method of collection is withholding from the employee next payroll payment. The next payroll amount is insufficient to cover the outstanding balance due, MILS will continue to withhold from the next payroll(s). If the employment is interrupted or discontinued, an invoice will be mailed to them with repayment instructions.
- MILS reserves the right to not pay any hours over the overtime prior approved hours worked.
- No time will be paid for if submitted to office after sixty (60) days from date worked.

SAFETY AND HEALTH

➤ SAFETY IN THE WORKPLACE

The Agency believes that the health and safety of each employee is of great importance. We are dedicated to providing a safe working environment and believe that safety is a partnership among all employees. It is our responsibility to establish and enforce rules ensuring safety and health. We expect employees to make accident prevention and safety an integral part of their daily work.

All employees are expected to keep their work places as free from safety hazards as possible. Employees are responsible for reporting any hazardous situations to their supervisor. Suggestions for improvement are encouraged and help us maintain a safe working environment.

Failure to observe safety rules and practices, careless use of equipment or in any way jeopardizing the safety of oneself and/or others is grounds for disciplinary action up to and including termination of employment.

➤ WORKPLACE RELATED ACCIDENTS, ILLNESS, AND REPORTING

All employees are valuable to us. We want to make absolutely sure that every appropriate accommodation is made to minimize the effect of a workplace injury on the employee and MILS.

This Agency is a return to work Agency. We are committed to accommodate any and all medical restrictions the doctor may prescribe. A change of job description/duties will be made to comply with the doctor's medical order in all circumstances. Employees who experience a work related illness or injury, regardless of how minor, must **immediately** report this to the office, so that they may be referred for necessary medical attention.

All work related accidents or illnesses must be documented at the time they happen. **Employees must fill out an accident/injury report, regardless of how minor the injury appears to be, and submit it to the office within 24 hours.**

Upon the return to work from an injury or hospitalization the employee must bring a signed statement from the attending physician stating that the employee may begin working. Any restrictions relating to lifting or job duties should be specified by the attending physician.

The Agency carries Workers' Compensation insurance coverage to help pay for medical treatment and income loss as the result of a workplace injury or illness. These benefits are prescribed by law depending on the particular circumstances.

AGENCY RESPONSIBILITIES

➤ **VULNERABLE CLIENT PROTECTION POLICY**

It is the Agency policy to assist in protecting any client from abuse or neglect. It is recommended all employees who provide direct client services to report all known or suspected abuse or neglect cases to the management of the Agency. However, you may also report any suspected abuse to the county worker (common entry point).

➤ **CLIENT RIGHTS**

At the onset of care, all clients are provided with both written and verbal explanation of their rights as a client of the Agency. The client's Bill of Rights is explained in detail at employee orientation. As an employee, we expect you to be familiar with the Bill of Rights and encourage clients to familiarize themselves with this information. Clients are also informed of their right to contact the home health Agency hot line number. If clients have complaints regarding their services, they are encouraged to state their complaint. If you receive a complaint, report it promptly to your supervisor.

➤ **INCIDENT REPORTING**

The Agency is committed to providing a safe and healthful working environment. In the event of any unusual incident occurring while you are working in a client's home, you should immediately call your supervisor and report the incident. Employees are required to complete an incident report or First Report of Injury as soon after the incident as is safely possible.

Employee Incidents to be reported include, but are not limited to:

- a. Any situation in which the employees safety is threatened.
- b. Any situation that had the potential for work related violence or injury.
- c. Any situation in which actual work related violence or injury occurred to the employee.

Client Incidents to be reported include, but are not limited to:

- a. Missing property
- b. Medication and treatment error
- c. Equipment-related incidents
- d. Client falling at home
- e. Any situation in which actual or potential injury occurred to a client
- f. Any situation in which actual or potential damage occurred to a client's property

➤ **CONFIDENTIALITY OF CLIENT INFORMATION**

By accepting employment with the Agency, employees are obligated to refrain from discussing any client's condition or personal affairs with anyone outside the Agency, unless expressly authorized to do so. Employees may not pass on medical information to clients and visitors unless they have been instructed to do so by their supervisor. In addition, all information seen or heard regarding clients, directly or indirectly, is completely confidential and not to be discussed even with the employee's family.

Every employee is required to govern themselves by high ethical standards. Failure to recognize the importance of confidentiality is not only a breach of ethics, but can also involve an employee in legal proceedings.

Information about the clients or the Agency is not to be given to the media. This is essential to protect both the client and the Agency.

The Agency is bound by very strict laws regarding the release of information concerning clients. As such, **any employee who violates client confidentiality is subject to disciplinary action, up to and including termination of employment.**

➤ **RESPECT FOR CLIENT PROPERTY AND FINANCES**

1. Except in cases where the client's care plan contraindicates, clients will be responsible for the management of their own finances and property.
2. If the care plan allows for employee management of the client's finances and property, employees will follow instructions provided by the RN Case Manager
3. MN Independent Living Services dba/ MILS may assist clients with household budgeting, including paying bills and purchasing household goods, but may not otherwise manage a client's property.
4. Under no circumstances will the Agency or its employees borrow money from clients, purchase personal items from clients during work hours, sell merchandise or personal services to clients, or require a client to purchase items for which the Agency is eligible for reimbursement.
5. Employees will not borrow, loan or in any way transfer client funds to themselves, another client, or any other unauthorized personnel.
6. The Agency (MN Independent Living Services dba/ MILS) may not borrow a client's property, nor in any way convert a client's property to MN Independent Living Services dba/ MILS possession, except in payment of a fee at the fair market value of the property.
7. MN Independent Living Services dba/ MILS expects to hold individual employees accountable in reimbursing the client for any misconduct or negligence by the employee, which results in loss or misuse of client monies.
8. Powers of Attorney: MN Independent Living Services dba/ MILS or Agency employees may not accept appointment as powers-of-attorney for clients for any purpose, and may not accept appointments as guardians or conservators of clients.
9. Gifts and Donations: Employees may accept bona fide gifts of minimal value with approval from an immediate supervisor.
10. In situations where a client's care plan authorizes the Agency to assist with or complete the management of personal funds, the following procedures will be followed:
 - a. The client's RN Case Manager or QP and other appropriate employees will develop a client specific procedure for storing and utilizing client funds.
 - b. The procedure will be consistent with the client's ability and will address the client's vulnerability with respect to money management.
 - c. All client funds will be maintained in individual accounts separate from facility/program funds.
 - d. In the event that Agency employees are requested to handle client's petty cash for immediate needs of the client during hours of service per client or responsible party:
 - i. A designated amount of money will be placed in a designated area in the home
 - ii. MN Independent Living Services dba/ MILS employees will provide a client with receipts for all transactions and purchases paid with the client's funds if a receipt is available. Depending on the frequency and type of transactions, a log of such transactions may be required. The RN or QP will discuss and implement if this is necessary.

➤ **LICENSURE/CERTIFICATION RENEWAL**

It is each employee's responsibility to keep required licensure, registration or certification documents current. Updated information must be kept in each employee's file. Employee is NOT permitted to provide client care unless the required documentation is current.

➤ **AGENCY STANDARDS**

1. All employees are expected to dress in a manner appropriate to the health care environment, or as directed by a supervisor. This includes personal hygiene, jewelry, hair and makeup. Refer to the Dress Code for more detail.
2. Smoking is not permitted in a client's home while providing services to the client.
3. You are expected to arrive on time to all assignments and to remain on site until the completion of the work schedule. If an emergency arises or a situation causes you to be late or to leave early, you must notify and gain approval from the office. Refer to the policy on Attendance and Reporting.
4. **Under no circumstances** are you to ask for or accept any money from the clients or patients or take home property that belongs to the client or patients. **Such action is grounds for immediate termination of employment.**
5. No personal phone calls should be made or received by you while working at a client site. Messages or emergency calls for you when working should be relayed through the office.
6. Employees at work are not allowed to drink alcoholic beverages, use any substance not prescribed by your physician, or work while intoxicated or under the influence of any illicit substance.
7. Do not discuss salary or your own personal financial situation with the clients. Avoid topics such as religion, Agency politics, and disclosures about your personal problems. Keep conversation client-centered and non-argumentative. It is not appropriate to discuss your personal life with clients.
8. Employees are expected to avoid profanities, and address clients in a respectful manner.
9. As an employee, you are obligated to uphold the reputation of the Agency's ethical standards. If you are ever in doubt regarding whether an activity meets ethical standards, please discuss it with your immediate supervisor.
10. As an employee, you must inform the Agency of any medical condition that would affect your work or the safety to provide care services.
11. Employees of MN Independent Living Services d.b.a./ MILS may not market to potential clients unless potential clients approach employee first. For example, if you know of an individual who may qualify for homecare services you cannot approach that individual and tell them about MN Independent Living Services dba/MILS. However, if the potential client approaches you first, you can share about
11. MN Independent Living Services d.b.a./ MILS and the services we offer.
12. Employees are responsible to provide their own transportation to and from work.

➤ **CLIENT TRANSPORTATION GUIDELINES**

MN Independent Living Services d.b.a./ MILS employees will not direct caregivers to provide transportation as part of the client's Plan of Care. Employees may, however, be directed to accompany clients as part of the Plan of Care. Clients are responsible for their own transportation to/from medical appointments, grocery shopping, med pick-ups, etc. Employees and clients are encouraged to use public transportation for any transportation needs whenever possible.

➤ **HEALTH POLICIES**

Screening for Tuberculosis:

All employees providing direct care will be required to undergo Tuberculosis screening, before providing any direct service to a client. The employee's supervisor, in consultation with a nurse, will determine what needs to be completed for each employee.

Hepatitis B Vaccine:

The Hepatitis B vaccine and vaccination series is available to all employees who are at risk of exposure to blood borne pathogens. Hepatitis B immunization is voluntary but recommended for those at risk. Any employee who refuses the vaccine must sign a form declining the immunization.

Occupational Exposure:

If a client is suspected or known to have an infectious or contagious process, employees providing direct care will be advised and instructed on procedures specific to the suspected disease. Appropriate protective equipment will be made available which may include but not be limited to gloves, gowns, masks, and protective eye and face shields.

Specific infection control policies as well as post exposure procedures are explained at employee orientation. It is the employee's responsibility to notify the supervisor immediately of any expected exposure concerns. The employee will be instructed on proper documentation requirements and what medical intervention is needed.

Any additional test(s) required by the Agency or as directed by the State Health Department are explained at employee orientation.

Universal Precautions:

All employees will receive the necessary orientation, education and training regarding universal precautions and are expected to follow universal blood and body-fluid precautions for each client to whom they provide services.

➤ **FALSE CLAIMS LIABILITY; ANTI-RETALIATION PROTECTIONS;
DETECTING AND RESPONDING TO FRAUD, WASTE, AND ABUSE**

Overview:

The Federal Government and most states have False Claims laws that have been put in place to help prevent and detect fraud, waste, and abuse in federal healthcare programs. As an Agency we are required to inform you about those laws, how they might impact you, and what our Agency's policies and procedures are to help prevent and detect fraud, waste, and abuse.

Summary of Federal False Claims Act (FCA); 31 U.S.C. Sec. 3729 – 3733:

The False Claims laws help to prevent and detect fraud, waste, and abuse in federal healthcare programs by identifying intentional fraud and abuse.

The False Claims Act imposes liability on any person who:

Knowingly presents, or causes to be presented, to an officer or employee of the state or a political subdivision a false or fraudulent claim for payment or approval.

Knowingly makes or uses, or causes to be made or used, a false record or statement to get a false or fraudulent claim paid or approved by the state or a political subdivision.

Knowingly conspires to either present a false or fraudulent claim to the state or a political subdivision for payment or approval or makes, uses, or causes to be made or used a false record or statement to obtain payment or approval of a false or fraudulent claim.

Has possession, custody, or control of public property or money used, or to be used, by the state or a political subdivision and knowingly delivers or causes to be delivered to the state or a political subdivision less money or property than the amount for which the person receives a receipt.

Is authorized to prepare or deliver a receipt for money or property used, or to be used by the state or a political subdivision and knowingly prepares or delivers a receipt that falsely represents the money or property.

Knowingly buys, or receives as a pledge of an obligation or debt, public property from an officer or employee of the state or a political subdivision who lawfully may not sell or pledge the property.

Knowingly makes or uses, or causes to be made or used, a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property to the state or a political subdivision.

Knowing and knowingly: mean that a person, with respect to information:

- a. Has actual knowledge of the information
- b. Acts in deliberate ignorance of the truth or falsity of the information
- c. Acts in reckless disregard of the truth or falsity of the information

No proof of specific intent to defraud is required, but in no case is a person who acts merely negligently, inadvertently, or mistakenly with respect to information deemed to have acted knowingly.

While the False Claims Act imposes liability only when the claimant acts “knowingly,” it does not require that the person submitting the claim have actual knowledge that the claim is false. A person who acts in reckless disregard or in deliberate ignorance of the truth or falsity of the information, also can be found liable.

Penalties:

1. Civil penalty costs:
 - a. Federal regulation: A person found liable under the False Claims Act is, generally, liable to the United States Government for a civil penalty of not less than \$5,000 and not more than \$10,000, plus three times the amount of damages (with some exceptions as specified in the FCA), which the Government sustains because of the act of that person.
 - b. State of Minnesota regulation: A person found liable under the False Claims Act is, generally, liable to the state or the political subdivision for a civil penalty of not less than \$5,500 and not more than \$11,000 per false or fraudulent claim, plus three times the amount of damages (with some exceptions as specified in the FCA) that the state or the political subdivision sustains because of the act of that person.
2. A person found liable under the False Claims Act is also liable to the state or the political subdivision for the costs of a civil action brought to recover any penalty or damages.

Qui Tam Action/“Whistleblower” provisions:

1. In addition the federal False Claims Act (FCA) provides that a person with evidence of fraud against the state or a political division may bring an action on behalf of the state or political division, in order to recover the stolen funds. These person(s) are known as “qui tam relators”.
2. If the state or political division intervenes and joins an action brought by a person (qui tam relator), the person generally is eligible to receive at least 15 percent, but not more than 25 percent, of the proceeds of the FCA action, depending upon the person’s contribution to the prosecution of the action.
3. If the state or political division chooses not to intervene and the person (qui tam relator) proceeds with the action on his own, the person can receive between 25 and 30 percent of the proceeds of the FCA action, plus reasonable expenses and attorneys’ fees and costs.
4. The federal False Claims Act (FCA) provides protection (anti-retaliation protection) to any employee who is discharged, demoted, suspended, threatened, harassed or in any other manner discriminated against in the terms and conditions of their employment by their employer because of their involvement in a an action related to the False Claims Act. If this occurs the employee has a right to “all relief necessary to make the employee whole” including:
 - a. Reinstatement in their job with the same seniority status the employee would have had if they had not been discriminated against
 - b. Two times the amount of any back pay
 - c. Interest on any back pay
 - d. Compensation for any special damages sustained as a result of the discrimination, including litigation costs and reasonable attorney’s fees. The employee may bring an action in the appropriate district court of the United States for this relief.

MN Independent Living Services d.b.a./ MILS Complaint/Reporting Process regarding False Claims:

1. An employee must report any actual or suspected false or fraudulent claim activities as described in the federal False Claims Act, state laws and Agency policy and procedure to their immediate supervisor or to the appropriate governmental Agency.
2. The employee may report anonymously by phone or in writing.
3. Depending on the nature of the violation, investigations false or fraudulent claim activities may be performed by the Agency's Administrators and Human Resources.
4. MN Independent Living Services dba/ MILS will not retaliate against an employee who, in good faith, reports or participates in the investigation of any compliance concern, or who, in good faith, investigates, files or participates in a Qui Tam/whistleblower action as permitted by the federal False Claims Act or similar state laws.
5. Contact information for the appropriate governmental Agency:
Minnesota. Hours: 8 AM - 4:30 PM
State Medical Assistance Office Department of Human Services of Minnesota
PO Box 64838
St. Paul, MN 55164
Toll Free: (800) 657-3739 Local: (651) 431-2670 Fax: (651) 282-5100

Overview of MN Independent Living Services dba/ MILSPolicies/Procedures for Detecting and Preventing Fraud, Waste and Abuse:

1. Education on, and enforcement of, HIPAA privacy and security regulations.
2. Education about False Claims Act and recovery provided to all employees, and any contractor or agent of the entity through:
 - a. On-line or hard copy access to the Agency's 'False Claims Liability; Anti Retaliation Protections; and Detecting and Responding to Fraud, Waste, and Abuse' Policy.
 - b. Summary of federally required components included in Employee Field and Administrative handbooks that are distributed to all employees, including contracted employees.
3. Paraprofessional General Training/Orientation on documentation requirements including review of fraudulent activities and actions Agency will take up to, and including, employee termination.
4. On-going review by Agency administrative and professional employees of timecards/charting submitted to monitor hours and services, with employee follow up if additional training is needed or fraud is suspected.
5. Regular Qualified Professional supervision visits in client's home to ensure that hours and services submitted by paraprofessional homecare employees are being provided as documented.
6. Regular Clinical Record Reviews and Performance Improvement initiatives to monitor compliance with federal and state regulations, as well as Agency policy and procedure.
7. Administrative Billing/Receivables Department:
 - a. Comparison of timecards and payroll invoices to help ensure that accurate hours, rates and services are billed.
 - b. Review of payments from payer sources for accuracy of amounts.
 - c. Corrective replacements for inaccurate billing/payments.
8. Employees suspected of, or participating in, fraudulent activities will face disciplinary action up to, and including, termination.

Data collected is presented to the Quality Management Committee where issues are identified and corrective action plans initiated as needed.



FIELD EMPLOYEE HANDBOOK ACKNOWLEDGEMENT

I hereby acknowledge receipt of a copy of MN Independent Living Services dba MILS Employee Handbook and understand that it is my responsibility to read and become familiar with its contents.

I understand that this handbook is not a contract, does not contain all of the Agency policies and procedures, and that the Agency reserves the right to change, modify, suspend, interpret, or cancel, in whole or in part, any of its published or non-published policies, practices and procedures without advance notice.

I agree that this handbook supersedes all prior handbooks and any information, policies, statements or promises, whether written or verbal, previously received from or made to me by the Agency.

I also understand that nothing in this handbook modifies the at-will employment relationship between myself and the Agency and that I have the right to terminate my employment at any time for any or no reason and that the Agency retains the same right.

I agree in accepting or continuing employment with the Agency to abide by its policies, procedures and practices and understand that failure to comply with the Agency policies, procedures and practices may result in my dismissal.

This acknowledgement is to be signed immediately and will be kept in your personnel file.

PLEASE READ THE ABOVE STATEMENTS AND SIGN BELOW

Employee Name (Printed)

Phone Number

Employee Signature

Date