

# UPMC Community HealthChoices

**2026**

## **CHC Service Coordination Departmental Guidelines**

# Table of Contents

- Intro and Purpose** ..... 3
- Service Coordinator Partner Entities**..... 3
- Attendance** ..... 4
  - Paid Time Off (PTO)..... 5
  - Unscheduled Time Off (UTO)/Call-Offs ..... 6
  - Coverage for Service Coordination Activities while on PTO/UTO/ITO ..... 6
  - Voicemail and Out of Office Reply..... 7
  - Inclement Weather Procedures ..... 7
  - Flex Time for Service Coordination Activities ..... 7
- Home Working Environment Requirements** ..... 8
- Service Coordination Communication and Availability** ..... 8
  - Cell Phones:**..... 9
  - Email:** ..... 9
  - Response Guidelines:**..... 9
- Personal Safety Guidelines**..... 10
  - Safety Application ..... 10
  - Limitations:**..... 11
- Technology: Equipment Use and Care**..... 11
  - Care of Issued Equipment: ..... 11
  - Social Media: ..... 11
- Guidelines for Communication: Participant PHI (see onboarding packet for more details)**..... 12
  - Handwritten PHI..... 12
  - Electronic PHI ..... 12
  - Sharing PHI ..... 12
  - Sensitive Diagnoses ..... 13
- Conflict of Interest** ..... 13
- Staff Management: Case Review and Auditing** ..... 13
- Resources**..... 13

## Intro and Purpose

The UPMC CHC Service Coordination staff members have a very important role and are critical to the success of the UPMC CHC team. The guidelines in this document outline the expectations for Service Coordination staff members. In addition to these guidelines, all departmental policies and workflows are also expected to be followed by Staff and are reviewed annually with each staff member. These guidelines (except where specifically noted) apply to both UPMC employees and Partner staff employees.

## Service Coordinator Partner Entities

UPMC CHC partners with credentialed Service Coordinator Entities that contract with UPMC to provide person-centered coordination. Partner staff follow all UPMC CHC policies, procedures, workflows, onboarding orientation requirements, trainings, and documentation review. ***The entirety of these guidelines applies to Partner Service Coordination staff unless otherwise specifically noted to only apply to UPMC employees.*** Partner staff are supervised operationally by UPMC supervisors who also collaborate with the Service Coordination Entity supervisor for any personnel concerns or accolades. CHC Supervisors maintain awareness of the operational leadership oversight and work with partner agencies as needed for staff management.

## Policies

*Note: This section is applicable to UPMC employed Service Coordination staff only. All UPMC systemwide policies are available on the [Infonet](#).*

## Licenses

Valid driver's licenses and automotive insurance are required for all Service Coordination staff. Staff must be listed on a valid auto insurance policy. Those who are Registered Nurses need to ensure that their license is valid and active in Pennsylvania. It's the Service Coordination staff's responsibility to ensure that their driver's license is renewed timely without a lapse in expiration. Failure to have a valid driver's license and valid auto insurance (listed as a driver on the policy) and/or other required Licenses/Certification/Registration will result in suspension or final written warning in accordance with the [Systemwide policy: Corrective Action and Discharge \(HS-HR0704\)](#) and [Systemwide policy: Licensure, Certification, Registration of Staff Members \(HS-HR0706\)](#), which can be found on the Infonet.

## Dress Code

Staff must dress in accordance with [Systemwide policy: Dress Code \(HS-HR0714\)](#). UPMC CHC department issued apparel and UPMC ID Badge must be worn and visible while out in the community interacting with Participants. Examples of clothing that doesn't meet the dress code guidelines are tights, leggings, jeans, sweatpants, sweatshirts, sports apparel, tank tops, "beach wear", or clothing with holes, rips, and/or tears. Shoes should be close-toed and no heels. Shoes worn should be meant for walking and look clean in appearance.

## Attendance

All staff must follow UPMC Values Based Attendance Guidelines. It is everyone's responsibility to report to work on time and be ready to perform his or her duties as scheduled. Non-exempt staff must punch in and out via Kronos. Exempt staff must review their Kronos timecard each pay period. Staff must be available from **8am to 5pm**; however, shifts may be staggered to meet the coverage requirements based on operational needs and must be arranged with your leadership.

### Examples of Shifts

- 7:30am-4:00pm
- 8:00am-4:30pm
- 8:30am-5:00pm
- 9:00am-5:30pm

\*Shifts are based on business need and require supervisor approval for any changes.

If staff are unable to report for work or will be late for work, or must leave early from work, staff should notify their supervisor as far in advance as possible via text messaging, personal/work email, team's messages, or phone calls. If staff are calling off for the day, they must do so one hour before their shift begins. The notice should include a reason for the absence, tardiness, or early departure and, in the cases of absence or tardiness, an indication of when they can be expected to report for work. If staff fail to notify their supervisor according to departmental guidelines, this may result in corrective action. Further, staff are responsible for contacting their immediate supervisor and WorkPartners (1-844-833-0524) if they cannot report to work for more than (3) three consecutive days to apply for a leave of absence. Upon returning to work after missing three or more consecutive workdays due to an illness, staff are required to certify they are fit to return to work by providing a doctor's note.

If staff become ill during their shift and wish to visit the MyHealth@Work clinic, staff must notify their supervisor to arrange to do so. Please note that they will be considered "off the clock" and staff are required to punch out punch in Kronos and punch back into Kronos upon return.

Lastly, any staff with an unauthorized absence on a scheduled workday immediately preceding, on, or following a holiday is ineligible for holiday pay and will not have PTO added to their PTO bank for the holiday in accordance with the HS-HR0720 Paid Time Off (PTO) policy available on the Infonet.

**Partner Staff:** Service Coordinators employed by partner service coordination entities must follow their agency's scheduled or unscheduled time off policies. Additionally, they must notify their UPMC supervisor for scheduled as soon as possible but no less than 24 hours in advance. Partner staff must notify their agency and UPMC supervisor as soon as possible for unscheduled time off or illness. Partner staff are expected to follow the same out of office and coverage procedures outlined in these Service Coordination guidelines.

Service Coordinators employed by partner service coordination entities with repeat occurrences of unscheduled time off may be subject to corrective action through their respective agency to include potential removal as a UPMC CHC Service Coordinator.

## **Paid Time Off (PTO)**

*Note: This section is applicable to UPMC employed Service Coordination staff only.*

Prior to requesting time off, staff members are responsible for checking available PTO balances in HR Direct. If you have any concerns regarding your PTO requests, contact your supervisor. Approval of time off may be revoked if there is not enough PTO available by the dates requested off. A supervisor may have no more than 30% of their team off at once. If there are extenuating circumstances, temporary time off without pay may be granted at management discretion. See UPMC Policy [HS-HR0720: Paid Time Off \(PTO\)](#) available on the Infonet.

There should be no outstanding or late work prior to taking holiday time off.

Be mindful of scheduled telephonic contact or in-person visits when scheduling PTO. If there is a pattern of changing Participant appointments that were originally scheduled to occur during later scheduled PTO that result in assessments/tasks being non-compliant, you may be subject to corrective action.

**Standard PTO Requests:** Service Coordination staff abide by the following PTO guidelines:

- PTO requests must be submitted no more than 90 days but at least 1 business day in advance (same day call-offs are entered as UTO in Kronos).
- PTO requests are submitted via the Supervisor's preferred method including Outlook calendar or Email.
- PTO requests are not acceptable through text messaging or chat (i.e., teams). There should be no outstanding or late work prior to taking PTO.
- PTO requests must be approved by the supervisor/manager before the staff member can use PTO. If the time off is not approved and the staff member does not report to work, it will be an occurrence.
- For PTO requests that last a week or more, 2 weeks' notice is required.

**Holiday Schedule Requests:** Approval of holiday requests is contingent upon departmental business needs (including staffing considerations). The process is as follows:

- Please ensure that all end-of-year holiday requests are submitted within the designated timeframe and directed to your immediate supervisor for approval.
- Each team supervisor approves holiday requests separate and distinct from PTO requests, including the number of people that requested PTO for any one specific holiday, first come first serve, seniority, or alternating years of approved PTO (for major holidays).
- If submitted within required time frames, the team supervisor honors requests consistent with business needs of the department. Please refer to team supervisors with questions.
- If a staff member calls off after a PTO request is denied, it will be considered an occurrence and may result in corrective action. If there is a pattern of calling off after PTO is denied, corrective action may result.
  - There should be no outstanding or late work prior to taking holiday time off.

## **Unscheduled Time Off (UTO)/Call-Offs**

*Note: This section applies to UPMC-employed Service Coordination staff only.*

If an unforeseen situation and/or illness comes up that necessitates a staff to call off and not be present for work, this is considered either UTO or (ITO).

- UTO versus ITO:
  - **Unscheduled Time Off (UTO):** used for personal (employee non-medical) emergencies that are not pre-scheduled such as a sick child, lack of childcare, or transportation issues. Same-day call-offs are considered UTO.
  - **Ill Time Off (ITO):** is considered ITO for one's own illness. ITO may be used for personal illness. ITO must be reported by the staff member. Any unauthorized absence may result in an unpaid absence and/or corrective action.
- Notification expectations for UTO or ITO:
  - Staff notify their supervisor or manager as soon as possible, but no later than one hour prior to the start of their shift. Method of notification may be established by the supervisor, such as email, or phone call. Unless unavoidable, text messages are not accepted for UTO or ITO requests.
  - **Emergencies:** If a staff member needs to leave work for an emergency, they must notify a supervisor or manager. In the event a staff member cannot reach his or her supervisor/manager, leave a detailed message and phone number where the staff can be reached.
  - **Intermittent FMLA:** If a staff member has intermittent FMLA, the staff member is responsible for advising that they are calling off due to FMLA and following the department's call-off procedures including calling off an hour before the shift begins. If a staff member has multiple intermittent FMLA cases, the staff must specify to their supervisor, which case number the FMLA is being used for.

## **Coverage for Service Coordination Activities while on PTO/UTO/ITO**

**Note: Applicable for UPMC and partner service coordination staff**

**PTO:** staff are expected to manage their schedule to ensure there are no scheduled visits or scheduled calls while on PTO and that expected situations are managed prior to going on PTO. If there is an *anticipated* need for a Participant during the time a staff is on PTO, the staff must arrange for assistance prior to the PTO start date to manage the *anticipated* situation while the staff is gone. Service Coordination must ensure the backup is briefed on any required activities while on PTO. There should be no outstanding or late work prior to taking holiday time off.

**UTO/ITO:** If Staffs must take UTO/ITO, if possible, reschedule visits or request assistance to reschedule visits that are knowingly on a day of UTO/ITO. Any *unexpected* Participant issues that arise while a Staff is on PTO/UTO/ITO, the Staff's supervisor assists as needed or assigns another staff member to help manage the situation.

Additional PTO coverage guidelines:

- Nursing facility Staff:
  - **PTO:** For scheduled PTO, Staff notify a facility contact person the dates of PTO, especially if there is a current escalated situation impacting a nursing facility Participant. Service coordinators must ensure he or she provides an alternate contact if there is a specific situation about a nursing facility participant that requires

coordination during a time of scheduled PTO. Block off the PTO dates into Outlook calendar – add the back-up contact info. Be mindful of scheduled telephonic contact or in-person visits when scheduling PTO. In the event you need to take time off, confirm your backup service coordinator is willing and able to complete the required activity at the scheduled date and time.

- o **UTO/ITO:** In times of UTO/ITO, if possible, staff must notify the facility contact or if the Service Coordinator was expected to be involved in a coordination situation at the facility.
- Community Staff:
  - o **PTO:** Ensure there are no scheduled visits prior to PTO as follows:
    - Block off the PTO dates into Outlook calendar – add the back-up SC contact info.
    - Be mindful of scheduled telephonic contact or in-person visits when scheduling PTO. In the event you need to take time off, confirm your back up is willing and able to complete the required activity at the scheduled date and time.
    - **UTO/ITO:** If a Service Coordinator is on UTO/ITO and is aware of a scheduled telephonic assessment or in-person visit, the Service Coordinator must attempt to reschedule the call or visit with the Participant. If this is not possible, it is the Service Coordinator’s responsibility to communicate the need to reschedule a call or visit to his or her supervisor to avoid a *No Show*. If there are extenuating circumstances, Supervisors support the staff member to ensure a *No Show* does not occur.

### **Voicemail and Out of Office Reply**

To maintain a high level of customer service for communication to UPMC CHC Participants and fellow colleagues, when a Service Coordination staff will be out of the office (PTO or UTO) ensure that the voicemail and out of office replies are updated. The voicemail should state to call the Hub at 1-833-280-8508.

### **Inclement Weather Procedures**

Inclement weather does not disrupt service coordination department operations. Staff safety is important. Please be aware of public safety announcements and reschedule assessments if necessary. In the event you need to become a primary caregiver (e.g., school closures) during work hours, your supervisor must be contacted no later than the start of the shift for time off approval. If you need to reschedule required activities or have any questions, speak with your management.

### **Flex Time for Service Coordination Activities**

Staff work standard business hours, Monday through Friday, however, as a professional courtesy, flex time may be approved by supervisors for the following reasons:

1. To accommodate a staff member’s occasional personal appointments that cannot be scheduled during off-work hours. This privilege is to be used sparingly for appointments that cannot be scheduled during off-work hours.

2. To accommodate a Participant who has requested a visit during hours that are not typical business hours (or days).

Staff send an email with at least 1 business day notice to their Supervisor who may approve/track requests as well as have awareness of staff availability on any given day.

As a courtesy, we offer up to two hours a week of flex-time that must be approved by your management. Staff cannot use flex-time to forego lunch breaks. Flex-time is intended for occasional use and not to be used as a regular, permanent schedule change. If or when a pattern is identified, it will be managed through the corrective action policy.

Lunch Breaks are required. They are 30 minutes and must be taken between 11am-2pm daily. Any exceptions must be approved by your supervisors. Lunch breaks are non-working time.

Formal, organized team lunches by the management are paid.

## Home Working Environment Requirements

All Staff conduct their day-to-day coordination activities either in the community (in a Participant's home or in a facility) or from their home office. Any deviation from working in your home office, or participant's home/facility must be approved by your supervisor at least 1 business day in advance or ASAP for any Trigger Assessments/Critical Incidents/Etc. When working from the home office, Staff must not serve as a primary caretaker during working hours. Staff are responsible for arranging care. Failure to follow this guideline may result in corrective action.

Staff need a home working environment and work area that:

- Is quiet, free from distractions, and privately designated for work.
- During meetings you should not be caretaking or have distracting background noise.
- Meet all HIPAA requirements by not having any printed or handwritten PHI.
- Has reliable home Internet connection (employee responsibility) that meets the speed specifications and access to Internet application as required for work duties
  - Minimum internet speed requirement is 20Mb/s download, 5Mb/s upload less than 50ms ping, and under 10ms jitter.
  - [You can click this link to: Run a speed test.](#)

Additionally, staff must have access to a vehicle every workday during all working hours for field visits. Staff must lock their computer when not in use.

## Service Coordination Communication and Availability

Since staff work in the community (in a Participant's home or in a facility), communication with teammates, leadership and individual supervisors is vital. The key to communication is staff availability and ability to be contacted or receive communications. Service coordination must be available from 8 am to 5 pm. Shifts may be staggered to meet coverage requirements and must be arranged with your leadership. The following are expectations of communication and availability:

### **Cell Phones:**

- Do not share cell phone numbers with Participants or providers. The HUB number 833-280-8508 must be provided to Participants and providers.
- **Outbound calls must be made through the Teams app.**
- **Turned on:** Staff cell phones must be turned on at the start of their day and remain on until the end of the day. Cell phones should be turned to silent mode during visits with Participants.
- **Voicemail:** Staff cannot let voicemail become full. To manage this, check messages daily, at least once in the a.m. and once in the p.m. If a message must be saved, save it to the work computer. Again, Participants should not have a service coordinator's cell phone number.
- **Respond to voicemail:** Voicemail responses are expected no later than 48 business hours.
- Staff should not text with Participants without permission from leadership and Privacy. If you have a Participant who requests to text, alert your management.

### **Email:**

- **Check email:** The UPMC CHC department relies heavily on email as a general source of communication. Staff must check email periodically throughout the day and before and after visits.
- **Respond to email:** Observe good etiquette in response to emails:
  - o **Prompt response:** It is good professional practice to respond to emails within a few hours, but if this isn't always possible due to scheduled visits, responses are expected no later than one business day. Staff focus should be on the Participant during direct contact.

### **Response Guidelines:**

- Use "reply all" carefully; pay attention to whom the email is being sent to and always be professional.
- Read email chains before forwarding to ensure content is appropriate for recipients to view.
- In general, copy a supervisor when there is a need to know.

**Calendar:** For each appointment the Service Coordinator schedules with a Participant (whether telephonic or in-person), it is expected that the appointment is entered into the Outlook calendar. The appointment should be listed during the hours for which the appointment is occurring, not listed at the top of the day. Staff are expected to share calendar details with their supervisor and manager and additional leadership as needed.

- **Check:** Staff are responsible for all appointments on the Outlook *Calendars* to avoid a *No-Show*.
- **Coordinating with Buddy:** In times of PTO/UTO/ITO, it is the Staff responsibility to communicate with assigned buddy based on team structure in the event a Participant has any incoming needs during this time of absence.

**Teams Instant Messaging:** Teams is UPMC Health Plan’s instant messaging and conferencing service and is a part of the MS Office suite. This program **must** be always active while a Service Coordination staff is working. The activity designation is as follows:

- Green: Available and expected to be responsive.
- Red: Busy, either in a meeting or on a call/visit and unavailable to communicate
- Yellow: Inactive, user has stepped away or is on a break.
- Clear: User is considered *offline* and not working. The only acceptable time that Teams may be in **offline status** is if a user is on PTO/UTO/ITO or in a remote location with no Internet connection.

Note: If there is excessive yellow or clear time, that may result in additional follow up from your supervisor. Additionally, if non-responsiveness becomes a pattern, it will be handled through corrective action.

### **Teams**

Teams is used to call Participants, not the UPMC cell phones.

Teams is also used for meetings such as supervision, trainings, etc.

Cameras are expected to be turned on for all Teams calls for groups with less than 20 staff and team huddles. If you experience technical issues with the camera, you must alert your supervisor and contact the Help Desk.

For any issues or problems with the Teams application, contact the Help Desk at 412-647-HELP (4357).

## **Personal Safety Guidelines**

UPMC CHC Service Coordination Department is committed to providing a safe and healthy environment for all staff to carry out Service Coordination duties.

Staff are expected to travel to Participant’s homes, nursing facilities, hospitals, provider offices and possibly other community environments as part of their daily role. As such, all Staff must abide by the guidelines written with staff safety in mind.

All Staff are expected to read and abide by the following document: [UPMC CHC SC Workflow 18 - Safety](#)

### **Safety Application**

Staff must also comply with the use of Becklar’s WorkerSafety Pro app or any system implemented to provide emergency contact to transmit signals generated by the Service Coordinator at times of emergency. All employees and supervisors who conduct in-person visits are required to download the App for Becklar’s WorkerSafety Pro App on their work cell phone. Once downloaded, location, notifications, and motion permissions must be turned on. If a staff member does not have app or features downloaded, they can be subject to corrective action up to termination.

### **Limitations:**

- UPMC Health Plan has no responsibility for the operational or functional failure regarding the effectiveness of the safety device and systems. In addition, UPMC Health Plan is not responsible for and has no control over any police, fire, or other emergency services that may be requested or activated upon the Service Coordinator's use of the WorkerSafety Pro app device.
- UPMC Health Plan is not responsible for any injuries or losses due to any emergency response or lack thereof.

### **Technology: Equipment Use and Care**

All staff are issued the following equipment during initial orientation:

- Laptop and outlet cord.
- Touch screen stylus pen (this may simply be a standard ink pen with a stylus tip at the end).
- Cell phone and outlet cord that are cellular Wi-Fi enabled and can be used as hotspots.
- Storage bag for all equipment (style of bag may be issued based on availability) Specific COVID/RSV/Flu/PPE SC Workflow #18 Safety) includes but may not be limited to: masks, hand sanitizer, and cleaning wipes for use in the home as requested.

This equipment is the property of UPMC and must be taken care of for safeguard and safekeeping. Damage to equipment may result in corrective action up to termination. All equipment must be returned upon termination of employment. As part of the Service Coordinator's job performance, geographical location during work hours and computer screen activity may be monitored or recorded. See UPMC Policies [HS-IS0202—Acceptable Use of Information Technology Resources](#) and [HS-AC0506 Cellular Phones](#).

### **Care of Issued Equipment:**

- Staff are responsible for securing and protecting all electronic devices and equipment provided by UPMC:
  - o Staff keep issued equipment with them at all times when on a community visit. Using the Windows key and "L" will lock the computer when it is left unattended regardless of where it is. If equipment must be left in a vehicle, it must shut down/electronically locked and placed in a locked trunk, or stowed securely out of site. Staff vehicles should also always be locked to prevent theft.
  - o UPMC-issued electronic devices are not to be left in a vehicle overnight.
- All devices (cell phones, laptops) **must** be password protected.

If experiencing technical difficulties, notify your supervisor immediately and contact the Help Desk at 412-647-HELP (4357). Staff are required to forward their Help Desk Ticket to their Supervisor.

If connectivity/technology issues persist after 2 hours, staff are required to go to the office or take PTO or time unpaid if PTO is not available.

### **Social Media:**

**Staff must adhere to UPMC's Systemwide policy: Social Networking (HS-HR0748). Failure to do so will be subject to corrective action up to termination.**

## **Guidelines for Communication: Participant PHI**

Staff have access to UPMC CHC Participant PHI as a normal aspect of the job. It is vital to protect the PHI whether accessing the information at home or in the community. ***Staff are not allowed to print any documents.*** (see onboarding packet for more details)

See UPMC Policies [HS-IS0147--Electronic Mail, Messaging and Texting](#) and [HS-EC1615 Proper Handling of Protected Health Information Outside of UPMC.](#)

### **Handwritten PHI**

Staff should never conduct an assessment or take notes on paper. All information must be entered into HELIOS and staff are expected to utilize UPMC approved tools on your UPMC issued device.

### **Voicemail PHI:**

NEVER leave PHI on a voice mail message

### **Electronic PHI**

#### **Email:**

- When emailing Participant content to either internal or external sources, always enter **Secure:** on the subject line of the email. This will encrypt the content in case it is sent outside of the UPMC system but must be entered *exactly like that* in the subject line. [Systemwide policy: Electronic Mail, Messaging and Texting \(HS-IS0147\)](#)
- NEVER put a Participant's name, ID #, or other PHI on the subject line whether inside or outside of the UPMC system.
- A confidentiality disclaimer should be included in *all* electronic communications as part of a Staff email signature in Outlook.
- Never forward emails containing UPMC business information to personal and third-party email systems such as *Google, Yahoo, Hotmail*, etc. or other non-work-related websites.
- Double check email addresses before sending messages. This is especially important when an email address has auto populated in a message.

### **Texting PHI:**

Always communicate with CHC Participants via Teams or face-to-face however, some Participants prefer texting as a mode of communication with the Service Coordinator. It is required that if a Participant prefers text communication that it is documented in Helios in communication preference. If a Participant prefers texting, the following rules apply:

- No PHI is to be shared via text
- Text is only to be used to coordinate basic details such as appointment dates and times without entering in any PHI

### **Sharing PHI**

Staff can only share PHI with authorized parties in accordance with CHC SC Workflows. Failure to ensure that information is shared with only authorized parties may result in corrective action up to termination. *For more information on Participant's authorized representatives, please review [UPMC CHC SC Workflow 36 – Participant representative and Records Process.](#)*

## **Sensitive Diagnoses**

- Certain types of Participant information may require specific authorizations and additional protection before disclosure, including information pertaining to:
  - ***Drugs and Alcohol***
  - ***Reproductive Health***
  - ***Behavioral/Mental Health***
  - ***HIV Status/Treatment***
- Reproductive Health, Behavioral health, HIV, and drug & alcohol information can NEVER be shared without the proper consent from the Participant.
- Discuss with a supervisor any interactions with a Participant in this situation for best approach.

## **Conflict of Interest**

UPMC maintains that all staff members must be aware of and abide by Conflict of Interest expectations. In addition to completing the annual UPMC Conflict of Interest training it is imperative that Staff abide by the following considerations specific to CHC:

- All work and volunteering outside of UPMC must be vetted by the ISD's Corporate Compliance & Ethics Office. They can be reached at [hpcompliance@upmc.edu](mailto:hpcompliance@upmc.edu).
- Staff may not coordinate CHC activities for CHC Participants that are also family members or acquaintances of the Service Coordinator.
- Staff may not work for CHC contracted providers or have a personal stake in a company that is a potential provider of partner services with CHC.
- Staff may not refer CHC Participants to any business opportunity whereby the business is owned by the Service Coordinator, family members or otherwise identified parties. See UPMC Policy [\*\*HS-EC1700—Conflicts of Interest and Commitment – General Obligations\*\*](#).
- Staff must disclose on the COI form if they have a relative who also works at UPMC.

## **Staff Management: Case Review and Auditing**

Staff are expected to follow service coordination protocol as written in *the CHC Agreement* as well as all CHC operational workflows.

## **Resources**

- [Work Partners](#) is available for leaves of absence, accommodations, and workplace injuries.
  - \*Any workplace injury must be reported to your supervisor and Workpartners immediately. Workplace injuries can be reported to Workpartners at 1-844-833-0524.
  - \*Agency partners must report any workplace injuries to their UPMC and agency supervisor immediately and follow their agency's protocol.
- ISD Code of Conduct: [Code-of-Conduct](#)
- [LifeSolutions \(sharepoint.com\)](#) – LifeSolutions is our Employee Assistance Program available 24/7 which offers private and confidential resources and support for private and work-related matters. LifeSolutions can be reached at 1-800-647-3327.
- UPMC Health Plan Compliance: [hpcompliance@upmc.edu](mailto:hpcompliance@upmc.edu).