

Living, Leading, AND Learning

THROUGH LIFE CHANGING MEDICINE

UPMC
LIFE CHANGING MEDICINE

What Is Life Changing Medicine?

Life Changing Medicine is UPMC's fundamental philosophy.

In its broadest meaning, it is our guiding spirit. Our motivation.

It's what we do. How, and why we do it.

No matter what role we play.

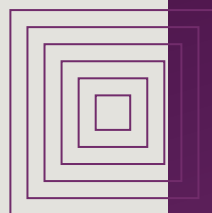
From helping with a bill, to helping someone heal.

From helping patients and members in finding their way, to finding a cure.

Whether in clinical, operations, administration, or in the community, it's all part of the UPMC journey.

When we put changing lives at the center of our mission, every one of us contributes to the health of our patients, our members, and our communities.

That's Life Changing Medicine.



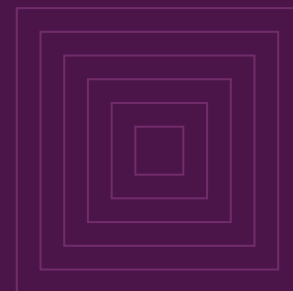
Our UPMC Mission

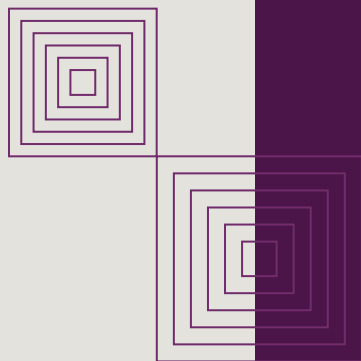
To serve and strengthen our community by providing outstanding patient care, and to shape tomorrow's health system through clinical and technological innovation, research, and education.

Our UPMC Vision

To lead the transformation of health care as we know it by creating a nationally recognized model to:

- Put our patients, health plan members, employees, and community at the center of everything we do and ensure every patient receives the right care, in the right way, at the right time, every time.
- Harness our integrated capabilities to deliver both superb state-of-the-art care to our patients and high value stakeholders.
- Utilize our partnership with the University of Pittsburgh to advance the understanding of disease, its prevention, treatment, and cure.
- Serve the underserved and disadvantaged and advance excellence and innovation throughout health care.
- Fuel the development of new businesses globally that are consistent with our mission as an ongoing catalyst and driver of economic development for the benefit of the residents of the region.





Our UPMC Values

How we work is as important as the work we do. Our mission depends on our service to others and the support we provide one another. Our values help guide each of us every day in our pursuit of Life Changing Medicine.

QUALITY & SAFETY We create a safe environment where quality is our guiding principle.

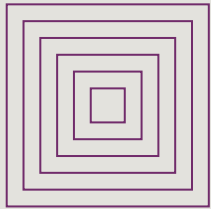
DIGNITY & RESPECT We treat all individuals with dignity and respect.

CARING & LISTENING We listen to and care for our patients, our health plan members, our fellow employees, our physicians, and our community.

RESPONSIBILITY & INTEGRITY We perform our work with the highest levels of responsibility and integrity.

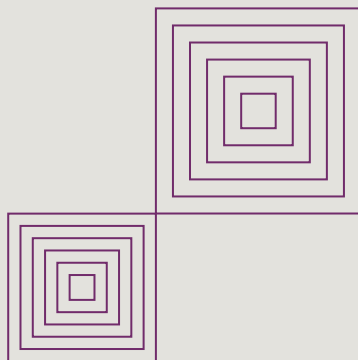
EXCELLENCE & INNOVATION We think creatively and build excellence into everything that we do.





Standards of Conduct

Our standards, values, and principles are the foundation of Life Changing Medicine. We see them as a continuous and shared commitment among all our employees, physicians, volunteers, vendors, and partners. While this document outlines expectations for all, it should never replace your professional and ethical judgment, discretion, or thoughtful consideration.



Culture of Belonging

UPMC is committed to providing a welcoming and safe environment. Discrimination and harassment on the basis of race, color, religion, ancestry, national origin, age, sex, genetics, sexual orientation, gender identity, gender expression, marital, familial, or disability status are expressly prohibited. UPMC teams work together to deliver people-focused health. We recognize the opportunities to grow, think creatively, and build excellence in everything we do. We strive each day to make UPMC the place where everyone belongs.

Patient Safety and Quality of Care

UPMC is focused on providing high quality services in a psychologically and physically safe environment and manner. It is our expectation that all employees demonstrate accountability for safety and safeguard patient and UPMC Health Plan member trust. UPMC and its employees are committed to continuing to improve safety for everyone.

Documentation, Coding, and Billing

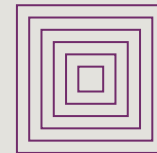
UPMC has implemented policies and practices for ensuring that coding and billing are recorded and submitted accurately, truthfully, completely, in a timely manner, and in compliance with applicable laws and regulations.

Stewardship of Assets and Resources

UPMC is committed to utilizing, maintaining, and procuring resources in a responsible, ethical, and economical manner. Resources, including people, finances, physical property, proprietary information, intellectual property, community goodwill, and any other valuable asset within the control of UPMC, must be safeguarded against loss, theft, misuse, fraud, or damage.

Conflicts of Interest

UPMC is dedicated to ensuring that our business practices, employees, and physicians are not influenced by outside commitments in the practice of medicine, business dealings, or otherwise. UPMC believes that an ethical and direct approach to the review of any potential conflicts — be they at the employee, physician, board, or corporate level — maintains the community's faith in our mission to provide Life Changing Medicine in the best possible way.



Protecting Patient Privacy and Safeguarding Patient Information

UPMC is committed to upholding our patients' privacy rights, safeguarding their health information, and complying with all applicable laws and regulations. These commitments extend to UPMC's physicians, staff, and third parties that provide service to or on behalf of UPMC. UPMC has state-of-the-art cyber security and privacy programs to address potential threats, issues, and concerns that may arise.

Ethical Conduct of Research

UPMC is dedicated to fostering a research environment that promotes responsible conduct and discourages misconduct. Our research is conducted in an impartial and unbiased manner, in the best interests of UPMC and research participants. Our clinical research preserves integrity and independence, which are essential to protecting the safety and well-being of participants, along with the quality of study data and results.

Licensure, Certification, and Credentials

UPMC is dedicated to ensuring that our providers and employees are properly trained, licensed, and certified pursuant to applicable laws and regulations. UPMC also expects any employee, physician, vendor, representative, or agent to maintain their license or certification as required by applicable laws and regulations, and that any lapse be reported as soon as possible.

Ethical and Legal Standards and Compliance With Applicable Laws, Regulations, and Credentials

UPMC requires and expects all employees, physicians, representatives, vendors, and agents to act in a manner that is not only consistent with applicable laws, regulations, and professional credentials, but also in the most ethical and principled manner possible. We endeavor to maintain and exceed the standards set forth by local, state, and federal laws and regulations, including those related to fraud, waste, and abuse. UPMC has implemented policies and practices for ensuring compliance with applicable laws and regulations. Reports of noncompliance are taken seriously and will be reviewed by the applicable department for further action. Investigations, if warranted, will be confidential and completed in accordance with UPMC standards.

Fair Business Practices and Ethical and Legal Standards

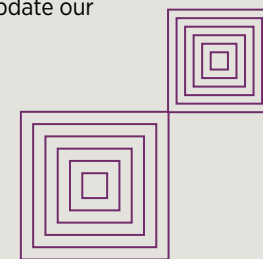
UPMC is committed to the highest ethical standards in our medical and business practices. Honesty, fairness, dignity, and respect are of the utmost importance to UPMC. We provide compassionate, high quality, cost-effective services in a safe, efficient, and effective manner. This includes ensuring that UPMC's business practices adhere to our values and vision. UPMC takes the rights of our employees under the National Labor Relations Act (NLRA) seriously. No part of this document should be construed as limiting the rights of employees under the NLRA.

Equal Opportunity in the Workplace

It is our policy to provide equal employment opportunities (EEO) according to job qualifications without discrimination on the basis of race, color, religion, ancestry, national origin, age, sex, genetics, sexual orientation, gender identity, gender expression, or marital, familial, or disability status, or status as a protected veteran or any other legally protected group status. UPMC is committed to taking positive steps to eliminate barriers that may exist in EEO and in employment practices. Further, UPMC will continue to support and promote employment opportunity, human dignity, and respect.

Environment and Community

UPMC values the health of the community and the environment. Our commitment to sustainability includes strengthening initiatives that build eco-friendly practices throughout our network of hospitals, outpatient sites, and offices. We believe in climate-smart health care innovation, environmentally preferable purchasing, sustainable food strategies, greening the operating room, renewable energy, and more. UPMC also partners with nonprofit organizations, charitable foundations, educational institutions, government agencies, and faith-based groups to build a healthy community and environment. We strive to continually update our policies, procedures, and equipment to support these efforts.





Innovation and Technology

At UPMC, we continually assess our performance and look for ways to improve through innovation and the use of new technologies. We use quality care and safety standards, best practices, the latest technology, and data analytics to improve the efficiency and quality of care we deliver to our patients. From electronic health records systems to telemedicine, and every medical device, application, and digital tool used to deliver patient care, technology drives UPMC forward in creating better patient and member experiences.

Investing in Our Workforce

UPMC provides a comprehensive Total Rewards package to employees that includes competitive pay, industry-leading employee benefits, outstanding performance rewards and recognition, programs that support healthy work-life balance, attractive career opportunities and pathways, and a vast array of additional programs that support personal development. Whether it's your first day at UPMC or your last month before retirement, UPMC's employee benefits are an important way we recognize and support your contributions.

Reporting Concerns and Protection From Retaliation

UPMC will safeguard employees, physicians, staff members, clinicians, caregivers, contractors, business associates, agents, and others from retaliation. We believe that any good faith report of a concern is necessary to the ethical and efficient operation of a health care organization, and we are dedicated to investigating any reports of retaliation. UPMC encourages employees, agents, and others to report any concerns or activities that are potentially contrary to our values and standards.



For all reports of misconduct or to make an anonymous report, please contact UPMC's Compliance Helpline, available 24/7, 365 days a year, at **1-877-983-8442** or see our [compliance reports](#) using Access ID: UPMC. For the Ethics and Compliance Office, call **412-647-5774**.

For additional information:

- UPMC Health Plan related inquiries can be made at [UPMC Health Plan Contact Us](#)
- Other inquiries, such as billing questions, employment opportunities, or requesting medical records, can be made at [UPMC Contact Us](#)

