



Independent Contractor Handbook

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WELCOME

We extend to you a sincere welcome to our organization.

At Billing Plus, Inc., our mission is to furnish the finest quality medical billing and consulting services to our clients and to provide more value than do our competitors. If we can help our clients to succeed, they will continue doing business with us and recommend us to others. You play an important role in this process. We are only as strong and successful as the members of our team.

It is my sincere hope that your tenure with us will be enjoyable and rewarding.

A handwritten signature in black ink, appearing to read "Irish W. Smith", is displayed on a light gray rectangular background.

Sincerely,
Irish W. Smith, Chief Executive Officer

MISSION STATEMENT

Billing Plus, Inc. company mission and ultimate goal is to provide our clients with the most accurate and up-to-date medical billing and consulting services. One of our main initiatives is to focus on customized service and communication, while providing and maintaining timely billing and increase reimbursement of claims and to make sure each client is completely satisfied with our services.

Our mission is to build a global reputation for excellence by providing strategic, professional billing solutions to ensure "billing success." We will maintain a team of competent and energetic professionals in all areas of our expertise and reward them with self-empowerment and work opportunities to advance their careers within Billing Plus. We will reach our mutual goals through focused communication; creative thinking and problem solving that will result in compelling solutions, skillful adaptation and unmatched customer service and above all and superior billing services.



GENERAL POLICIES

Equal Opportunity

COMPANY provides equal employment opportunities to all CONTRACTORS and applicants for employment without regard to race, color, religion, sex, national origin, age, handicap or disability, in accordance with applicable federal laws. In addition, COMPANY complies with applicable state and local laws governing nondiscrimination in temporary employment in every location in which COMPANY has facilities. This policy applies to all terms and conditions of temporary employment, including, but not limited to, hiring, placement, promotion, termination, recall, transfer, compensation and training.

Employment of Minors as Independent Contractors

The following provisions apply with respect to the COMPANY'S temporary employment age requirements:

The COMPANY will fully comply with the Child Labor provisions of the Fair Labor Standards Act and applicable state statutes, which govern the temporary employment of minors. For purposes of insurance risk, it is the COMPANY'S policy to not permit the employment of individuals younger than age 18 in any position with the COMPANY.



Accessing Office

Each CONTRACTOR will be given a four-digit access code to access the office door. This code will be of your choice and will be removed if and when your contract ends.

BILLING PLUS COMPENSATION

All fees listed are current, but are subject to change. If any changes occur, CONTRACTOR will be notified of changes immediately.

Billing Assistant(s)

Hourly Position (part-time) 20-35 hours per week

Insurance Verification Specialist

Hourly or monthly based upon if person works full-time or part-time

Insurance Accounts Receivables Representative

Monthly Base, plus commission (based upon income received for assigned clients' accounts)

Patient Accounts Receivables Representative

Monthly Base, plus commission (based upon income received for assigned clients' accounts)



BILLING PLUS RULES AND POLICIES FOR INDEPENDENT CONTRACTOR CONDUCT

Rules of Conduct

CONTRACTORS are expected to meet acceptable standards of conduct and performance. An independent contractor's failure to conduct themselves in a manner consistent with these standards may result in the cancellation of independent contractor's contract with COMPANY.

Disciplinary Action

Many of the expectations of COMPANY pertaining to its CONTRACTORS are common sense. COMPANY expects CONTRACTORS to follow rules of conduct that will protect the interests and safety of CONTRACTOR, attendees, fellow workers, and COMPANY. As a CONTRACTOR, your conduct and behavior reflect upon COMPANY and affect your record. CONTRACTORS are expected to observe the highest standards of conduct at all times.

This Handbook provides various guidelines for CONTRACTOR conduct. It is not possible to list all the forms of behavior that are considered unacceptable in the assigned workplace, however, the following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including cancellation of CONTRACTOR'S contract:

1. Failure to obey the orders of a supervisor or failure to perform work assigned.
2. Walking off the job or leaving during working hours without permission.
3. Absence without proper notice and/or satisfactory reason.
4. Unexcused tardiness or failure to appear.
5. Displays of loud, disruptive, or violent behavior such as but not limited to any actual or threatened physical harm or abuse by an independent contractor toward another independent contractor, supervisor, management or customer.
6. Wasting time or loitering on the job.
7. Excessive personal phone calls, attending to personal business or performing personal work during program time.
8. Harassment, including sexual harassment is strictly prohibited.
9. Possession, use, transfer or being under the influence of illegal drugs or alcohol during work hours.
10. Gross insubordination – a willful and deliberate refusal to follow reasonable orders given by a member of management.
11. Misappropriation, theft or attempted theft of COMPANY property or the property of others.



12. Engaging in a personal relationship with the providers or the clients of the providers.
13. None of your providers should have access to your personal information, i.e. cell phone or email.
14. Engaging in any type of relationship with the provider outside of the office is strictly prohibited and can result in immediate termination.
15. Defacing, damaging or destruction of COMPANY property or property of others.
16. Use of threatening or abusive behavior, language or gestures, or profane language that is offensive to other CONTRACTORS or clients.
17. Dishonesty toward management or obtaining pay based on misrepresentation or dishonesty.
18. Possession of firearms, explosives or weapons while representing COMPANY.
19. Use of COMPANY equipment or supplies for personal reasons without prior approval, abuse or misuse of Company property or equipment.
20. Disclosing confidential information.
21. Unsatisfactory work performance or work attitude.
22. Unprofessional conduct.
23. Failure to follow safety procedures or failure to report to management any accident or incident while representing COMPANY.
24. Failure to immediately report to management any accident or incident resulting from an on-the-job situation.
25. Soliciting, pandering or prostitution.
26. Engaging in rude or discourteous conduct toward others.
27. Giving or causing false fire alarms, or tampering with protection equipment.
28. Conviction of any offense by a court of law which in managements judgment would make that CONTRACTOR undesirable for association with the company and its other CONTRACTORS.
29. Unauthorized distribution of literature or email in the work area or posting on Company or client property.
30. Disclosure of proprietary/confidential information as outlined in Confidential Information Policy.
31. Violation of Client Solicitation Policy.

This list is not intended to be all-inclusive but is provided for guidance to CONTRACTORS. COMPANY specifically reserves the right to cancel the contract of any CONTRACTOR for conduct or behavior COMPANY deems inappropriate or detrimental to its business interests.



Disciplinary action, up to and including cancellation of contract, may be imposed at any time based on COMPANY'S discretion as to the appropriate course of action and regardless of whether a prior verbal or written warning was given.

Attendance Standards

Punctual attendance is an essential requirement of CONTRACTOR status. The office opens at 9:00am. You may be considered late, after 10:30am. Excessive tardiness and/or unexcused absence will result in cancellation of contract. As a contractor we ask that you just inform us of a day you will not work and inform of any extended leave of absence in the form of writing.

Time Keeping - HOURLY Contractor

Hourly CONTRACTORS are expected to use the online timeclock to properly record all hours worked. Signed timesheets are due on the expected due dates as according to the pay schedule. You are not allowed to work more than the indicated hours for your position as indicated under Compensation on page 7 of this manual. Falsification of time or recording hours for another may result in disciplinary action, up to and including cancellation of contract. Your timesheet is an official recording of all hours worked and cross outs, additions, deletions or other similar markings on your timesheet are not permitted unless initialed by a supervisor. Should you have a problem with the online timeclock or your timesheet, notify COMPANY immediately. Timesheets must be submitted to COMPANY before any monies can be paid. Any questions regarding errors, mistakes, inclusions or omissions on your paycheck should be reported to COMPANY immediately. Corrections will be made on the next paycheck.

Time Keeping - COMMISSION Contractor

Commission CONTRACTORS are expected to give to the COMPANY a signed invoice of their percentage income based upon their assigned provider accounts monthly income for the month prior, as indicated by the payroll schedule. CONTRACTORS, are required to submit the invoice (3) three days prior to the pay date. If the signed invoice is not received, the CONTRACTOR will not be paid, no exceptions. CONTRACTORS will receive base pay at the first pay period of each month. Falsification of income amounts, may result in disciplinary action, up to and including cancellation of contract. Any questions regarding errors, mistakes, inclusions or omissions on your paycheck should be reported to COMPANY immediately. Corrections will be made on the next paycheck.



Pay Advances

At the present time, the COMPANY does not offer pay advancements.

Holidays

As a Contractor you are allowed to work or not work on any of the holiday's on which Billing Plus is either closed. We are closed on the following holidays:

- New Year's Day
- Martin Luther King Jr, Birthday
- Memorial Day
- Independence Day
- Juneteenth Day
- Labor Day
- Veteran's Day
- Thanksgiving Eve office closed at 2pm
- Thanksgiving Day
- Christmas Eve office closes at 2pm
- New Years Eve office closes at 2pm

Personal Phone Calls and Mail

During working hours, CONTRACTORS can make personal calls during lunch or "break" periods only. If you must take a personal call and it last longer than **5 minutes**, please leave your desk. **Please do not abuse this privilege.** This office is small and your conversation can be heard throughout. Personal cell phones should have audible ringing disabled during work hours. Watching television on your cell phone is also prohibited. Listening to music on your cell phone is allow as long as you use earbuds and for safety reason one ear must remain free.

You may **not** use the COMPANY address as a personal address. No mail and or personal packages should be delivered to the CONTRACTOR. CONTRACTORS who violate this rule are subject to disciplinary action up to and including cancellation of contract.

Personal Use of Office Telephones and Equipment

CONTRACTORS are prohibited from unauthorized possession or use of property, proprietary information or supplies belonging to the Company, including Voice Mail and Electronic Mail. (See the Internet and E-mail Usage policy)

Use of the computer, copier and fax is restricted to business use only, but may be used for personal use from time to time, excessive use can result in contract termination. Short personal telephone calls are permitted on an occasional



basis. Excessive personal usage of office telephones is potentially disruptive, distracting, and can slow down the overall response time of the network and

productivity. Excessive usage may result in disciplinary action. Note that an electronic trail is left from all e-mail transmissions, telephone calls, incoming and outgoing.

CONTRACTORS are not permitted to install or run personal programs, documents, files, copied software that violates licensing regulations, etc. on their computer without the express permission of company management.

Internet and Email Usage

If used properly, electronic communication services and devices like computers, voicemail, Internet and email can me a more efficient and productive work environment. The email computer, Internet and voicemail systems are COMPANY property. **Personal Use by an CONTRACTOR is prohibited while the CONTRACTOR during work hours.** COMPANY may intercept, monitor, copy, review and download any communications or files CONTRACTORS create or maintain on these systems. When using the internet, do no send materials of sensitive or confidential nature unless information is properly protected.

What is appropriate internet usage?

CONTRACTORS can use our COMPANY'S internet connection for the following reasons:

1. To complete their job duties.
2. To seek out information that they can use to improve their work.

We don't want to restrict our CONTRACTOR'S access to websites of their choice, but we expect our CONTRACTORS to exercise good judgement and remain productive at work while using the internet. Any use of our network and connection must follow our confidentiality and data protection policy.

CONTRACTORS should keep their passwords secret at all times. Passwords for accessing the COMPANY'S computers and voicemail must not be shared with any other persons, other than management or IT.

What is inappropriate CONTRACTOR internet usage?

Our CONTRACTORS must not use the COMPANYS network to:

1. Download or upload obscene, offensive or illegal material.
2. Send confidential information to unauthorized recipients.
3. Invade another person's privacy and sensitive information.
4. Download or upload movies, music and other copyrighted material and software.



5. Visit potentially dangerous websites that can compromise the safety of our network and computers.
6. Perform unauthorized or illegal actions, like hacking, fraud, buying/selling illegal goods and more.
7. Engaging in Social Media activity, unless work related.
8. Online shopping, unless work related

The COMPANY reserves the right to monitor and/or search any parts of its computer or communication resources at any time for any reason. For this reason, CONTRACTORS should not consider things like this to be private.

Our company may install anti-virus and disk encryption software on our company computers. CONTRACTORS may not deactivate or configure settings and firewalls without managerial approval.

We won't assume any responsibility if CONTRACTORS devices are infected by malicious software, or if their personal data are compromised as a result of inappropriate use.

Email

CONTRACTORS should use their COMPANY issued email account for work-related purposes ONLY. CONTRACTORS shouldn't use their work email to:

- Register to illegal, unsafe, disreputable or suspect websites and services.
- Send obscene, offensive or discriminatory messages and content.
- Send unauthorized advertisements or solicitation emails.
- Sign up for a competitor's services unless authorized.
- Shopping accounts
- Social media accounts

The COMPANY has the right to monitor corporate emails. We also have the right to monitor websites CONTRACTORS visit on the COMPANY'S computers.

CONTRACTOR shall not use their personal email(s) for COMPANY related work.

Disciplinary Action

CONTRACTORS who do not conform to this internet usage policy will face disciplinary action. Serious violations will be cause for termination of contract or legal action when appropriate. Examples of serious violations are:



Using our internet connection to steal or engage in other illegal activities.
Causing our computers to be infected by viruses, worms or other malicious software. Sending offensive or inappropriate emails to our clients, colleagues or partners.

Visitors

Unauthorized persons are not permitted to visit/loiter around the workplace without prior approval.

Outside Employment/Contract Policy

CONTRACTORS are expressly free to perform services for other parties while under contract to COMPANY with the following exception: CONTRACTORS may not perform services for current or existing COMPANY clients.

Client Solicitation Policy

The CONTRACTOR will, through their contract with COMPANY, have access to and become acquainted with various clients of COMPANY. CONTRACTOR may not solicit his/her own personal services, services of their private company, or services of other companies to COMPANY clients. Failure to comply with this policy will result in immediate cancellation of contract and may result in further legal action.

Confidential Information

CONTRACTOR acknowledges that during their engagement with COMPANY, he/she will have access to and become acquainted with various trade secrets, inventions, innovations, processes, information, records, and specifications licensed and/or used by COMPANY in connection with the operation of its business, including, but not limited to, COMPANY business and product processes, methods, customer lists, accounts, and procedures. CONTRACTOR will not disclose any of the aforesaid, either directly or indirectly, or use any of them in any manner, either during their term of contract or at any time thereafter, except as required in the course of their engagement.

All files, records, documents, blueprints, specifications, information, letters, notes, media lists, original artwork, notebooks, manuals, and similar items relating to the business of COMPANY, whether prepared by CONTRACTOR or otherwise coming into his/her possession, shall remain the exclusive property of COMPANY. CONTRACTOR shall not retain any copies of the aforementioned without express written permission from COMPANY.



COMPANY business and documents, including information concerning fellow CONTRACTORS, are always to be treated as confidential. In addition to those items listed above, Confidential and Proprietary information also includes any and all information related to:

- The business (present or future) of COMPANY
- Marketing data, strategies, and business plans
- The research and development or inventions of COMPANY
- Procedures, manuals, and techniques
- Customer/supplier information
- Compensation and salary of CONTRACTORS
- Computer information, including techniques and processing abilities of COMPANY

Proprietary information includes, but is not limited to, trade secrets, procedures, data, computer programs, systems design, manuals, know how, techniques, customer lists, marketing data, plans and strategies, business plans, and all computer information designed by or developed for COMPANY or its clients.

Use or disclosure of such information, whether intentional or inadvertently, will subject the CONTRACTOR to disciplinary action, including cancellation of contract.

Independent Contractor Records

COMPANY maintains a member file pertaining to each CONTRACTOR. Information in CONTRACTOR member files is considered confidential. This information will only be available to the Human Resource Department, the CONTRACTOR, and supervisors or managers who are responsible for the CONTRACTOR.

Your current address, telephone number and emergency contact are very important to us and must be kept up-to-date. This information is needed in the event of emergencies and for properly maintaining necessary records. It is important to notify your supervisor as soon as possible of changes, for example: your address, telephone number, and marital status. This information is considered to be confidential and will not be released without your permission.



Personal Appearance and Demeanor

Proper exercise of discretion in style of dress and behavior is essential to the efficient operation of COMPANY. CONTRACTORS are, therefore, required to dress in appropriate business-casual attire and to behave in a professional, businesslike manner. Business dress should be appropriately neat and suitable for the business occasion. See *Dress Code Policy*

Ownership of Intellectual Property

Any and all inventions, discoveries, developments and innovations conceived by the CONTRACTOR during his/her engagement relative to the duties under assignment by COMPANY shall be the exclusive property of COMPANY and the CONTRACTOR assigns all rights, titles, and interest in the same to COMPANY.



DRESS CODE POLICY

*Eff: Jan. 1, 2020
Version 4 - July 1, 2020*

Introduction

The Billing Plus dress code policy is designed to help us all provide a consistent professional appearance to our customers and colleagues. Our appearance reflects on ourselves and the company. The goal is to be sure that we maintain a positive appearance and not to offend customers, clients, or colleagues.

Who does this policy apply to?

The Billing Plus, Inc. dress code policy applies to **ALL** positions.

Billing Plus, Inc. Dress Code Policy:

- Workers are expected to dress in [casual, business casual, smart casual, business] attire unless the day's tasks require otherwise. May include dress slacks, skirts just above the knee, long or short sleeve button up or pull over tops. Shoes should be relaxed but nice, no tennis shoes.
- Workers must always present a clean, professional appearance. Everyone is expected to be well-groomed and wear clean clothing, free of holes, tears, or other signs of wear.
- Clothing with offensive or inappropriate designs or stamps are not allowed.
- Clothing should not be too revealing, which includes:
 - Backless tops
 - Strapless tops
 - Tank tops
 - See-through clothing
 - Short skirts or dresses
 - Short shorts
 - Yoga pants
 - Stretch pants
 - Ripped / torn clothing including tops and jeans
 - Sundress with no sleeves and above the knee
- Clothing and grooming styles dictated by religion or ethnicity are exempt.

Friday is the ONLY day jeans and tee shirts will be allowed and they cannot be ripped or torn.



Dress Code Violations

Workers will be informed when they are violating the dress code. Workers in violation are expected to immediately correct the issue. This may include having to leave work to change clothes.

Repeated violations or violations that have major repercussions may result in disciplinary action being taken up to and including termination.



ACKNOWLEDGMENT FORM VERSION: 0113.21

The policies, practices and procedures contained herein are contractual. COMPANY may modify, revoke, suspend, terminate or change any or all such policies, procedures and benefits, prospectively or retroactively, with notice.

I ACKNOWLEDGE THAT I HAVE RECEIVED AND READ THE INDEPENDENT CONTRACTOR HANDBOOK. I HAVE BEEN ADVISED TO CONSULT WITH BILLING PLUS IF I HAVE ANY QUESTIONS CONCERNING THE MEANING OF ANY PROVISION OF THIS HANDBOOK. I UNDERSTAND ITS CONTENTS AND WILL DO MY BEST TO ABIDE BY THE RULES AND REGULATIONS.

Independent Contractor

(Type or print name)

(Independent contractor's Signature)

(Date)

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