Company Policies & Guidelines

Quick Links:

- Attendance Policy
- Holiday Policy
- PTO Request Guide
- Shift Swap & Pickup Guide
- Telephonic Agreement
- Remote Work Policy
- Troubleshoot System Issues Guide
- Corrective Action Process
- Internal Dispute Policy
- Communication & Etiquette Policy
- Approved Word Bank

Training Tip:

Attendance Line:

(716) 427-2237

Training Tip:

GSS Link:

https://globalselfservice.unitedhealthgroup.com/

Training Tip:

Contact IT for a shipping label in the event equipment needs to be returned.

Training Tip:

Unless approved by a manager, a newly-hired PCC must receive two (2) consecutive passing call quality audits before they are eligible for pick-up shifts.

Attendance Policy

Region: United States

Publication Date: 3/23/2023

Applies to: Exempt

                     Non-Exempt

                     Part-Time Regular

                     Full-Time Regular

                     Temporary

                     Located Outside of California

Overview:

Employees are expected to be at their work areas and ready to start work at their scheduled start time, take breaks and lunch periods when scheduled and as necessary, and work until their scheduled end time. Employees who are frequently absent, take excessive breaks, arrive late or leave early without advance notice and approval from their managers have not fulfilled an essential function of the job.

The Attendance Policy applies to both exempt and non-exempt employees. Employees with unsatisfactory attendance may be subject to disciplinary action up to and including termination of employment. Unsatisfactory attendance may also affect unsatisfactory attendance may also effect an employee's performance evaluation and opportunities for promotion, transfer, salary increases, and bonuses.

Planned and Unplanned Absence:

UnitedHealth Group distinguishes between "planned" and "unplanned" absences, as defined below. Planned absences do not subject an employee to discipline; unplanned absences may subject an employee to discipline. Availability of an employee's PTO balance to cover an unplanned absence is unrelated to whether or not the absence is subject to discipline.

Whether an absence is planned or unplanned, if employees have Paid Time Off (PTO) available, then PTO must be used to cover the absence. If no accumulated PTO is available, employees can choose either to take time off without pay or borrow PTO, with their manager's approval. The expectations to mandatory use of PTO would be if the employee will be allowed to make up the time (see the section on make-up-time) or if the absence is covered by one of the leave or absence policies that allow employees to choose whether or not to apply PTO to the absence.

Under UnitedHealth Group's attendance program, judging why an employee is late or absent is not the focus when managing attendance. Instead, managers focus on dependability as the key to overall performance and the effects that unplanned absences have on individual and department performance. It is up to employees whether they disclose the specific reason PTO time is needed, unless they desire to have the time off be considered a "planned" leave under (b) or (c) below. Medical documentation from the employee is required only if the employee requests SMLA STD, in which case the formal process for requesting a leave should be followed, and the manager must instruct the employee to contact Employee Center Help and initiate a leave of absence.

Planned Absence:

A planned absence is any time away from work that is:

- Pre-scheduled and pre-approved by your manager (see Advance Approval for Time Off Section below for notification requirements):

- Otherwise approved under UnitedHealth Group's time off / leave policies-for example, FMLA leave, Personal Leave, Military Leave, Funeral Leave, jury duty, court appearances by subpoena, and absences approved do to Short Term Disability (STD), Long Term Disability (LTD) or Workers Compensation; or

- Other time off mandated by Federal, state or local laws.

Planned absences include pre-scheduled and pre-approved use of granted, borrowed, or purchased Paid Time Off (PTO). While reasonable efforts will be made to accommodate requests, managers will make time off decisions based on business needs and the employee's performance history.

Managers also have the discretion to approve a planned, unplanned, unpaid absence if the employee does not have enough PTO to cover the absence and does not want to borrow PTO.

Employees are expected to give managers as much advance notice as possible, which will help to accommodate business needs and other employees' time off requests.

Unplanned Absence:

An unplanned absence, which may subject an employee to discipline, is any time away from work (or from previously scheduled overtime work) that is not approved as a planned absence. Unplanned absences will be tracked for each employee over a rolling twelve (12) month period.

Under the PTO policy for unplanned absences, if PTO time is not available, employees may:

- Borrow up to one standard workweek of PTO, with manager approval, to cover the absence, or;
- Use the unpaid time to cover the absence. (Employees are not required to borrow time to cover the absence.)

Regardless of whether the employee has available PTO to cover an unplanned absence, it does not eliminate the absence from being considered for disciplinary action.

Advance Approval for Time Off:

Employees are expected to give managers as much advance notice as possible to assist managers with business planning. At a minimum, employees must request approval from their manager for use of time off at least 24 hours in advance. Further, it is expected that time off requests of one week or longer must be requested at least two (2) weeks in advance.

Unless you have prior approval, on each day you are tardy or have an unplanned absence, you must communicate your absence to your manager or the designated individual in your business unit within one hour before or after your start time so that sufficient time is provided to adjust workflow or maintain service levels.

Failure to notify your manager in a timely fashion may result in disciplinary action up to and including termination. Failure to report or call in to work for two consecutive business days will be considered a voluntary resignation as of the third consecutive day of absence.

Make Up Time:

Non-exempt employees may be allowed to compensate for the time missed due to an absence (typically an unplanned absence) by requesting make-up time. The approval of make-up time is at manager discretion. If make-up time is approved, the make-up time will be based on business needs and must be completed in the same pay period as the time that was missed. To avoid overtime issues, your manager may require that make-up time be completed in the same pay week as the absence.
The amount of make-up time typically must not exceed four (4) hours per pay period. Break time may not be used for make-up time, however, at manager discretion, lunch periods may be used for make-up time if the employee voluntarily agrees to working during the lunch period. If you agree voluntarily to work during one or more lunch periods to make up time, you must communicate to your manager your desire to do so.

Unapproved Leave of Absence:

In the event your request for a continuous leave of absence is not approved and you have missed any time from work related to your leave request, your absence(s) will be considered unplanned. For the first month, each week will count as one (1) unplanned

absence and each subsequent month will count as one (1) additional unplanned absence per month.

Administration:

It is the responsibility of managers to provide appropriate corrective counseling and disciplinary action when an employee's attendance is unsatisfactory. Managers should talk with the employee to review and consider individual circumstances (such as historical attendance, current or past performance issues) before taking disciplinary actions. When determining if an employee has excessive or chronic absenteeism or tardies, a manager should consider factors such as the pattern and frequency of absences and tardies and overall performance.

Management guidelines for attendance-related absences and disciplinary action will typically follow a progression of counseling, including Initial Warning, Elevated Warning, Final Warning, and Termination Consideration. Management reserves the right to exercise any disciplinary action considered appropriate, including termination, at any time. Attendance history and related disciplinary action may be considered when managing attendance. Prior to warnings may be reinstated or escalated when appropriate.

New Employees:

Good attendance habits should begin on the very first day of employment and are especially critical for new employees who have the added responsibility of learning a new job. Accordingly, some UnitedHealth Group business units have established attendance guidelines for new employees during the first 90 days of employment, when attendance is monitored very closely. If employees miss work during this time, the manager will apply an appropriate level of disciplinary action.

Reporting Action:

Both UnitedHealth Group policy and the Fair Labor Standards Act, a federal law, require accurate recordkeeping of hours worked by non-exempt employees. Falsifying time records may result in immediate employment termination. Managers are responsible for ensuring that all employees are aware of their exempt / non-exempt status and that employees abide by timekeeping procedures using the Global Self Service Time and Attendance application.

Employee Guidelines for Attendance:

We understand that sometimes you need time away from work. UnitedHealth Group's Attendance Policy encourages you to plan ahead and pre-approval for the time away. Unplanned absences can negatively impact you, our members, clients, other employees, and our business.

Common attendance circumstances are described below. Based on the specific situation, your manager may use some discretion in approving or denying absence requests.

Employee Responsibilities:

As a UnitedHealth Group employee, you are responsible to:

- Be at work and ready to perform your job each day that you are scheduled.
- Plan your time off and leave it pre-approved by your manager.
- Accurately report your planned and unplanned absences in Global Self Service Time and Attendance.

Good attendance Habits are a fundamental and required element of everyone's job performance and are essential for the efficient business operations and productivity. Poor attendance negatively affects your co-workers and can harm your job performance rating.

Definitions:

The following definitions are applied consistently across UnitedHealth Group.

Management Discretion:	The ability of management to look at business needs, as well as an employee's overall performance and use judgement when approving or denying requests for time off, approving or denying requests for make-up time, and when considering appropriate discipline for violation of the attendance policy.
Planned Absence:	Any time away from work that is pre-scheduled and pre-approved by the manager, or otherwise approved under UnitedHealth Group's time off / leave policies (e.g., FMLA leave, personal leave, court appearances by subpoena, military leave, funeral leave, jury duty) and absences approved due to Short Term Disability (STD), Long Term Disability (LTD) or worker's compensation; or mandated by Federal, State, or Local laws.
Unplanned Absence:	Any consecutive period of absence from work that is not pre-scheduled and pre-approved by the manager, or otherwise approved under UnitedHealth Group time off / leave policies; or mandated by Federal, State or Local Laws. An unplanned absence that extends over consecutive days and that is due to single case counts as one unplanned a absence, except in the case of unplanned absences due to an unapproved continuous leave of absence. If you are

informed your request for a leave of absence is denied, for the first month, each week will count as one (1) unplanned absence and each subsequent month will count as one (1) additional unplanned absence per month.

If each day of the consecutive unplanned absence is due to a different cause, then each day's unplanned absence will count as a separate unplanned absence. Any absence(s) that are separated by a return-to-work count as a separate unplanned absence(s).

Tardiness:	Failure to be in the work area and ready to work at a scheduled start time, early departure or late return from lunch or other scheduled non-work time (e.g., breaks, meetings), or leaving the work area or not working through the end of employee's scheduled work time, without prior approval. Two tardies are generally considered equivalent to one unplanned absence. NOTE: if an employee fails to be in the work area and misses more than 50% of his or her scheduled hours, it is considered an absence as apposed to tardy.
Job Abandonment ("No Call / No Show"):	Occurs after an employee misses two consecutive days without contacting the manager or other designated contact within the work site and does not contact the manager before the start of the employee's scheduled work time on the third consecutive work day. On the third consecutive day of absence without notice, the manager may consider termination of employment.
Make-Up Time:	Is extra time worked, with prior approval of management, within the same pay period that a non-exempt employee is allowed to work in order to "make up" time they missed (whether planned or unplanned) in order to reach their fully scheduled hours during the pay period. Managers have the discretion, on a case-by-case basis to allow or disallow make-up time.

Missed time must be made up in the same pay period and typically cannot exceed four (4) hours per pay period, unless otherwise mandated by Federal, State, or Local laws. Make-up time is generally used for tardies or short absences of up to several hours. Managers will consider business needs, the employee's overall lperformance, and the potential of having to pay overtime in deciding whether or not to approve make-up time.

If an employee who is approved for intermittent FMLA wants to make up a short absence that is attributable to FMLA,

managers have discretion to approve the request, as with any other request to make up time.

Planned Absence:

Employees are expected to give managers as much advance notice as possible to assist managers with business planning and allow them to better accommodate requests .While managers will make reasonable efforts to accommodate employee requests for planned time off, managers have discretion to approve or deny requests based on business needs and an employee's performance history.

When employees take a planned absence, they must use available granted, borrowed, or purchased Paid Time Off (PTO), unless the absence is covered by one of the leave or absence policies that gives employees the choice. Managers also have discretion to approve a planned, unpaid absence if the employee does not have enough PTO to cover the absence and does not want to borrow PTO.

Unplanned Absence:

When employees have an unplanned absence, they must call their manager every day they are out of work. Employees follow the departmental call-in procedures to report unplanned absence. Failure to call-in and report the absence may result in disciplinary action, including termination of employment.

Unplanned absences are unapproved and may subject an employee to discipline, regardless of whether the employee has PTO to cover the absence. Availability of an employee's PTO balance to cover an unplanned absence is unrelated to whether or not the absence is subject to discipline.

Severe Weather:

In cases of severe weather when the site remains open, employee absence will be considered as unplanned. Managers have discretion in deciding whether to count the tardiness on severe weather days as unplanned absence.

Avoiding Excessive Absence:

Managers track employees' attendance over a rolling 12-month period. Excessive, chronic, or frequent unplanned absences may subject an employee to discipline based on company guidelines.

Department Callout Procedure:

At the time of call, the employee must notify their supervisor when an absence is due to a documented / approved leave of absence (Military Leave, FMLA, Medical, or etc.) to ensure appropriate tracking of leave utilization and absenteeism by calling the attendance line at (716) 427-2237.

When employees have an unplanned absence, they must report their absence every day they are out of work. Failure to report absence may result in disciplinary action. Unplanned absences are unapproved and may be subject to discipline, regardless of whether the employee has PTO to cover the absence.

An employee who fails to call in and report to work as scheduled for two consecutively scheduled workdays will be viewed as having abandoned their position. On the third consecutive day of absence without notice, the manager may consider termination of employment. The supervisor should consult with Human Resources if this situation occurs.

Incidents of not following the departmental callout procedures, including No-Call / No-Show, will be addressed in accordance with the Progressive Discipline policy.

The "Absent" Status:

An employee is deemed absent when he / she is unavailable for work as assigned / scheduled and such time off was not scheduled / approved in advance as required by the Workforce Management (WFM) department. To ensure you understand expectations regarding attendance:

- If you are unable to report to your scheduled shift, please call the Attendance Line at (716) 427-2237. State your name, supervisor, scheduled shift.

- Advise of call out or late arrival (Military Leave, FMLA, Medical, or etc.).

- In the event you are working and need to leave early please reach out to a Supervisor, or Team Lead and advise of your early departure. Once notified, please call the Attendance Line to report early departure.

Tardy:

An employee is deemed to be tardy when he / she;

- Fails to report for work at the assigned / scheduled work time.

- An employee will be given a five (5) minute grace period before the tardiness will count as an occurrence at the beginning of their shift

- Leaves work prior to the end of assigned / scheduled work time without prior supervisory approval.

- Takes an extended meal or break period without approval.

Occurrence Tracking:

A half or .5 occurrence of tardiness is counted if the employee arrives to work late or departs from work early or if time is spent away from the assigned work location for less than half their shift.

A one (1) point occurrence is counted if the employee is tardy or takes an early departure or if time away from the assigned work location is greater than half their shift

Two (2) episodes or tardiness or early departure may be considered equal to one (1) unplanned absence

Clocking In & Out for Hourly Employees:

Employees are required to follow established guidelines for recording their actual hours worked. A missed clock in or out is a violation of this policy and includes:

Failure to clock in and out on their designated time tracker in Global Self Service (GSS) and Genesys at the beginning and / or end of their assigned shift.

Failure to clock in or out using their designated time tracker for the meal break.

Failure to accurately and promptly report time worked.

Clocking in / out early (or late) of assigned shift without prior approval.

Occurrences:

An occurrence is documented as an absence, tardy or early departure. While an absence refers to a single failure to be at work, an occurrence may cover consecutive absent days when an employee is out for the same reason.

Job Abandonment:

No Call No Show occurs after an employee misses two (2) consecutive days without contacting the Manager, Supervisor, or Attendance Line and does not make contact before the start of the employee's scheduled work time on the third (3rd) consecutive workday. Job abandonment occurs when an employee stops coming to work without prior notification and fails to respond to attempts made by the organization to contact them.

Progressive Discipline Process:

Supervisors should monitor their employees' attendance on a regular basis and address unsatisfactory attendance in a timely and consistent manner. The guidelines for attendance-related disciplinary action will typically follow a progression of counseling including am Initial Warning, Elevated Warning, Final Warning, and Termination

Consideration. All warnings will be documented and placed in the employee's GSS file.

The following grid is designed to provide guidelines when addressing the total number of occurrences in a rolling 12-month period:

No. of Occurrences (12-month period)	Discipline Process
4 Absences	*Initial Warning* A formal written corrective action plan documenting attendance expectations, the employee's attendance history, and outlining the consequences of continued absences.
5 Absences	*Elevated Warning* A formal written corrective action plan documenting the attendance issue, setting attendance expectations, and issuing a warning that attendance must improve.
6 Absences	*Final Warning* A formal written corrective action plan documenting the attendance issue and including a final warning that attendance must improve or termination will be considered.
7 Absences	*Termination Consideration* In the event an employee is unable to resolve attendance issues, termination of employment is considered.

Warning Cleansing Period Duration:

Initial Warning	3 Months
Elevated Warning	6 Months
Final Warning	1 Year

Landmark
Part of Optum® Home & Community Care

Landmark First Reference Documents

Holiday Policy

Purpose of Guide:

As part of your employment with Landmark First, you are required to work a fair number of holidays to ensure adequate coverage for our patients. The Landmark First department was created with this commitment of coverage for the markets 365 days a year. The intent of this guide's implementation is to ensure this coverage is planned for and provided in a fair and consistent way among the Landmark First Team.

Policy:

Optum observes eight (8) Holidays. These holidays have been divided into two groups "Group A" and "Group B" for scheduling purposes, as described below:

Group A Holidays	Group B Holidays
Christmas Day	Memorial Day
Thanksgiving Day	Labor Day
Day after Thanksgiving	Independence Day
Martin Luther King Day	New Year's Day

All Employees of Landmark First (Full and Part Time) are required to work holidays. Employees who work more than 30 hours a week will be required to work two (2) Group A Holidays and two (2) Group B Holidays per holiday cycle in a rotating pattern as described below. Those employees who work less than 30 hours per week will be assigned two (2) holidays in advance per holiday cycle.

Landmark First Holiday Cycle runs, Thanksgiving thru Labor Day.

A holiday that falls on the employees regular scheduled day will work their normal hours for that day. If a holiday falls on a day that the employee does not normally work, they will be required to work an eight (8) hour shift at managements discretion to meet the needs of our patients.

An employee may volunteer to cover a greater number of hours than their scheduled shift.

Holidays worked will alternate every cycle as described below:

If Worked This Year		Then Work This Next Year
Christmas Day	→	Thanksgiving Day
Day After Thanksgiving	→	Martin Luther King Day
Memorial Day	→	Independence Day
Labor Day	→	New Year's Day

For example, if an employee is scheduled to work on the Christmas company holiday one year, the employee will be scheduled to work on Thanksgiving Day the following year.

Swapping Holiday Shifts:

It is acceptable to swap shifts with another colleague with management approval. The hours of each employee must be covered and worked in full by the swap. For example, if Employee A is scheduled to work 10 hours and swaps with Employee B, who is scheduled 8 hours; Employee B, must work Employee A's 10-hour shift. The employees swapping is also required to work each other's scheduled shift. Shift times will not be altered in any way because of a swap.

Swapping of shifts does not alter the employees holiday rotation, and the swapped holiday must fall within the same holiday cycle.

GSS entries for Non-exempt (hourly) Employees

Employee Status	GSS Code
<u>NON-EXEMPT</u> employees who work on a company paid holiday	Add the **HWK code** to the timecard for those hours worked. Non-exempt/hourly employees are paid 2.5 times pay for hours worked on a Company holiday. (Paid both the holiday pay and 1.5 times for hours worked.)
Note: Overnight <u>NON-EXEMPT</u> employees	Although your regular schedule may start in one day and end in another, the day that you are considered working is the day that your shift starts in.

GSS entries for Exempt (salaried) Employees

To ensure all employees benefit from the 8 paid holidays, each employee working a scheduled holiday will have the option of submitting a PMA pay code equivalent to the shift hours worked **OR** receiving a comp day to be used within 6 months of the holiday worked.

PMA Pay code Option: PMA PremPay Addl Hrs $ Amt
- 1.25 units = 10 hours; pays $750
- 1 unit = 8 hours, pays $600
- .5 unit = 4 hours, pays $300

PTO Request Guide

Scope: Landmark First

Department: Workforce Management

Applies to: APCs, PCCs

Notice:

Please check your available PTO balance in the Global Self Service (GSS) portal prior to submitting requests for PTO.

Workforce Management PTO Request Considerations:

In addition to an employee's individual PTO balance, the Workforce Management Team considers the following factors when approving / denying PTO Requests:

- Forecasted call volume

- Scheduling coverage and availability

- Schedule optimization

- Hire date and Training Periods

- Any other factors that directly effect call handling capacity

The submission of a PTO Request does not automatically guarantee its approval.

Unplanned PTO (illness, emergencies, weather, IT issues, etc.)

If you are unable to work for greater than 15 minutes of your scheduled shift, you are required to contact the **attendance line at (716) 427-2237** as soon as you know you are unable to work. Provide your full name, title, your scheduled shift, and hours you are unable to work. Do not leave reasons for leave on the attendance line. Contact your supervisor directly to discuss details.

If you are able to return to work during your scheduled shift, call the attendance line to report your return to work, include your name, title, your scheduled shift, and when you were able to return.

If applicable, enter your Unplanned PTO code into GSS for the hours of work missed.

Timeframes:

PTO can be requested within the following time frames:

PTO Request Submission Timeframes
No sooner than 90 days prior to PTO dates requested.
No later than 2 weeks (10 business days) prior to PTO dates requested.

These timeframes do not apply to unplanned absences that are called into the Attendance Line.

Full Day PTO Request Submission Instructions:
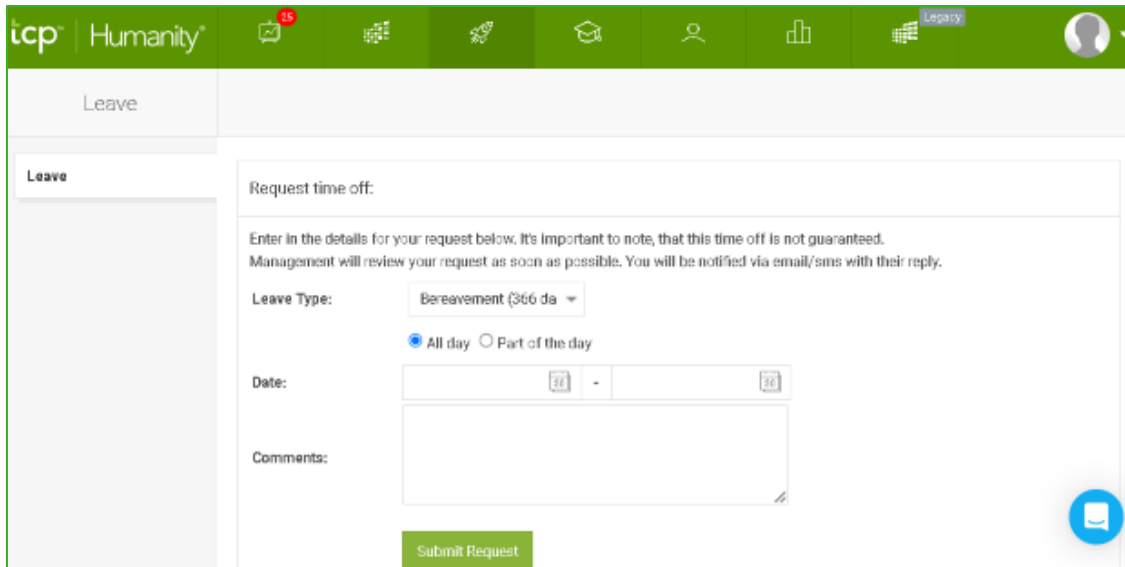
1. Open Humanity
    - Link: https://landmarkhealth11.humanity.com/app/dashboard/
    - Navigate to the "Leave" tab.
    - Select the "Request Lea ve" button on the right side of the window.
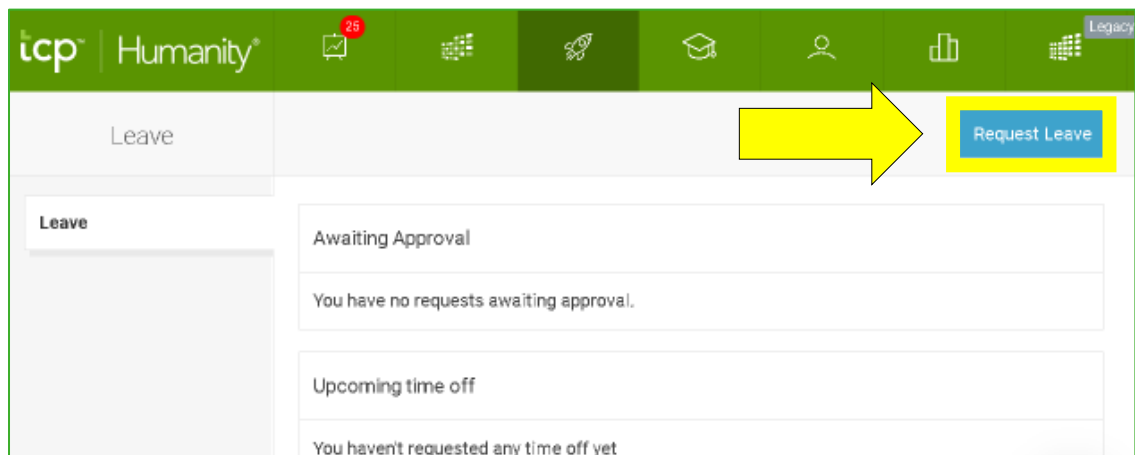
2. Complete the "Request Leave" form:

   o Ensure that the "All Day" option is selected.

   o Select the dates desired for PTO.

   o DO NOT fill in the "Comments" section.

   o Once completed, click the "Submit Request" button.

Partial Day PTO Request Submission Instructions:

1. Open Humanity:

   o Link: https://landmarkhealth11.humanity.com/app/dashboard/

   o Navigate to bottom of the "Dashboard" tab.

   o Select the "Leave Request" option from the bottom-left corner of the page:
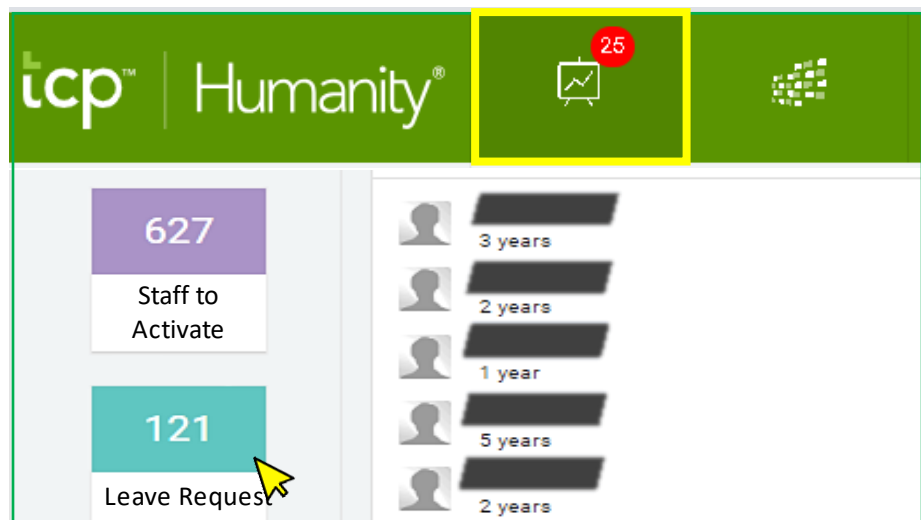
2. Select the "Request Leave" button on the right side of the window.

3. Complete the request form:

- o Enter your name (if the option is available).
- o Select your Leave Type.
- o Ensure that you have the "Par of the day" option selected.
- o Choose a beginning and end time for your time off.
- o Once filled in, click the "Submit" option.

4. You will receive an email notifying you of request approval or denial.

Shift Swap & Pickup Guide

Scope: Landmark First

Department: Workforce Management

Applies to: APCs, PCCs

Instructions:

<div style="background:red">Attention – Same-Day Shift Swaps</div>

For same-day requests for Pickup shifts or trades, please call a member of Workforce Management during business hours between 7:00 AM and 6:00 PM EST using Microsoft Teams.

For assistance after hours, please call: (657) 502-6777

1. Start the shift swap request by sending an email to your peers.
   o Please be specific as to the date and time of the shift requested.
   o PCC Request: LM1_PCC_UHG@ds.uhc.com
   o APC Request: LM1_Clinicians@ds.uhc.com

2. Wait for someone to respond to your request and confirm availability and willingness to swap shifts.

3. Open Humanity
   o Select the "Shift Planning (Legacy) tab.
   o Ensure that the "My Schedule" option is checked from the list to the left.
   o Select the scheduled shift that you wish to swap.
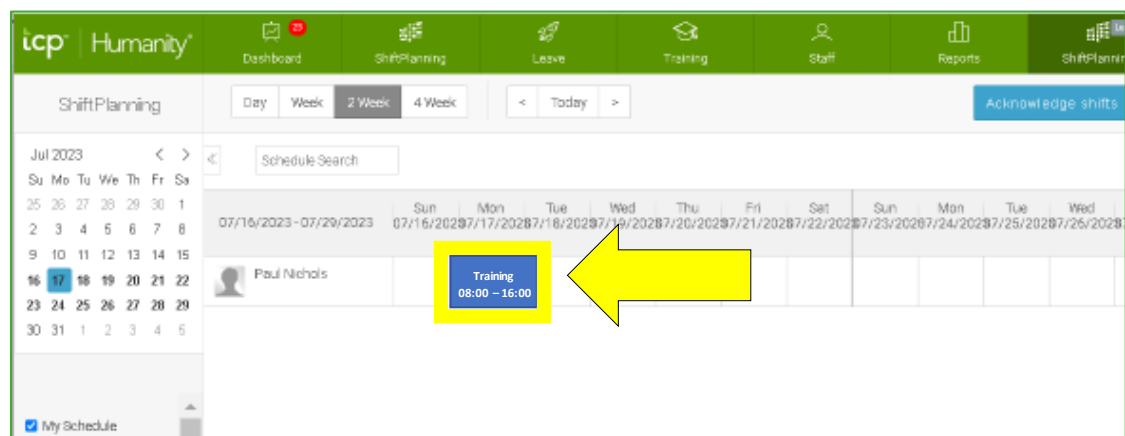
4. Open Shift Details

   o Select the "Can't Work" option from the right side of the pop-up.

5. From the drop-down menu, choose the "Trade Shift" option.

6. Enter the full name of the employee you are trading with and click "Continue".

Trade Shift   ✕

> Fri
> **4**
> Aug
>
> Landmark First
> Landmark Leadership Support
> 09:00am - 05:00pm · 8h

In order to continue, Reason for Trade must be added.

By Manager discretion, your request will be approved or rejected. If approved by Manager, selected Employees will be notified.

Once accepted from other Employee, Trade will be completed.

Trade with Karen Reynolds

Go Back   Continue

7. Co-Worker Selection

- o Type the name of the co-worker who might potentially be able to cover the shift.

- o Alternatively, you can use the "Employee Search" feature to find additional co-workers.

- o Once you have selected a co-worker to request coverage from, please "Submit" your request.

8. Congratulations, your request has been submitted successfully.

Your co-worker will receive an email requesting that they acknowledge the shift trade.

Accepting a Shift Trade Request:

Once an employee has requested to trade shifts with you, an email from Humanity will be sent to your inbox:

Below is an example of an email that an LM1 Employee will receive when a co-worker has requested to swap shifts:

1. Open Humanity
   o Link: https://landmarkhealth11.humanity.com/app/dashboard/
   o Clock the "My Shift Trades" option:
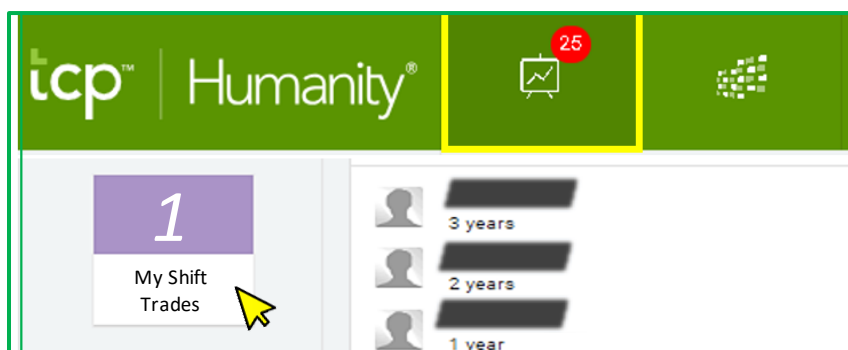
2. A pop-up panel will open on the right side of the window:

   o Check the shifts you want to accept.

   o Click the "Accept" button to complete the process.
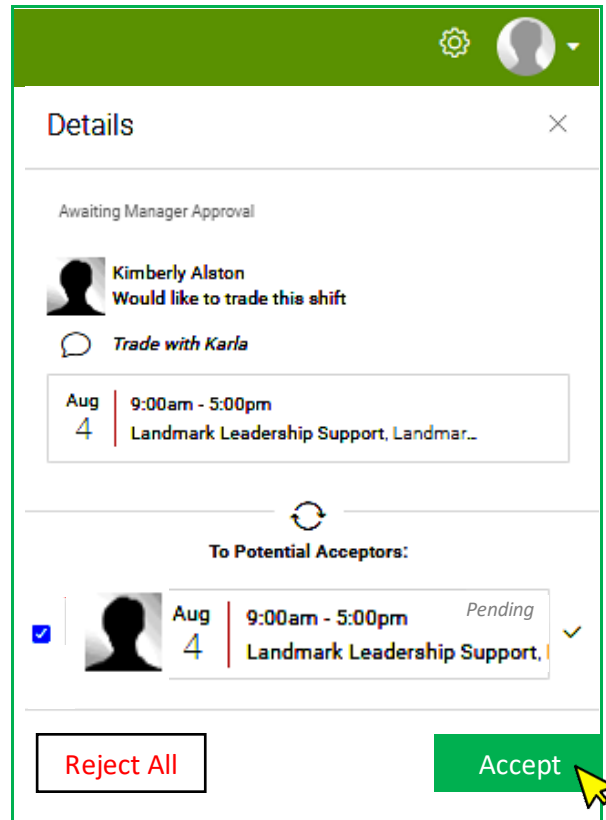
Pickup Shifts:

1. Click on Dashboard

2. Click on Shift Available (bottom left corner of the page)

3. Determine if your role is eligible to select this shift (if APC is listed, APCs are eligible. If RN is listed, RNs are eligible.

4. Select the shift that you would like to work by clicking on "Request Shift"

Attention – APC Time Codes for Pickup Shifts
LM1 APCs must use the PMA code in GSS when picking up shifts.

Cancelling a Pickup Shift

1. Click on the Shift you wish to Unacknowledge / Cancel
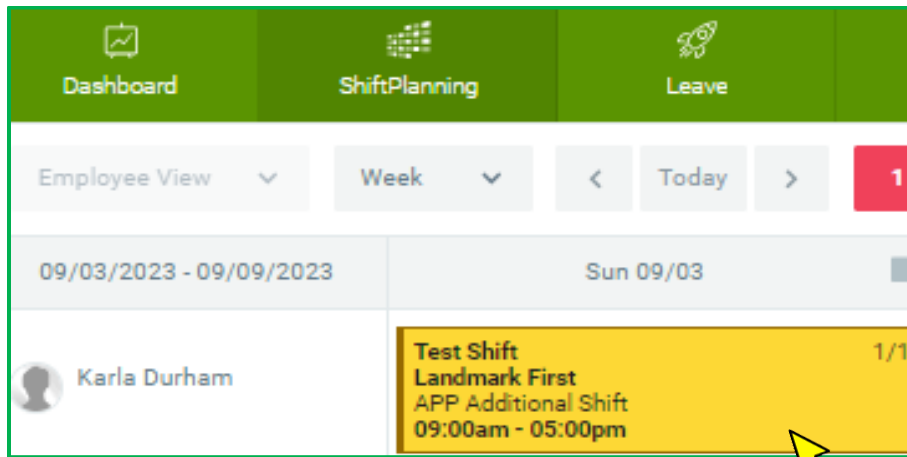
2. Click Shift Acknowledgement

3. Click No, I can't work

4. Click Save

Picking Up Overlapping Shifts:

If you are wanting to pick up two (2) or more shifts and they overlap, please send an email to Workforce Management at lm1_wfm@optum.com. Remember you MUST be licensed and credentialed to take calls in the state(s) you are choosing.

Example - Location-Based Training Examples:
From ⌄ lm1_wfm@optum.com To Cc Bcc Subject Pickup Shift 9/19/2023 I am wanting to work 10am to 1pm, I am interested in the Ohio 10am to 12p shift and the New York 11am to 1pm shift.

Shift A:	*Shift B:*
10:00 AM – 12:00 PM	11:00 AM – 1:00 PM
Ohio	New York

Alternate Communications:

If you are unable to access Humanity, please send shift coverage requests to the following email: LM1_Coverage_Request@landmarkhealth.org.

Schedule Change Requests:

To request that your schedule be permanently changed to a different shift time, please send an email to: lm1_wfm@optum.com.

Request Additional Information:

Please submit any questions regarding the shift swap guidelines or coverage requests to the Workforce Management Team email: lm1_wfm@optum.com.

Escalated Assistance:

To receive assistance for escalated concerns after business hours, please call:

(657) 502-6777

Telephonic Agreement

Purpose:

To provide employees with appropriate guidelines for telecommuting on both a full and part-time basis at Landmark First.

Policy:

It is the policy of Landmark First to provide, where deemed appropriate to business needs, a flexible work arrangement that enables an employee to work at home or in a satellite location for all, or part, of their workweek.

Landmark First considers telecommuting to be a viable, flexible, work option when such arrangements can meet both the employee's and business needs.

Telecommuting may be appropriate for some employees and positions, but not for others, and is not an entitlement or companywide benefit. The following policy and procedures provide details on home-based work options. The telecommuting arrangement does not abridge the "at will" relationship for the employee and Landmark First.

Definitions Related to Telecommuting:

Telecommuting Employee:	An employee who works remotely in a home office or satellite location and does not have a dedicated office space within the facility to which they report.
Hoteling Employee:	An employee who works remotely in a home office or satellite location and shares a hoteling workstation with other employees at Landmark. Employees eligible for hoteling must report to the office on certain scheduled days, and will not be assigned a permanent, personalized, workspace.
Office Based Employee:	An employee whose primary work responsibility require they report to a Landmark facility full time.

Telecommuting Eligibility

- The Company must determine that a position can be worked successfully without the requirement of reporting to a Landmark facility full time.

- The employee must work from a location with reliable, high quality internet connectivity to access Landmark's network systems, including the ability to leverage video conferencing with telephone access. If an employee is in a rural area where no high-speed Internet connection is available, participation may be denied.

Manager Responsibilities

- Set clear expectations for both the telecommuting employee and the manager.

- Complete all relevant program documents (attached at the end of this document).

- Include telecommuting employees within all communications given to in-office employees.

- Responsible for notifying Human Resources to disconnect all telecommuting services when necessary.

The Workday and Location

- The full-time telecommuting employee is expected to work during the regular Landmark operating hours assigned to their role. The employee's schedule must be determined in advance and approved by Manager.

- For hoteling employees, the employee and manager must agree on which scheduled workdays will quality for telecommuting and which days require the employee report to the office. An employee utilizing hoteling space must follow the established procedures for booking the required workspace so that they are ready and available to work at the start of their assigned shift.

- Employees required to punch in and out are still required to do so. Hourly employees are responsible for ensuring they work only their assigned hours and do not accrue unauthorized overtime. Performing of any work off the clock is not permitted.

- Time out of the home for any reason other than scheduled breaks should be communicated to the Manager before leaving the premises, except in an emergency. Telecommuting employees must have permission from their manager before working at any alternate location outside of the home. o There may be times (i.e., to train new hire employees, attend required meetings, etc.) when the telecommuting employee will be required to work in the office or travel to an alternate site on a day/week that they would normally work from home.

- Telecommuting employees who are prevented from performing their work due to connectivity issues at their home office have the option to report to the office to complete their workday. If Employee chooses to take this day off, it will be considered unscheduled PTO.

- In the case of a disaster recovery effort (or other emergency), the employee may be required to report to work in the office, at management's discretion.

Onboarding & Training:

Telecommuting employees may be required to report to a designated Landmark facility for a period identified by the manager at time or hire, or any other time when required training and development activities will take place.

Example - Location-Based Training Examples:

A newly hired Nurse Care Manager may be required to complete several weeks of training in a Landmark location before becoming eligible to work remotely on a full-time basis.

In addition, some states may require time spent in an office location at regular intervals throughout employment on a monthly or weekly basis.

Inclement Weather:

Under normal circumstances, the telecommuting employee will be required to work from home even if the office they are affiliated with is closed due to bad weather unless otherwise agreed upon with Manager.

Other Legal Implications

It is the telecommuting employee's responsibility to determine any income tax implications of maintaining a home office. The company will not provide tax guidance, nor will the company assume any additional tax liabilities. The Employee is encouraged to consult with a qualified tax professional to discuss income tax implications.

- It is the telecommuting employee's responsibility to make sure that they are in complete compliance with all contractual obligations such as those contained in leases and/or local township codes, rules, regulations, and zoning ordinances, which could affect the ability to work at home. The telecommuting employee will also be responsible to comply with all local residential rules and regulations while they participate in the home-based work arrangement.

Security & Proprietary Information:

Information protection and security is the responsibility of all Landmark First employees regardless of work location. Telecommuting employees will be expected to ensure the protection of proprietary company and customer information accessible from their home office. Please review the Corporate Compliance Policy and Procedures.

Provisioning Requirements:

There are specific home office requirements for telecommuting employees, regardless of full-time or parttime status.

Home Office

- Employees who wish to participate in this telecommuting option must have a designated in-home workspace space free from distractions and private enough to comply with HIPAA regulations. A change in the permanent work location requires notification to the manager. Employee will not be permitted to participate unless an acceptable in-home workspace is available.

- The telecommuting employee must use an Optum–owned computer, configured to IT standards, and is responsible for establishing broadband connectivity for their home office.

- VPN and Secure ID / Citrix access must be obtained through IT.

- The computer must be brought to a Landmark / Optum facility for any required troubleshooting or technical issues. Third party repairs are not permitted.

- HIPAA regulations may require the Employee to use a dedicated telephone and dedicated company issued printer to conduct business. This is required for any telephone and / or printer that will receive or store PHI and could potentially be accessed by someone other than the Employee.

- Telephones are provided at the discretion of the business functional unit management. If the job warrants the purchase of a phone, Optum will provide this for business use only. Employee agrees to exclusively use the telephone provided by Optum and recognizes that using a personal cell phone or cordless phone is not acceptable as per HIPAA regulations.

- Employees with roles requiring recorded lines must adhere to processes and procedures to ensure lines are recorded in accordance with business requirements.

- It is not permissible to invite third parties to visit the telecommuting employee's home office to conduct company business.

- Management reserves the right to visit, unannounced, the telecommuting employee's home office at any time during the employee's regularly scheduled

work hours on any regularly scheduled workday. These visits should be approved by Human Resources in advance.

- Landmark First / Optum will not be responsible for costs associated with the initial setup and ongoing expenses of the employee's in-home workspace such as remodeling, furniture, or lighting, nor repairs or modifications to that home office space.

- Telecommuting employees must use headphones or other mechanisms to safeguard conversations when another individual may be within the residence to safeguard confidential and proprietary information.

- Telecommuting employees are responsible for setting up and maintaining an ergonomically correct workstation designated solely for business purposes.

Dependent Arrangements

- The telecommuting program is not designed to be a replacement for appropriate child and / or adult care.

- Although an individual Employee's schedule may be modified, with Management approval to accommodate child / adult care needs, the focus of this arrangement must remain on job performance and meeting business demands.

- Employee will not be permitted to participate if there will be children or dependent adults at home who require supervision unless another adult is present in the household to provide that supervision. If another adult is present to provide supervision for a dependent child or adult, the Employee must have a workspace private enough to conduct business without interruption. Phone calls are to be conducted as they would be in the office environment. Ambient background noise must be professional and kept to a minimum.

   Such noises not only disrupt the office environment that telecommuting must preservice, but also may affect crucial patient communications where sensitive / protected information must be communicated clearly.

Example - Unprofessional Background Noise	
• Loud Music	• Television in the background
• Children Crying	• Conversations of friends / family
• Dogs Barking	• Text Message Tones

Workers' Compensation

Landmark First's Workers' Compensation policy coverage will be available to employees, but only:

- If an employee suffers a work-related injury; and the injury occurs while the employee is working in the designated in-home workspace.

- Employee is required to identify the specific area of the home that will constitute the in-home workspace and the scheduled hours that area will be used as the in-home workspace. Workers Compensation claims shall not be made for any illness or injury that is not the direct result of performing Landmark First work duties in the home workspace.

- Employee agrees that an area will be considered an in-home workspace only for that Employee and only when that area is being used for Landmark First work and will make no claim against Landmark First for any injuries suffered by any other person or party in the in-home workspace.

- Workers' Compensation will cover the Employee only within the in-home workspace and only when Employee is performing a work function. Employee agrees they are solely liable for injuries to third persons and / or members of Employee's family on Employee's premises including the in-home workspace at all times and will make no claim against Landmark First for the same.

- Employee agrees to defend, indemnify, and hold harmless Landmark First, its affiliates, employees, contractors, and agents from and against any and all claims, demands, or liability (including any related losses, costs, expenses and attorneys' fees) resulting from or arising in connection with any injury to persons (including death) or damage to property, caused directly or indirectly, by the services provided by Employee or by Employee's willful misconduct or negligent acts or omissions in the performance of Employee's duties and obligations while working in an Employee assignment.

Responsibility for notification of work-related injuries include:

- Employee - Notify Supervisor immediately of any injury sustained in the designated home office work area while performing their duties and complete accident report form with Supervisor. If the immediate Supervisor is not available, the Employee must contact the next level of management immediately.

- Supervisor - The Supervisor must report the occurrence of all Worker Compensation injuries/illnesses to Human Resources who can provide additional information on next steps and paperwork to complete as required. Manager/Supervisor must assist Employee with completion of accident report form if necessary.

Adherence to Market-Based Guidelines

Individual markets and departments may leverage their own set of guidelines for the telecommuting employee. Those guidelines do not supersede this policy but aim to provide specific expectations for participation in a telecommuting program. Those guidelines should be reviewed by Human Resources in advance of publication.

Suspension or Termination of Employee Arrangement

- The telecommuting program may be discontinued at any time at the sole discretion of Landmark First / Optum.

- Employee may decide that the Employee assignment is not suitable for them.

    o If Employee returns to prior or designated Landmark Health office location, this will happen as soon as possible, but generally not longer than 15 days from when the decision is made by Employee or Manager / Supervisor that the arrangement is not satisfactory.

- If work performance or attendance suffers and / or Supervisor decides that it will be in the company's interest for Employee to return to former or designated office, Employee agrees to do so with appropriate notice of not less than one week.

- If Employee decides not to return to an office as directed by management, they will be considered as having resigned from their position at Landmark First.

Landmark First is committed to helping employees realize their full potential. No policy can be so specific as to spell out every possible scenario we might face. Instead, we rely on one another's good judgment to uphold the highest standard of integrity for ourselves and our company. We expect all employees to be guided by both the letter and the spirit of this policy. Non-Compliance with this policy may result in corrective action up to and including employment termination

Remote Work Policy

The following applies to employees in the United States.

UnitedHealth Group's flexible work models enable ways of working that support our culture, encourage collaboration, and enable us to deliver on our business and growth objectives. We have shown we can be successful working virtually; we also understand that our business performance and culture benefit from opportunities to meet in-person, network and build our community. Our flexible workplace is designated to support how and where employees perform their work and maximize collaboration, innovation, and performance.

Our Code of Conduct states that "every UnitedHealth Group Employee must act with integrity in everything we do. Acting with integrity begins with understanding and abiding by the laws, regulations, Company policies, and contractual obligations that apply to our roles in the Company, our work, and our mission." Employees who work remotely are expected to make every effort to:

Secure UnitedHealth Group Information:

- Regardless of work model, all UnitedHealth Group employees must take all reasonable precautions to protect the confidentiality of work-related information in the course of performing their work. Anytime an employee is performing work remotely as part of their job with UnitedHealth Group they must be mindful of the importance of protecting the confidentiality of UnitedHealth Group information just as an employee would do when working from a UnitedHealth Group worksite, particularly Protected Health Information (PHI), Personal Identifiable Information (PII) and other confidential and / or proprietary information.

- All employees are expected to have a work area separate from non-work areas when working from home or alternate remote location; take reasonable steps to ensure the workspace is secure and sufficient to protect company assets and PHI.

Maintain Performance:

- When working remotely, all employees are expected to continue to meet all performance expectations as if they were working in a company worksite, e.g., timely responsiveness to calls, emails, instant messages, and be available during normally scheduled work hours.

- In order to dedicate full attention to work duties, employees working remotely must establish or continue regular child or dependent care arrangements.

- Failure to meet performance expectations may result in a change to a different work model and / or other corrective action up to and including termination of employment.

Landmark First Reference Documents

System Issues & Troubleshooting Guide

While Onboarding / Training:

Please report any systems issues to your trainer who will then provide further instruction.

Internet Connectivity Issues:

Landmark support and Optum's Service Desk ***CANNOT*** take part in improving the quality, signal strength, download, or upload speed of your Internet. This must be handled between you and your Internet Service Provider (ISP).

Prolonged System Login Issues:

In the event you are unable to login to your Optum-issued system in time for, or during, your shift, please adhere to the following:

1. Contact your Supervisor as well as the Attendance Line:
   - You Supervisor's phone number can be found in the Primary Contacts section of the Administrative Process Manual.
     - ❖ If your Supervisor is not available or online, contact the on-duty supervisor.
   - Attendance Line: (716) 427-2237
2. If login issues continue to prevent you from working for a second day, the Landmark First Leadership team will arrange for you to work in a nearby office.
   - Additional information will be provided by your supervisor based on the severity of the issue and estimated resolution time.

Other Equipment Considerations:

Bluetooth	The use of Bluetooth headphones, keyboards, and webcams are strictly prohibited. Bluetooth uses free-use short range radio waves to communicate between devices and is not encrypted, or approved, to transmit HIPPA-protected information.
Accommodations	Please contact your supervisor in a private discussion if any equipment or office accommodations are necessary for you to fulfill your job requirements.

Quick System Troubleshooting:

Before attempting any of these troubleshooting techniques, please notify your team lead, or the team lead who is currently on shift, that you are having systems issues.

|	
Access	Access requests such as Ubiquity permissions, can be requested through the Secure portal at: https://secure.uhc.com.
	The request will then be submitted to your manager for approval before IT works to resolve the issue.
Applications	Requests for applications, such as RoboForm, must be requested through the Optum App Store at: AppStore Home - E2T Intake Portal.
SharePoint	If you are getting "Access Denied" requests when trying to view a document or webpage on Landmark's SharePoint site, please send an email to landmark_spintegrationsupport@optum.com and request access.

- Please include one or two links to show as examples of what you are attempting to access.
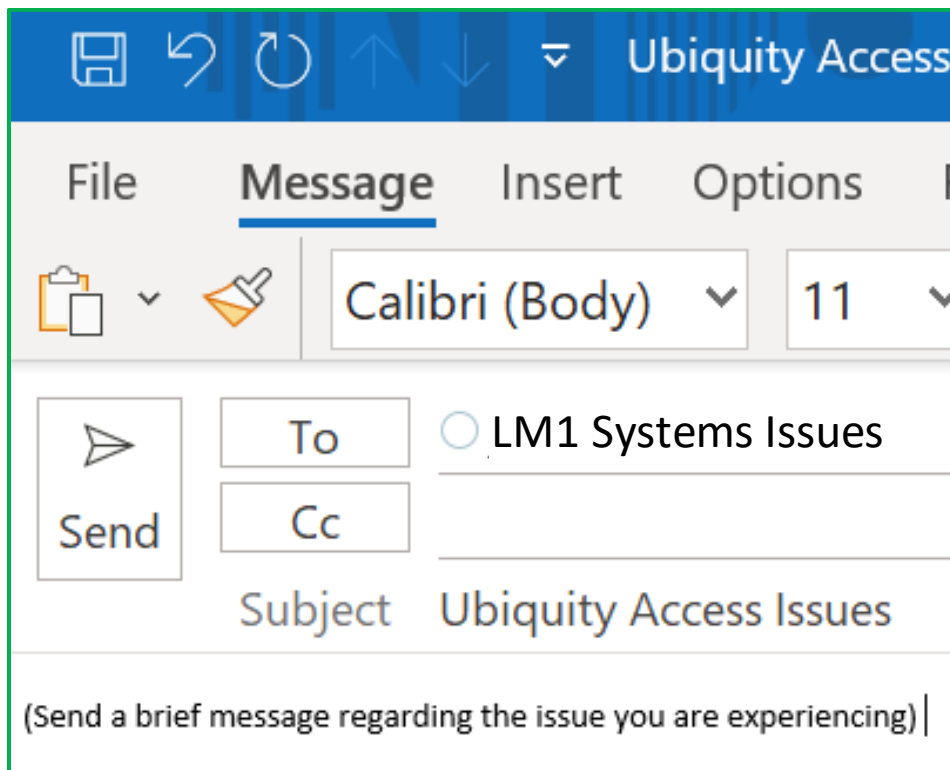
Provider Hard Down Process:

1. Call the IT department or submit a ticket via the Service Desk portal:

   - (888) 848-3375

   - https://helpdesk.uhg.com

2. From the Service portal, navigate to the "View my Tickets and Requests" section.

3. Select the ticket that corresponds to your issue and click "Actions".

4. Choose the "Escalate" option:
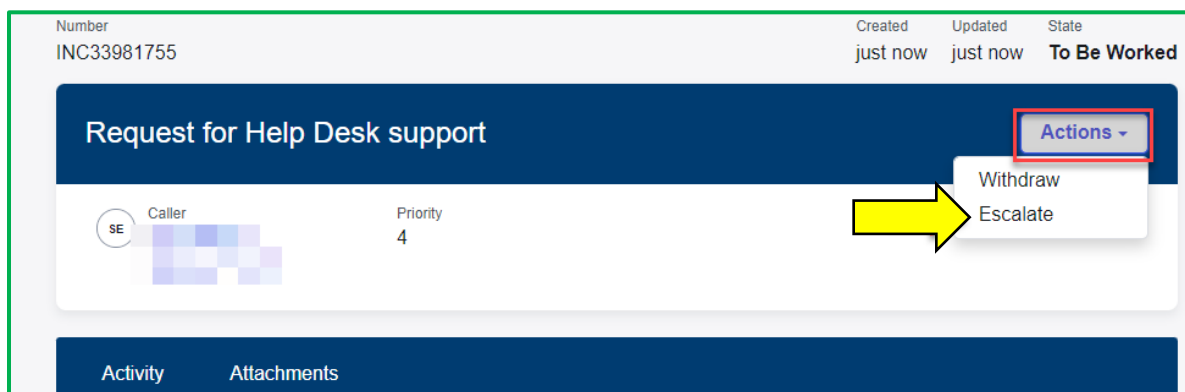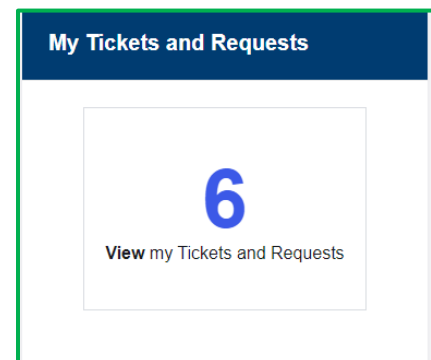
All Other Systems Issues:

1. Email the Landmark First System Issues mailbox at: lm1_systemissues@optum.com.

2. A Team Lead will contact you in Teams:

   - For tracking purposes, a Team Lead will tag you in in the "Systems Issues" channel under the "LM1 Full APCs, RNs, & PCCs" team.

   - Complete basic troubleshooting tasks to resolve the issue.

3. If unresolved, your Team Lead will direct you to submit a Service Desk ticket in Sparq for IT follow-up.

   - If your Team Lead is unable to resolve the issue, submit a Service Desk ticket:

     o For the fastest service, contact the IT Service Desk by Phone:

       ▪ Call (800) 561-0861

       ▪ Provide your Employee ID number

       ▪ Proivde the last 4 digits of your SNN if prompted

       ▪ IT will attempt to resolve the issue while you are on the phone

- o Alternatively, you may visit the Service Desk website to submit a ticket: https://helpdesk.uhg.com/hc

  - ▪ The Help Desk may follow-up to schedule a remote session to fix the issue. If this is requested, notify your Team Lead before confirming your availability.

- o After logging into the service portal using your Optum credentials, click the "Submit a Ticket" button to open a new chat.

  - ▪ Use this chat to describe your issue and submit a ticket.
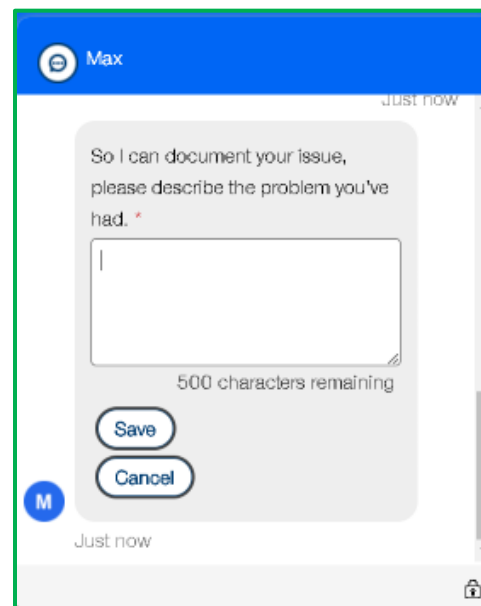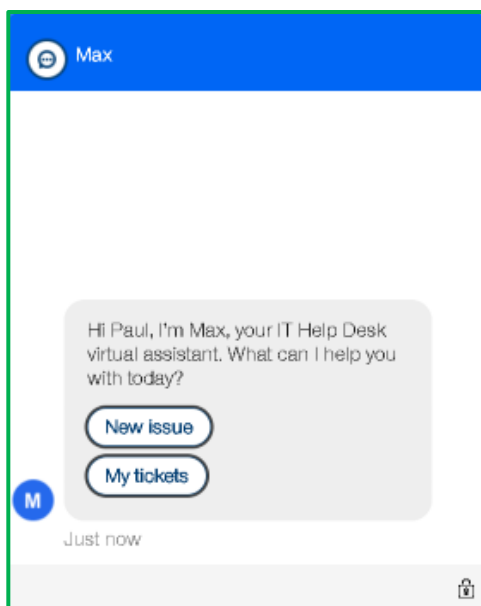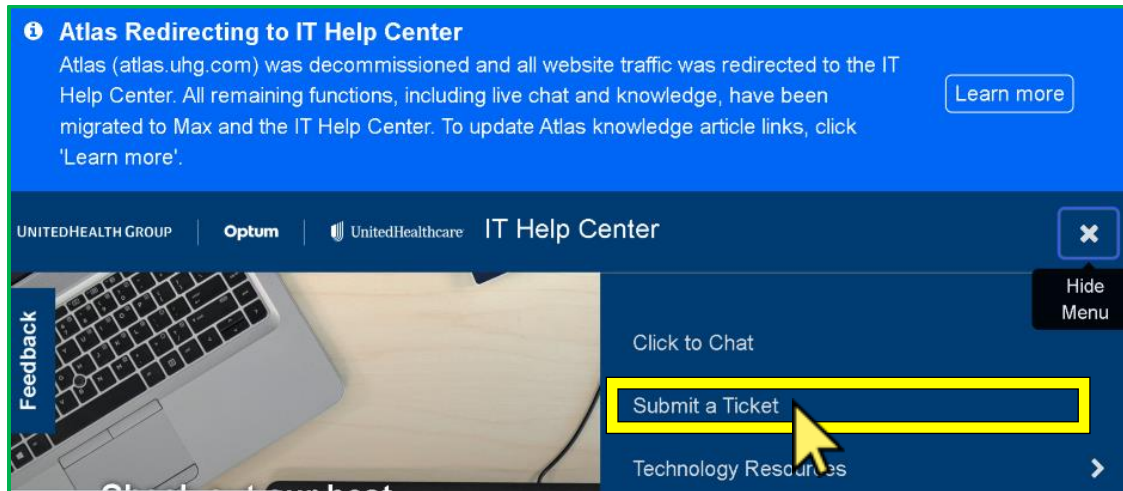
4. Forward the Incident ID to Your Team Lead After 1 hour:
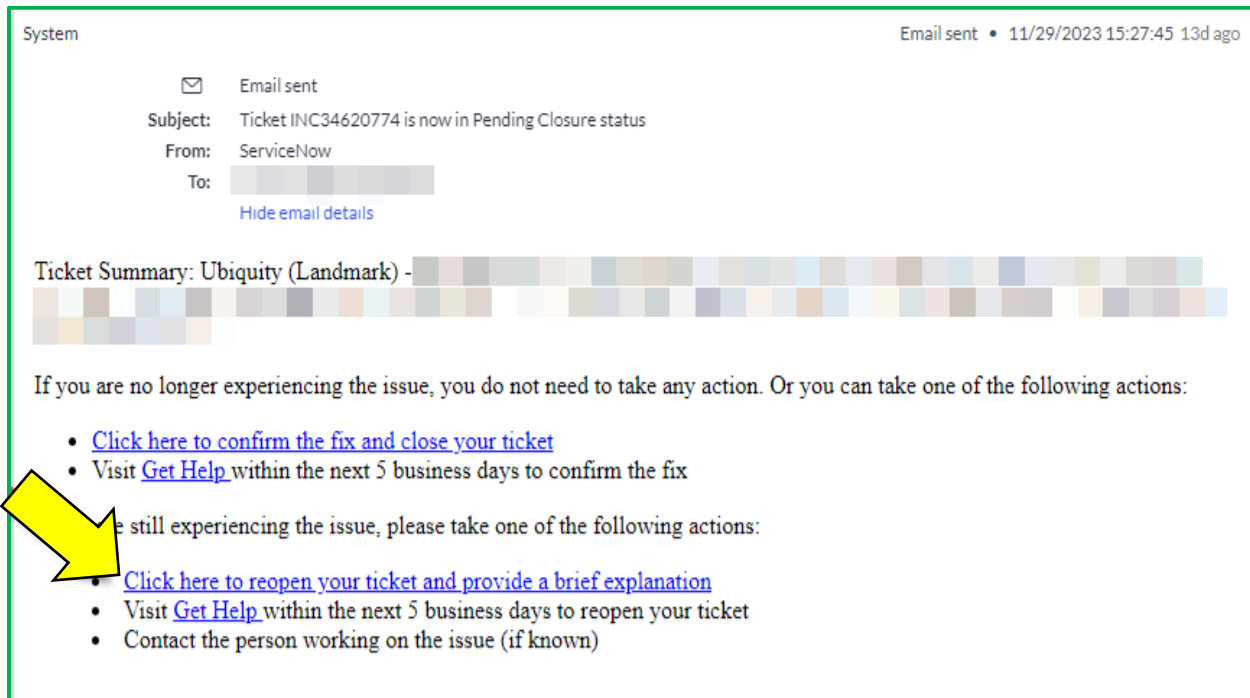
- If the situation is not resolved after one hour, notify your Team Lead.
- Your Team Lead will follow-up with the Service Desk regarding your issue.

Unresolved Tickets:

You will receive an automatic email notification when a ticket is set to a ***Pending Closure*** status. This is the initial stage of closure. If no action is taken, your ticket will automatically move to a ***Closed*** status within 5 days.

If your issue was not resolved simply click on the link in the email labeled:
"***Click here to reopen your ticket and provide a brief explanation***".

- Provide as much detail as possible along with any new screenshots or error messages.

- You can use the application "Snipping Tool" on your computer to take and save screenshots.

Corrective Action Process

The Following information applies to employees in the United States.

As a UnitedHealth Group Employee, you are expected to meet or exceed performance goals and follow corporate policies. If, during the course of our career with the company, you do not meet performance goals or follow company policy, the Corrective Action Process may be used by your manager to help you understand and correct your performance and / or behavior.

Applies To:

This policy applies to you if you are:

- Exempt
- Full-Time
- Non-Exempt
- Part-Time

Overview:

The Corrective Action Process is designed to facilitate communication between you and your manager. It provides your manager with a format to prepare for, document, and track conversations with you regarding improvements you need to make to meet expectations. In addition, the process provides you with written guidance expectations about a performance or conduct issue.

Your Manager can open and close correction actions at one of three levels:

- Initial Warning
- Elevated Warning
- Final Warning

Note that the various warning levels are note necessarily progressive; the company reserves the right to take any disciplinary action it considers appropriate. In certain cases, it may be appropriate or necessary to initiate a corrective action at a higher warning level or to skip levels, depending on the nature or severity of the conduct or performance issue.

Reservation of Rights:

UnitedHealth Group is an "employer at will." This means that UnitedHealth Group reserves the right to terminate you at any time for any reason with or without prior notice to UnitedHealth Group. If your manager determines that disciplinary action is necessary, that disciplinary action may include initial, elevated, and final warnings, or termination.

Where To Find the Corrective Action Process Online Tool:

If you receive an email notifying you of a corrective action plan, you may view any Corrective Actions at any time by visiting Global Self Service (GSS). Corrective Action information may be found under the MAP > View Corrective Actions option.

Your Role in the Corrective Action Process:

As an employee there may never be an occasion for you to be engaged in the Corrective Action Process. However, there may be a time when your manager identifies a situation that calls for a Corrective Action Plan. If this happens, your manager will inform you of what the company expects of you, define how you are not meeting those expectations, and provide you with a plan that you must follow to return your performance or conduct to expected levels.

If your manager opens a Corrective Action Plan for you, your manager will notify you, and you will receive an automatic email that your manager has submitted a Corrective Action Plan.

The email notification will also provide you with instructions on how to view the Corrective Action Plan in Global Self Service (GSS) and enter comments on the plan if you wish. The system allows you to save your comments in draft form so that you can work on them over time. Once submitted, your comments cannot be deleted or edited, so you should write your comments carefully.

If you disagree with the corrective action, go to the Internal Dispute Resolution Policy and follow the instructions. Action must be completed within 10 days of receiving a corrective action plan.

Generally, Corrective Action Plans will include target dates by which you must meet the performance and / or conduct goals your manager has defined for you. If you correct your performance and / or behavior as required, your manager will close the plan. Even after a Corrective Action Plan has been closed, you are expected to continue to meet or exceed performance and conduct expectations; failure to do so may result in further corrective action up to and including termination of employment.

Levels of Corrective Action:

The Corrective Action Process allows managers to formally prepare for performance related communications, document performance and expectations, document discussions with the employees regarding conduct and performance issues and track employee's progress on improving performance to expected levels.

Within the Corrective Action Plan, managers will define the warning level that is appropriate to deal effectively with the issues. There are three levels of warnings available in the Corrective Action Process Online Tool:

PTO Request Submission Timeframes	
Initial Warning	A warning generally used for a first offense or less serious violation of policy or failure to meet performance expectations.
Elevated Warning	A warning generally used when an employee has: • Committed a more serious policy violation. • Significantly failed to meet performance expectations. • Exhibited multiple conduct and / or performance issues that need to be addressed simultaneously. • Shown continued failure to correct performance or conduct.
Final Warning	A warning generally used for the most serious of violations of company policy or performance issues were employee's termination may result if improvement or correction is not immediately demonstrated.

Managers should consider the following factors when determining the appropriate warning level in the Corrective Action Plan:

• Severity of the misconduct or poor performance and its potential impact on the company or co-workers.

• The employee's performance and conduct history, including past or current warnings.

• Applicable policies, such as the Attendance Policy, which contain guidelines for warning levels.

A Corrective Action Plan will include the date(s) by which the employee must meet the performance and / or conduct goals outlined by the manager. If the employee meets the stated expectations by the defined date(s), the plan will be closed. Following the closure of a plan, the employee is expected to continue to meet or exceed the expectations laid out in the plan. Failure to do so may result in further corrective action.

Internal Dispute Resolution and Arbitration

The following information applies to employees in: United States
Last updated on Jan 30, 2022

In an effort to create an open, supportive work environment, UnitedHealth Group encourages you to bring any work-related concerns to your manager's attention. See below for a complete list of problem-solving options and resources available.

Overview:

UnitedHealth Group values each employee and looks forward to good relations with, and among, all employees and between employees and management. However, even in the best of relationships, misunderstandings and concerns may sometimes occur. UnitedHealth Group believes that workplace concerns are best resolved through open and candid discussions between employees or between employees and managers, and employees are encouraged to discuss any concerns as soon as they arise.

In the event that an employee cannot resolve his or her issue informally, UnitedHealth Group's Internal Dispute Resolution (IDR) and Arbitration policy provides the opportunity to receive a prompt and objective review. These problem-solving processes enable efficient resolution of employment issues without fear of reprisal and without lengthy delays. An employee can initiate the IDR process by **contacting Employee Center**.

This process cannot be used to dispute the following:

- Company policies
- A Performance Review rating of "Meets Expectations" or better
- Administrative terminations

Applies To:

This policy applies to all United States-based employees of UnitedHealth Group, except those who are covered under a Collective Bargaining Agreement that outlines a separate process for addressing concerns.

Corrective Action Plans (CAPs) And Performance Review Rating Of "Needs Improvement"

Prior to submitting the Internal Dispute Resolution Appeal Form, the employee must first submit comments in **Global Self Service (GSS)** in response to the CAP or common review "Needs Improvement" rating. The employee must do this within 10 calendar days of receiving the CAP or "Needs Improvement" rating. Once comments are submitted, the employee should schedule a meeting with his or her immediate manager to review and discuss the additional information. This meeting should typically take place within 10 calendar days of adding the comments to Global Self Service (GSS).

If then there is no resolution after conversation(s) between the employee and manager, the **Internal Dispute Resolution Appeal Form** should be submitted in writing to Employee Center Employee Relations within 10 calendar days from the date the conversation took place between the employee and his or her manager.

Note: An IDR cannot be filed if an employee receives a Performance Review Rating of "Meets Expectations" or better.

Terminations:

In the case of employment termination, the former employee should submit the **Internal Dispute Resolution Appeal Form** to Employee Center Employee Relations within 20 calendar days from the employee's last date of employment. The form should address why the employee disagrees with his or her termination with a proposed resolution and include any facts or documentation necessary to support his or her position.

Note: An IDR cannot be filed in the case of an administrative termination.

Other Workplace-Related Concerns

Prior to submitting the Internal Dispute Resolution Appeal Form, generally the employee should schedule a meeting with the employee's immediate manager to review and discuss the employee's disagreement with the decision/action that raised his or her concern. This meeting should typically take place within 10 calendar days of the action taking place.

If then there is no resolution after conversation(s) between the employee and manager, the **Internal Dispute Resolution Appeal Form** should be submitted in writing to Employee Center Employee Relations within 10 calendar days from the date the conversation took place between the employee and his or her manager.

Internal Dispute Resolution Meeting and Response Process:

Within 20 days from receipt of the Internal Dispute Resolution Appeal Form, a meeting or teleconference (if the employee and manager are in different locations) will be scheduled.

After the hearing, the responsible member of management will complete the appropriate investigation into the concerns and then will respond in writing, usually within 30 days of the meeting.

IDR responses are considered to be final and binding on both parties, except that an employee may request arbitration in accordance with the UnitedHealth Group Employment Arbitration Policy for those issues subject to the policy.

Arbitration:

UnitedHealth Group believes that resolution of disagreements is best accomplished by using the Internal Dispute Resolution (IDR) process and, where that fails and a legal claim exists, through arbitration based on the rules of the American Arbitration Association.

Employees and UnitedHealth Group benefit from the use of private arbitration because it usually results in quicker, less costly resolution of disagreements than litigation. For the benefit of all parties involved, UnitedHealth Group requires all employees to agree to submit most employment-related legal claims to arbitration as a condition of employment.

The UnitedHealth Group **Employment Arbitration Policy** is a binding contract between each employee and UnitedHealth Group. Arbitration is the exclusive forum for the resolution of all employment-related legal disputes, including termination of employment, except those claims specifically excluded under the terms of the Policy. Arbitration decisions are final and binding upon both the employee and UnitedHealth Group. Employees are strongly encouraged to use the IDR process prior to requesting arbitration.

Any party to the dispute may initiate the arbitration process. A separate claims appeal process applies to certain benefit-related claims. Further information about benefit claims appeals can be found under the specific benefit within the Benefits Handbook on the **Additional Plan Information** page on the **Benefits Site** (e.g., medical, vision, dental, 401(k), etc.).

Employees who request arbitration for an employment related legal dispute must submit a completed **Demand for Arbitration**.

Employees should include any documentation that supports their claim and copies of all prior IDR filings and responses. A $25 check or money order payable to "UnitedHealth Group Incorporated" must accompany this form. Return completed form to:

UHG Corporate Legal Department Address
Corporate Legal Department UnitedHealth Group, Mail Route MN008-T502 9900 Bren Road East Minnetonka, Minnesota 55343

The rules and procedures to be used by the parties for arbitration are generally based on the Employment Dispute Resolution Rules of the American Arbitration Association (AAA). The arbitrator follows the rules of law of the state that is the employee's principal place of work (or the law of Minnesota, if UnitedHealth Group is the complainant), any applicable Federal law, and the rules as stated in the policy. The arbitrator has the authority to grant any remedy or relief that the arbitrator deems just and equitable and is

authorized by and consistent with the applicable law, including applicable statutory limitations on damages.

The arbitrator does not have the authority to award damages or penalties to any entity or individual who is not a party to the arbitration. If authorized by and consistent with applicable law, the arbitrator will have the authority to award attorneys' fees to the prevailing party if the arbitrator finds that the claim or defense was frivolous, without merit or was not submitted in good faith.

Communication & Etiquette Policy

Attention – Company Audit in Progress
At this time, Landmark First is under audit. For this reason, DO NOT delete any emails received in your inbox.

Email Etiquette:

1. *Subject Line:*

   Please keep your email subject lines clear and to-the-point. When sending emails on behalf of our patients, please use the following subject line:

   Subject Line Format:

   Patient ID, Patient Market or Metro

2. *Use Your Company Email:*

   You should always use your company email address when sending messages on behalf of the organization. This should be the only email address that you access from your company-issued computer.

   Your.Email@optum.com

3. *Refrain from Using the "Reply All" Button:*

   When responding to emails, use the "Reply All" option with discretion.

   Reply | Reply All | Forward

Attention – Reply Exceptions
Exceptions can be made for companywide announcements such as newsletters or organizational updates.
If you believe you have received a communication in error, kindly ask the sender if their email was sent to you by mistake.

4. *Include a Signature Block:*

Landmark standardizes company signature blocks. Employees should be sure your signature block is consistent with company guidelines as shown below:

Email Signature Format

[Firstname] [Lastname] (preferred pronoun)
[Title] | [Department]

O 1-000-000-0000
M 1-000-000-0000
Your Email

5. *Use Professional Salutations:*

Lead your emails with a formal greeting;

6. *Use Exclamation Points Sparingly:*

If you choose to use an exclamation point, use only one to convey excitement.
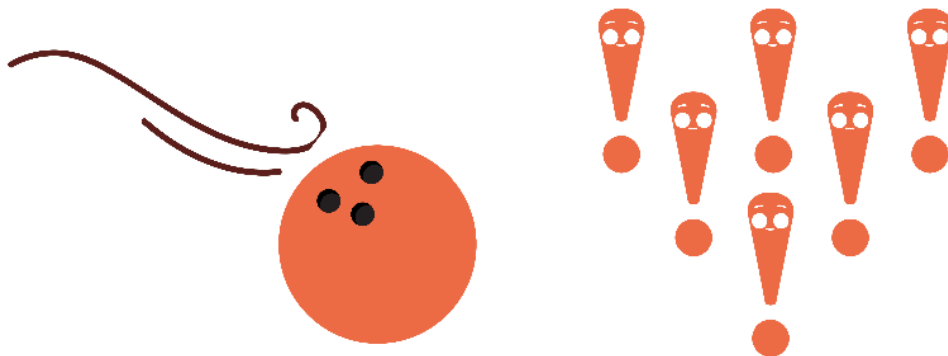
7. Be Very Cautious with Humor:

Something perceived as funny when spoken may come across very differently when written.

 "When in doubt, leave it out."
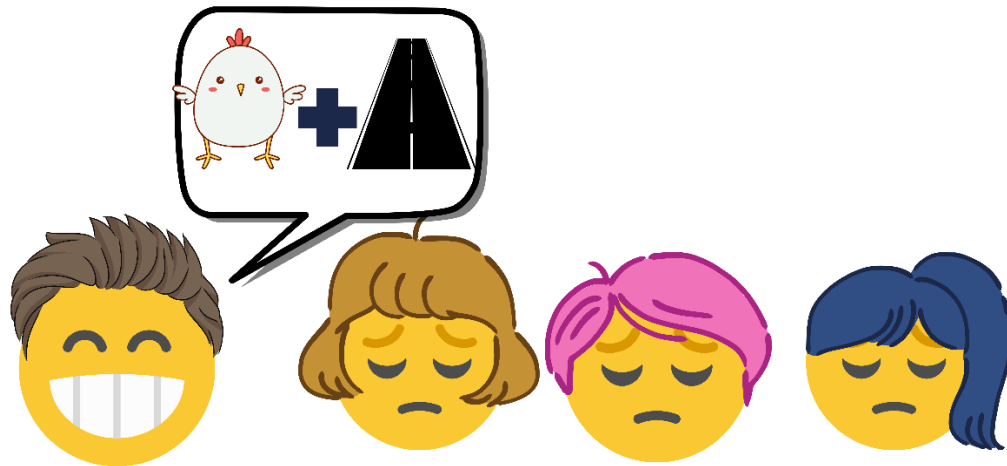
8. Your Emails Should Be "cross-cultural":

Know that people from different cultures speak and write differently. Miscommunication can easily occur because of cultural differences.

9. Reply to All of Your Emails:

It's difficult to reply to every email message sent to you, but you should try to. This includes emails that are accidentally sent to you, especially if the sender is expecting a reply.

Attention – Company Audit in Progress
Exceptions can be made for companywide announcements such as newsletters or organizational updates.

10. Proofread Every Message

Don't rely on spell-checkers. Read and re-read your email a few times, preferably aloud, before sending it off.

11. Double-Check That You Have Selected the Correct Recipient

Pay careful attention when typing a name from your address book on the emails "To" line; it's easy to select the wrong name by mistake.

To: LM1Training@landmarkhealth.org

To: TrainingTeam@landmarkhealth.org

12. Keep Your Font & Color Classic

For business correspondence, keep your fonts, colors, and sizes classic. Your emails should be easy for other people to read.

Accepted Font Format
Font – Calibri, Times New Roman, Ariel *Size* – 10 pt or 12 pt

13. Nothing in Electronic Form Is Ever Truly 'Deleted'
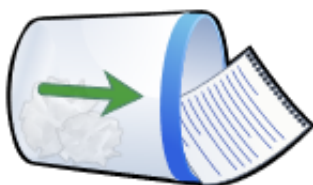
Don't write anything that would be incriminating to you or hurtful to others. Anything you email can be saved, printed, or forwarded without your knowledge.

Business Chat Etiquette

1. Instant Messaging

Sending a colleague an instant message over MS Teams is like knocking on the door of your contact's virtual office.
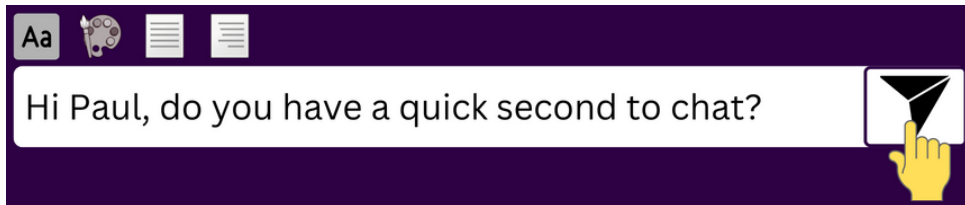
2. Be Informal Without Being Inappropriate

Chats between co-workers are designed for quick and informal communication; however, it is not so informal as to mimic texting. Please avoid using excessive abbreviations, .Gif images, and emote reactions. While these expressions do have their place in chat conversations, overuse will impair communications.

3. Ending a Chat

Both you and your co-workers handle several communications at a time and are often required to multitask between managing their chats and fulfilling their roles and responsibilities with Landmark. To better manage your communications, end a chat conversation by thanking our colleague for the time or help.
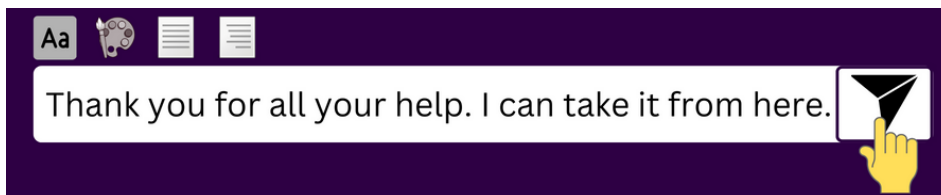
Attention – Digital Permanence

The chats in which you participate can be screen-captured, emailed, or otherwise distributed to others throughout the company. Removing yourself from a chat does not remove the messages you posted. Please conduct these communications with courtesy and respect.

Videoconferencing Etiquette

1. Are You Dressed for It?

Be sure you are dressed appropriately and well-groomed.

2. Is Your Workstation Prepared?

It is important that you prepare your workstation before video conferencing. This includes removing any confidential files that could be displayed to other participants. Ensure that your background or backdrop is suitable for a business presentation.

3. Are You Alone?

You must arrange accommodations for your dependents while you are at work. This includes children, animals, and any elderly persons under your care.

4. Conditional Muting

A video conference will pull audio from all active microphone sources unless muted. This can create disorienting audio feedback for participants. To avoid this issue, please mute yourself if you are not actively speaking during the meeting.

5. Unscheduled Departures

If, for any reason, you need to take an unplanned departure from a meeting, please do not interrupt the current host or speaker to announce your exit. Instead, please post a message in the corresponding chat, disable your camera, mute your microphone, and reverse these steps upon your return.
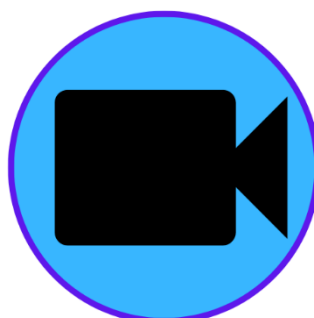
Call Handling Etiquette

1. Adjust Your Microphone

- Before answering a call, please adjust your microphone so that the caller can hear you clearly. Some programs have noise canceling features that will mute your microphone if it is too far from your mouth.

- If you need to adjust your microphone during a call, please mute yourself as the noises created by a microphone in motion will create crackles and pops in the audio.

2. Speak With an Even Pace

- Remember that you are using the bandwidth of your Internet connection as well as the caller's cellular signal to communicate. There can be interruptions or lag in audio. Therefore, please included courteous pauses throughout your dialogue to allow callers the opportunity to respond.

3. Do NOT Use Profanity or Derogatory Language During Calls

- Please treat our patients, co-workers, and guests with respect and empathy. Using profanity or derogatory language during a call could result in a filed ACES complaint or Auto-Failed call audit.

4. Verbally Complete Your Calls

- When ending a call, use additional courtesy phrases:
  - "Thank you for calling Landmark First"
  - "Before I end this call, is there anything else I can help you with?"

5. Confirm Who You Are Speaking To

- We are contacted by patients, primary care providers, caregivers, powers of attorney, and many other individuals dedicated to our patients' care. Do not assume that you are being contacted by a patient directly and verbally confirm who you are speaking with.

Professionalism

The following are considered unprofessional conversation topics and should be avoided during all business communications:

Avoid gossip regarding your health or the health of a co-worker or patient

Avoid conversations about your personal life or personal problems

Avoid conversations about politics or political allegiances

Avoid conversations about religion or religious practices of colleagues

Avoid conversations about one's weight

Avoid conversations about sex or sexual orientation

Do not send angry or hurtful messages of any kind

Do not participate in unconstructive (mean) criticism

Do not encourage or initiate racist jokes or comments

If you intend to leave the company, do not announce it prematurely

Messaging statements you would not read aloud is unprofessional

Complaints regarding work, co-workers, or management should be submitted through the proper channels and should not be casually discussed.

Approved Word Bank

Business Terminology:

Term	Meaning
ASO	Administrative Services Only
B2B	Business-to-Business
B2C	Business-to-Customer
BAU	Business as Usual
BPCI-A	Bundled Payments for Care Improvement Advanced
BRC	Business Reply Card
BRD	Business Requirements Document
CPT	Current Procedural Terminology
HCE	Health Care Economics
KA	Key Accounts
L&D	Learning and Development
MCR	Medical Claim Review
NIE	Non-Integrated Entity
NPS	Net Promoter Score
P&P	Policy & Procedure
PAR	Participating Provider
PARM	Provider Account Relationship Management
PCPM	Per Contract Per Month
PMPM	Per Member Per Month

PP	Project Plan
QER	Quarterly Earnings Release
RCM	Revenue Cycle Management
RFP	Request for Proposal
SLA	Service Level Agreements
SOS	Systems Operational Support
VBC	Value Based Care
VBR	Value Based Reimbursement
WBS	Work Breakdown Structure

Company Departments / Divisions

Term	Meaning
CSG	Consumer Solutions Group
HAWCST	Health and Wellness Clinical Support Team
IT	Information Technology
JOC	Joint Operating Committee
LM1	Landmark First
NAMM	North American Medical Management, Inc.
NASC	National Appeals Services Center
NOC	National Operations Center
NWP	New West Physicians
OC	OptumCare
OH	OptumHealth
OI	OptumInsight
OPA	Office for Provider Advancement
OES	Optum Enterprise Strategy
PHCT	ProHealth Connecticut
PHNY	ProHEALTH New York
QA	Quality Assurance
QRG	Quality Resource Group
QDC	Quick Decision Committee
RMG	Riverside Medical Group
RMG	Reliant Medical Group

RTS	Referral Tracking System
SCA	Surgical Care Affiliates
SCS	Specialized Care Services
SMA	Southwest Medical Associates
TNOC	Tennessee Operating Center
URAC	Utilization Review Accreditation Commission
WFM	Workforce Management

Documentation Abbreviations:

Term	Meaning
ALC	Assisted Living Center
ALF	Assisted Living Facility
ALP	Assisted Living Plan
ASC	Ambulatory Surgical Center
BH	Behavioral Health
C2	Continued Care
CCM	Complex Care Management
CIDM	Collaborative Interactive Disease Management
CMC	Care Management Center
CR	Change Request
DME	Durable Medical Equipment
ECF	Extended Care Facility
EHR	Electronic Health Record
EMR	Electronic Medical Record
DME	Durable Medical Equipment
CDO	Care Delivery Organization
HH	Home Health
HRA	Health Risk Assessment
ICD	International Classification of Diseases
IHR	Individual Health Record
LOC	Level of Care

MAP	Member Assistant Program
NH LOC	Nursing Home Level of Care
OBH	Optum Behavioral Health
OTA	One Time Assessments
PAA	Post-Acute Analytics
PAC	Post-Acute Care
RTR	Real Time Referral
SMI	Serious Mental Illness
SNF	Skilled Nursing Facility
SNP	Special Needs Plan
SOAP	Subjective Objective Assessment Plan
TTH	Transitions to Home
TTS	Transitions to Skilled Nursing Facility
TXFR	Transfer Call
VV	Virtual Visits
WPC	Whole Person Care
YTD	Year to Date

Roles and Titles:

Term	Meaning
AC	Account Coordinator
AM	Account Manager
AMD	Assistant Medical Director
APC	Advance Practice Clinician
BOD	Board of Directors
BSL	Business Service Liaison
BRD	Business Requirements Department
CA	Clinical Advisor
CAA	Clinical Administrative Assistant
CAC	Clinical Administrative Coordinator
CCC	Customer Care Coordinator
CE	Client Executive
CMA	Care Management Assistant
CSM	Care Services Manager
DCO	Director of Clinical Operations
ED	Executive Director
EVP	Executive Vice President
IA	Implementation Analyst
IPC	Inpatient Coordinator
LPN	Licensed Practical Nurse
MD	Medical Director

NCM	Nurse Care Manager
NP	Nurse Practitioner
OCEO	Optum CEO
PA	Physician's Assistant
PCC	Patient Care Coordinator
PM	Project Manager
PRA	Provider Relations Advocate
RN	Registered Nurse
RP	Regional President
SME	Subject Matter Expert
SNN	Special Needs Navigator
TRN	Triage RN
VP	Vice President

Landmark First Reference Documents

Health Plans, Programs, Insurances, and Databases:

Term	Meaning
AHN	American Health Network
BCBS	Blue Cross Blue Shield
CCN	Community Care Network
CMS	Center for Medicare/Medicaid Services
HDHP	High Deductible Health Plan
HMO	Health Maintenance Organization
IE SNP	Institutional-Equivalent Special Needs Plan
ILIAD	Integrated Logistical Information System for Alternative Delivery
ISNP	Institutional Special Needs Plan
LRP	Long Range Plan
M&R	Medicare & Retirement
MA	Medicare Advantage
MBM	Medical Benefits Management
ME	MedExpress
MME	Medicare / Medicaid Eligibles
MMP	Medicare / Medicaid Plan
NAMM	North American Medical Management, Inc.
OA	Open Access
PCN	Primary Care Network
POS	Point of Service
PPO	Preferred Provider Organization

Landmark First Reference Documents

SDW	Shared Data Warehouse
SL	Stop Loss (Insurance)
TOPS	The Online Processing System
UB	Ubiquity (HER Software used by Landmark)
UCS	United Clinical Services
UHA	UnitedHealth Allies
UHC	UnitedHealthcare
UHG	UnitedHealth Group
UHIS	UnitedHealth Integrated Services
UHN	UnitedHealth Networks
UNET	UnitedHealthcare Network of Systems
WM	WellMed

Optum Employment & Metrics

Term	Meaning
ACIS	Automated Case Implementation System
Alt. ID	Alternate Identification
API	Administrative Process Improvement
APK	Admissions Per Thousand
ASA	Average Speed to Answer
BCR	Benefit Care Ratio
BIS	Bank Information System
BPL	Benefit Package Log
CISM	Critical Incident Stress Management
FTE	Full-Time Employee
FYC	Future Year Contribution
DSNP	Dual Special Needs Plan
E&I	Employer and Individual
EAP	Employee Assistance Program
FAR	Financial Accuracy Rate
EHCV	Enterprise Health Care Value
FSA	Flexible Spending Account
IRAAD	Issues, Risks, Assumptions, Actions, Decisions
KPI	Key Performance Indicators
MBR	Monthly Business Review
MOR	Monthly Operating Report

MRD	Market Research Document
NCQR	National Claim Quality Review
NPCCR	Nurse Practitioner Concurrent Review
OEA	Operational Effectiveness Assessment / Audit
OM	Operating Metrics
OMR	Operating Metrics Report
PAO	Provider Appeal Operation
PARS	Patient Advocate Review System
PG	Performance Guarantee
POC	Percent / Percentage of Charge
PRO	Peer Review Organization
RAF	Risk Adjustment Factor
SCO	Service Center Optimization
SG&A	Salaries, General and Administrative Expenses
SSP	Shared Savings Plan
UR	Utilization Review
WF	Workfront