

HCSC Board Training

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HCSC History

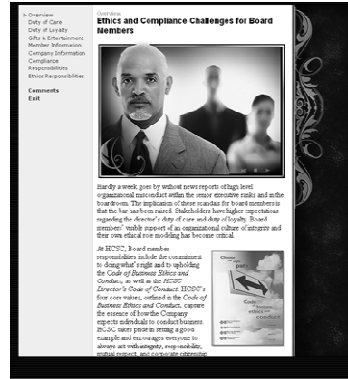
- Early Days
 - Chief Compliance Officer
 - Code of Business Ethics and Conduct
- As Program Matured
 - Speakers
 - Chief Compliance Officer
- Current Program
 - Computer Based Training
- What was missing?



Why CBT?

- Eliminates time constraints during Board meeting
- Solves absenteeism issues
- Allows coverage of more targeted issues
- Creates a learning experience

Ethics and Compliance Challenges for Board Members



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Considerations for Course Design

- Content
 - Board of Director's Code of Conduct
 - HCSC Code of Business Ethics and Conduct
 - Ethical Challenges faced by Board Members
- Development
 - Interactive Design
 - Utilization of own experience and knowledge



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Course Content – Year One

Topic Questions:

- Topic #1: Duty of care?
- Topic #2: Conflicts of Interest
- Topic #3: Gifts and Entertainment
- Topic #4: Member Information?
- Topic #5: Handling inside information
- Topic #6: Responsibilities regarding the Compliance Program?
- Topic #7: Ethics and compliance responsibilities?

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Course Content – Year Two

Topic Questions:

- Topic #1: Maintaining integrity
- Topic #2: Confidentiality
- Topic #3: Remaining Independent
- Topic #4: Giving and Receiving Gifts
- Topic #5: Risks Associated with Fraud
- Topic #6: When the Government is our Client
- Topic #7: Expectations During Times of Change

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Course Content

Identifying potential conflicts

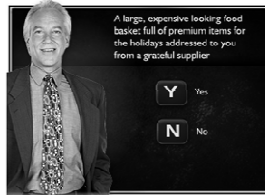
Conflicts of interest come in many forms which can sometimes go unnoticed. To heighten your awareness, please indicate if each of the following situations is a Conflict, Not a Conflict, or May be a Conflict by dragging the appropriate tile at the bottom to the left of each situation.

<input type="checkbox"/>	You own shares in a mutual fund with holdings in an HCSC competitor.
<input type="checkbox"/>	You have just accepted another Board directorship which brings your total to six.
<input type="checkbox"/>	Your child just took a low level position with an HCSC accounting firm.
<input type="checkbox"/>	You are affiliated with a bank that did business with HCSC eight years ago.
<input type="checkbox"/>	Your sister owns half of a temp agency that had been working with HCSC for three years before you joined the Board.
<input type="checkbox"/>	You are a provider and you vote on an issue in favor of the provider community over HCSC.
<input type="checkbox"/>	You make an offer to buy a company that you know HCSC is interested in buying.

Knowledge Checks

Identifying appropriate gifts and entertainment

In this activity, you will be presented with examples of gifts. You may be offered as a Board member. Review each gift and click "Yes" if this is a gift you can accept or "No" if this is not a gift you should accept.



Dealing with gifts and gratuities

Disclose any unacceptable gifts or gratuities to the Chief Compliance Officer so their proper return can be documented to maintain transparency. If you are not sure about the acceptability of a gift, gratuity or entertainment opportunity, seek guidance from the COO.

Click here for HCSC's COO contact information.

Interactive Scenarios

Connecticut sues Health Net over data security breach

"The insurer becomes the first plan sued under a new law allowing attorneys general to enforce HIPAA privacy laws. Connecticut Attorney General Richard Blumenthal has filed a lawsuit against California-based Health Net, alleging the company violated federal laws protecting medical records when a portable data drive disappeared. The lawsuit says the drive contained 27.7 million pages of scanned documents containing information about 446,000 enrollees and their physicians. The data was not encrypted, the lawsuit said, as required by HIPAA and by Health Net's own corporate policy..."

amednews staff
Posted February 1, 2010

Timely Examples

Lessons Learned

- Board Members are not all that different from employees.
- Course must be challenging, but not burdensome.
- Course must be customized to HCSC business.
- Course must include examples/scenarios relevant to Board Members.
- Create a course to build on.

Course Reaction

"I just completed the annual compliance training for 2010. I thought the material for this year was particularly effective. Some of the elements about the training that I particularly appreciated are as follows:

- The hands on, participatory exercises prevented attention drift.*
- The course covered a comprehensive amount of material in a comparatively short time.*
- The use of realistic cases made the material particularly applicable.*
- The course was appropriately challenging without being overly complex or too simple.*

Good Job!"

HCSC Board Member

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HCSC Board Training Contact Information

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