



ALLIED  
HEALTH  
GROUP

The Allied Health Staffing Resource.

## PROVIDER HANDBOOK

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A SUMMARY OF IMPORTANT POLICIES, PROGRAMS AND BENEFITS

SEPTEMBER 2011

# ***WELCOME!***

Thank you for joining us! We are glad that you have chosen to become a part of Allied Health Group. Allied Health Group (AHG) provides qualified allied health professionals for temporary and permanent placement needs. These include: Nurse Practitioners, Physician Assistants, Radiology Techs, Radiation Therapy Techs, Certified Medical Dosimetrists, Certified Nuclear Medicine Techs, Registered Diagnostic Medical Sonographers and Physical & Occupational Therapists.

You have joined an organization that has established an outstanding reputation as an industry leader known for quality service. Credit for this goes to every one of our providers and internal staff. We hope that you will find satisfaction and take pride in your work here. Our strength, security, and future depend on the contributions made by you and every provider within our organization.

This provider handbook was developed to explain some of the expectations we have of our providers and to outline the policies, programs and benefits pertinent to eligible providers. Please familiarize yourself with the contents of the provider handbook as soon as possible, as it will answer many questions about your engagement with us.

Again, I extend to you my best personal wishes and hope that you find your work with us fun, challenging and rewarding.

Best regards,

Karen Mote  
Director  
Allied Health Group

## *OUR MISSION STATEMENT*

*ALLIED HEALTH GROUP  
WAS FOUNDED TO SERVE THE  
HEALTHCARE COMMUNITY  
THROUGH A COMMITMENT  
TO VISION, INGENUITY,  
PERSONAL SERVICE, AND  
INTEGRITY*

# ***ABOUT ALLIED HEALTH GROUP***

## ***OUR COMMITMENT TO YOU***

### **Equal Employment Opportunity**

We are committed to providing equal opportunity in all of our engagement practices including selection, hiring, promotion, transfer, and compensation to all qualified applicants and providers without regard to race, religion, color, sex, sexual orientation, national origin, ancestry, citizenship status, uniform service member status, marital status, pregnancy, age, medical condition (including: cancer, sickle cell trait, heart disease, HIV/AIDS related virus or other life threatening illnesses or diseases), disability, or any other protected status in accordance with the requirements of all federal, state and local laws.

AHG will make reasonable accommodations as necessary for all providers or applicants with disabilities, provided that the individual is qualified to safely perform the essential duties of the position and provided that the accommodations do not impose undue hardship on the company.

This policy not to discriminate in engagement includes, but is not limited to the following:

- Advertising, recruiting, soliciting for employment
- Hiring, placement, selection for training
- Promotions, transfers, demotions
- Rates of pay or other forms of benefits and compensation
- Layoff, recall from layoff, termination or rehire.

Providers with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or VP, or to a member of the Human Resources group. Providers can raise concerns and make reports without fear of retaliation. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination.

### **Policy Against Harassment**

We do not tolerate unlawful harassment of our employees, providers, customers or clients, vendors, suppliers, or independent contractors by any of our employees,

customers, clients, vendors, etc. Any form of harassment which violates federal, state, or local law, including, but not limited to, harassment related to an individual's race, religion, color, sex, sexual orientation, national origin, ancestry, citizenship status, uniformed service member status, marital status, pregnancy, age, medical condition (cancer related or HIV/AIDS related), or disability is a violation of this policy and will be treated as a disciplinary matter. For these purposes the term "harassment," includes slurs and any other offensive remarks, jokes, other verbal, graphic, or physical conduct.

In addition to the above listed conduct, "sexual harassment" can also include the following examples of unacceptable behavior:

- **Quid pro quo harassment:** Offering an employment or engagement benefit (such as a raise or promotion or assistance with one's career) in exchange for sexual favors, or threatening an employment or engagement detriment (such as termination, demotion, or disciplinary action) for failure to engage in sexual activity;
- **Hostile working environment:** Any form of harassment interfering with an individual's work and which creates a hostile, intimidating or offensive work environment. The hostile working environment doctrine includes, but is not limited to:
  - Unwanted sexual advances
  - Visual conduct, such as leering, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoons or posters
  - Verbal sexual advances, propositions, or requests
  - Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes, or invitations.
  - Physical conduct, such as touching, assault, impeding or blocking movements

Violation of this policy will subject a provider to disciplinary action, up to and including immediate release. If you have any questions about what constitutes harassing behavior, ask your Recruiter or contact a member of the Human Resources group.

If you feel that you are being harassed by another AHG provider, employee, client, or vendor you should immediately notify your Recruiter or any member of the AHG management group. You may be assured that you will not be penalized in any way for reporting a harassment problem.

**All complaints of unlawful harassment, which are reported to management, will be investigated as promptly as possible and corrective action will be taken where warranted. AHG prohibits employees and AHG providers from hindering our internal**

**investigations and internal complaint procedure. All complaints of unlawful harassment, which are reported to management, will be treated with as much confidentiality as possible, consistent with the need to conduct an adequate investigation.**

Harassment of our customers/clients, or employees and providers of our customers/clients, vendors, suppliers or independent contractors, by our employees and providers is also strictly prohibited. Such harassment includes sexual advances, verbal or physical conduct of a sexual nature, sexual comments, and gender-based insults. Any such harassment will subject an employee and AHG provider to disciplinary action, up to and including immediate release.

Your notifying us of harassment is key to our being able to resolve these issues. It is, therefore, your responsibility to bring these kinds of concerns to our attention, whether they are happening to you, a co-worker, client, or vendor so that we can take whatever steps are necessary to correct them.

## **Non Retaliation Policy**

Allied Health Group strictly prohibits intimidation, threatening, coercion, discrimination or retaliation against any AHG provider, employee or person who:

1. Notifies AHG of any harassing behavior conducted by an AHG provider, employee, manager, vendor, client or affiliate of AHG.
2. Exercises any right or participates in any process under the privacy regulation, including the filing of a complaint.
3. Testifies assists or participates in an investigation, compliance review, proceeding or hearing.

## **Your Recruiter is Your Supervisor**

Your recruiter is the person on the management team who is closest to you and your work. Your day-to-day contact with your recruiter gives you a chance to receive guidance and counsel regarding your assignments and the progress you make on your job. As such your recruiter is your immediate AHG Supervisor. Your recruiter can show you how your work fits into the overall picture, explain the "how's" and "whys", and encourage you when things look tough. An important part of your recruiter's responsibilities is to listen to you, answer questions, and take action where appropriate. Should a problem arise, we want to deal with it openly and honestly. Please feel free to discuss any concern you have with your recruiter or any member of our management team. Even if your recruiter does not have an answer, he or she will make sure that you

get one. Remember that your recruiter, along with the rest of the AHG Management team, wants you to succeed.

## ***HOW WE COMMUNICATE***

### **Performance Reviews**

The performance review process at AHG is continuous. It begins during your first assignment and continues with each assignment you work with us. The process is formalized once every two years. Your recruiter with input from your clinical team leader, will assess your work performance and set goals for the coming year. You will get the chance to discuss your past accomplishments, current projects, as well as future goals and ways AHG can help you achieve them. Should you have questions or need an update prior to your scheduled review time, feel free to initiate a performance related discussion with your recruiter.

### **Let's Talk About It**

When people work together, potential dissatisfactions and misunderstandings may occur. Someone may feel that he or she has not been treated fairly, or believe that a mistake has been made in the administration of a benefit or rule.

If there is anything about your job that is bothering you, let's get it out in the open and talk about it. Discuss it frankly with us and we'll do everything we can to help "iron it out." You can be sure that your complaint will be handled in an open and fair manner.

The steps that you may take in resolving a problem are:

1. First, take up the issue with your recruiter.
2. If you are not satisfied with your recruiter's response, or if for some reason you do not wish to talk with your recruiter, you may take the problem to Human Resources or to any member of our management team.

We are eager to hear from you on any subject. You do not have to have a problem to be heard. As an AHG provider, we want you to have every opportunity to discuss your problems or ideas freely, and for you to know that your concerns are taken seriously.

### **AHG Employee Hotline**

Cross Country Healthcare, Inc. maintains an **EMPLOYEE HOTLINE – (800) 354-7197**. This Employee Hotline has been established so that employees and providers may

confidentially and anonymously report concerns regarding **questionable accounting or auditing matters, suspected violations of the Company's Code of Ethics and other compliance matters**. Upon receipt of a call on the hotline raising any of the foregoing concerns, the Company will not attempt to discover the employee's identity, except if required under applicable law or stock exchange rules. All complaints will be reported directly to (a) Joe Boshart, CEO, and (b) the Chairman of the Audit Committee and will be acted upon pursuant to their direction.

## ***YOU AND YOUR ROLE***

### **Work Assignments**

An AHG recruiter will contact you by phone or email when there is an appropriate assignment available for you. It is therefore important for you to make sure that the contact information we have for you is the most current and up to date. Please also make sure your recruiter is aware of your availability and where and when you are willing to work.

### **Reporting to Work**

We expect that you will arrive at your assignment a minimum of 15 minutes prior to your shift start time. On the first day of a new assignment please have a picture id available to verify your identity for our client.

If you are unable to report to work, or if you will arrive late, please contact your recruiter a minimum of 1-hour prior to beginning of your assignment. For late arrivals, please indicate when you expect to arrive for work. If you are unable to call personally because of an illness, emergency, or other reason, be sure to have someone call on your behalf. If your recruiter is not available when you call, leave them a voice mail message.

### **Timesheets**

By law we are obligated to keep accurate records of the time worked by our providers. This is done by written documentation on a timesheet. You are responsible for recording your time on your timesheet and gaining the appropriate client signature. If a correction needs to be made both you and the client supervisor must initial the correction.

### **Reassignment**

At AHG, providers are placed within the scope of their license, registration, certification and clinical competence. We take the appropriateness of the match made with you and

our clients very seriously. We also take your safety and the safety of the patients you serve seriously. As such, we have contractually obligated our clients to communicate with us should they need you to be reassigned while on an assignment for us. Likewise we expect that you will contact your recruiter immediately if the supervisor (or any one else) at your assignment asks you to work in an area not previously discussed with you or in an area for which you feel unqualified.

## **Your Provider File**

To help you receive proper benefits and timely notices, we keep detailed records concerning your engagement with AHG. These records contain a variety of vital data so that you may take advantage of all the benefits due you and to comply with government regulations. As such, this information must be kept up to date. It is therefore important that you notify us of any changes. The task of handling provider records and related provider administration functions at Allied Health Group has been assigned to the Human Resources Department. Questions related to your engagement and the interpretation of policies may be directed to your recruiter as well as Human Resources.

## **Payroll**

Allied Health Group providers are paid weekly. There are fifty-two (52) pay periods each year. Timesheets must be submitted to AHG according to stipulations outlined in your offer letter.

Allied Health Group is required by law to make certain deductions from the paychecks of employed providers each pay period. Provider employee paycheck deductions include federal, state, and local income taxes, Medicare, and Social Security. All deductions will be itemized on your check stub. The amount of the tax deductions depends on your earnings and on the information you furnish on your W-4 form regarding the number of dependents/exemptions you claim. Any change in status or number of exemptions must be reported to Payroll, in the Human Resources Department, immediately to ensure accuracy for tax purposes. The W-2 form you receive each year indicates precisely how much of your earnings were deducted for these purposes.

Contract Providers are required to supply AHG with a completed Federal W-9 Form, a Payroll Direct Deposit Authorization Form, and a Paper Suppression Consent Form. Earnings information is made available to Contractors on a secure ADP website. The Federal 1099 Form will be issued annually for required tax filing and reporting.

# ***PERSONAL CONDUCT***

Every organization requires a set of general rules so that the group as a whole may operate smoothly and safely to accomplish its objectives. Rules are not intended merely as restrictive measures, but as guidelines to better habits of conduct and work for all of us. Of course, it would be virtually impossible to write rules to cover every situation. Generally speaking, we expect providers to exercise common sense and good judgment. Conduct that is dishonest, insubordinate, immoral, or illegal cannot be tolerated. The rules of conduct in this handbook are not all-inclusive, but should give you an idea of what is expected. Violations may result in disciplinary action, up to and including dismissal.

## **Confidential Information**

Our client's entrust Allied Health Group with important information relating to themselves and their business. The nature of this relationship requires maintenance of confidentiality. In safeguarding the information received, AHG earns the respect and furthers the trust of our clients.

Your engagement with AHG assumes an obligation to maintain confidentiality, even after you complete your assignment. Any violation of confidentiality seriously injures AHG's reputation and effectiveness. Therefore, never discuss AHG business with anyone who does not work for us. We also ask that you take the necessary steps to protect your patient's protected health information and any sensitive or personal information that you may become aware of relating to clients, patients, vendors or co-workers. Even casual remarks can be misinterpreted and repeated, so develop the personal discipline necessary to maintain confidentiality.

No one is permitted to remove or make copies of any AHG or client records, reports, or documents without prior approval. Unauthorized disclosure of confidential information will result in discipline, up to and including dismissal and/or prosecution.

## **Client Relations**

The success of Allied Health Group depends upon the quality of the relationships among AHG providers, employees, clients, suppliers, and the general public. Our clients' impression of Allied Health Group and their interest and willingness to do business with us is greatly formed by the people who serve them. In a sense, regardless of your position, you are an Allied Health Group ambassador. The more goodwill you promote, the more our clients will respect and appreciate you, Allied Health Group and our services.

## **Conflicts of Interest**

A “conflict of interest” happens when your personal interests are different from the best interests of Allied Health Group. The following examples might be conflicts of interest:

- Accepting inducements, gifts or entertainment from another organization while actively working with AHG.
- Holding financial interest in a company with which AHG does business.

You must tell us about all possible conflicts of interest. Management can determine when a conflict of interest exists and can take whatever action is necessary to solve the problem. In certain cases disciplinary action up to and including release may be necessary.

## **Solicitation**

To enhance an environment where providers and employees feel safe and protected, AHG has a policy against solicitation and/or distribution of materials that are harmful to morale and disruptive to our business. Providers and employees are strictly prohibited from soliciting our clients for business not authorized by AHG.

## **Personal Telephone Calls and Mail**

Providers are asked to limit the time spent on personal telephone calls while on assignment. Disciplinary action may be required and justified if a provider spends an unreasonable amount of time on personal calls. Likewise, your personal mail should not be sent to and mailed from a client site.

## **Smoking**

AHG expects that providers will abide by client rules related to smoking at their facilities.

## **Emergent Situations**

Upon reporting to an assignment please be sure to check in with the appropriate client resources ie: Human Resources or the appropriate client department head. AHG expects that you will use good judgment in maintaining your own personal safety. We expect that you will utilize the guidelines laid out during your AHG orientation. As part of your facility orientation, the client will provide you with information on where to go and what to do if an emergent situation arises. Please contact your recruiter immediately if you

are unable to locate the departments listed above or if you are not provided with an orientation.

AHG has an Emergency Management Plan designed to provide business continuity during an emergency situation. Following initiation of the Emergency Management Plan, Senior Management will then determine the necessity of notifying staff and customers. If such action is deemed appropriate, the main message at the switchboard may be changed notifying staff and customers of an emergency situation and the appropriate action to take. As necessary, your recruiter will notify you of the engagement of the Emergency Management Plan.

## **Security and Safety**

Each client site will differ regarding security procedures. AHG expects that you will use good judgment in maintaining your own personal safety and that you will take the necessary steps to familiarize yourself with the applicable client security procedures. Here are three simple security guidelines to follow at every client site:

1. Make sure you are aware of the necessary codes to operate the client's building security system should you be in the building after business hours.
2. Always keep valuables secured.
3. Know the location of all alarms and fire extinguishers and familiarize yourself with the proper procedure for using them.

In the event that an incident involving personal safety or client security occurs; we expect that you will follow the appropriate procedure dictated by the client. In addition, within a reasonable amount of time, we expect that you will notify your recruiter and complete an AHG incident report detailing the facts of the events.

## **Misrepresentations and Falsification of Records**

Allied Health Group employee and client relationships are based on credibility and trust. Through a commitment to vision, ingenuity and integrity; AHG has worked hard to establish and maintain credibility as a leading healthcare staffing company. The integrity and quality of AHG's provider relationships is also a key to our success. Therefore, AHG has a zero tolerance policy toward falsification of records. We deem misrepresentations of any kind, by a provider to a client (or to AHG) to be detrimental to our business and in direct violation of AHG company policy. Whether those misrepresentations are delivered verbally or are related to invoices, timesheets, resumes or applications, or any other internal or external documentation, material

misrepresentations or intentional omissions are grounds for immediate release. If you have any questions regarding this policy please contact your recruiter or a member of Human Resources.

## **Drug Free Workplace Policy**

Allied Health Group is responsible for maintaining a safe, healthy, and secure workplace for its providers. Being under the influence of any drug or alcohol on the job may pose serious safety and health risks not only to the user, but also to those who work with the user. The possession, use, or sale of any illegal drug or alcohol in the workplace also poses unacceptable risks for safety, health, and efficient operations. AHG's policy regarding the possession, use, or sale of any illegal drug or alcohol applies to all part-time, full-time and casual employees and providers, as well as to any employees of contractors working at all facilities in the United States. Any violation of this policy may result in disciplinary action, up to and including dismissal.

### **Pre-Placement Screening**

Allied Health Group will maintain pre-placement screening practices designed to prevent the engagement of individuals who use illegal drugs and whose use of illegal drugs or alcohol indicates a potential for impaired or unsafe job performance.

### **On-the-Job Use, Possession, or Sale of Illegal Drugs or Alcohol**

AHG Providers and employees are prohibited from consuming or being under the influence of illegal drugs or alcohol while performing Company business, representing the Company, or while in a Company or client facility. Such behavior may affect the safety of co-workers or members of the public, and the provider's job performance. Allied Health Group reserves the right to test providers if we have reasonable suspicion of drug use in the workplace.

The use, sale, purchase, transfer, or possession of any illegal drug, including illegally obtained prescription drugs, or prescription drugs not being used for prescribed purposes, or alcohol is prohibited in Company or client facilities, on Company or client property, or while performing Company business.

## **Dress Code/Personal Appearance**

AHG expects that you will dress and groom yourself in accordance with accepted healthcare worker standards, particularly if your job involves dealing with clients, or patients in person. Please contact your recruiter with specific questions related to dress or personal appearance at a particular client site.

A neat, tasteful appearance contributes to the positive impression you make on our clients. Overall, we expect our providers to be cognizant of their personal appearance. If your attire is inappropriate, you may be asked to leave your assignment until you are more appropriately dressed. Anyone who continues to violate the dress policy may be subject to further disciplinary action up to and including dismissal.

## ***OUR BENEFIT PACKAGE***

### **Health Coverage Reimbursement**

In lieu of providing health coverage for employed providers, AHG has chosen to develop a reimbursement program. As such, our employed providers are eligible to receive up to \$275 per month as reimbursement for their participation in a qualified health plan. To be eligible for this plan, providers must simply satisfy the following:

- Maintain continuous active status for a minimum of 1-month (4 consecutive weeks).
- Provide proof of insurance for the period being reimbursed (a copy of premium invoice and payment method will suffice).

Reimbursements will be paid monthly, on the 3rd pay period of the calendar month. Reimbursements are made on a pre-tax basis. Please check with your recruiter for additional details.

### **401(k) Retirement Plan**

The company offers a 401(k) retirement plan that provides an opportunity for you to regularly save a percentage of your pay. Employees over the age of 18, who've been employed for 3 consecutive months and have met the minimum hours requirement are eligible to enroll.

The Allied Health Group 401K plan helps you save in several ways:

1. Reduce your gross taxable income
2. Grow your savings on a tax-deferred basis
3. Encourage saving with the convenience of payroll deduction

For additional details related to the AHG 401K plan please contact your Recruiter or a member of the HR department.

### **Workers' Compensation**

Employed providers who suffer a work-related injury or illness, are eligible for benefits through AHG workers' compensation program. This program provides for payment of

medical expenses and weekly compensation. If you are injured on the job, no matter how slight, report the incident **immediately** to your Recruiter or AHG Human Resources. Failure to report an accident or injury in a timely manner may result in a decrease in or denial of benefits.

## **Referral Bonus**

Providers and clients are the life blood of AHG. It is clear that the best providers are simultaneously our finest method of advertising to prospective providers and clients. Your referrals are therefore vitally important to us. As an incentive to encourage your referrals, we have instituted a referral bonus program. The bonus is paid when the referred provider or client has completed 60-working days. You must be actively engaged with AHG to receive the bonus.

There are no limits to the number of referral bonuses allowed in any one year. So, go and tell your associates all about us!

## **Holiday Pay**

For employed providers, when a holiday falls during your assignment dates you may be eligible to receive a premium on your compensation called Holiday Pay. Holiday rates are paid for hours worked on: Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, and New Year's Day. This may be expanded to accommodate holidays observed by AHG clients. If you are required to work on a holiday, you will be paid at the overtime hourly rate of pay (one and one-half times the standard hourly rate) for the number of hours worked each holiday.

Please check with your recruiter for details related to your specific assignment.

# ***IF YOU MUST LEAVE US***

## **Resignation**

While we hope both you and Allied Health Group will mutually benefit from your continued engagement, we realize that it may become necessary for you to leave us. If you anticipate having to resign your position, we request that you notify your Recruiter at least two weeks in advance of the date that you must leave.

## ***A FEW CLOSING WORDS***

The information in this Handbook supersedes all prior manuals and is intended to give you a broad summary of knowledge about AHG. The policies in this Handbook may be changed, modified, or deleted at any time, and the Company reserves the right to make decisions in a manner other than as provided in the Handbook. Neither this Handbook nor any other communication by any management representative is intended to, in any way, create a contract of employment nor does it guarantee employment for any specific period of time. Please direct your inquiries to your Recruiter should questions or the need for additional clarification arises.

Again, we are happy to have you as a member of our team. We hope your time with us will be productive and mutually rewarding.