

**CORPORATE INTEGRITY AGREEMENT  
BETWEEN THE  
OFFICE OF INSPECTOR GENERAL  
OF THE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
AND  
RURAL/METRO CORPORATION**

**I. PREAMBLE**

Rural/Metro Corporation (Rural/Metro) hereby enters into this Corporate Integrity Agreement (CIA) with the Office of Inspector General (OIG) of the United States Department of Health and Human Services (HHS) to promote compliance with the statutes, regulations, and written directives of Medicare, Medicaid, and all other Federal health care programs (as defined in 42 U.S.C. § 1320a-7b(f)) (Federal health care program requirements). Contemporaneously with this CIA, Rural/Metro is entering into a Settlement Agreement with the United States.

Before the Effective Date of this CIA, Rural/Metro established a corporate compliance program that applies to all Rural/Metro subsidiaries and facilities. Rural/Metro's compliance program includes written policies and procedures, an education and training component, mechanisms for the ongoing monitoring and auditing of Rural/Metro's operations to assess compliance, mechanisms for employees and agents to report incidents of noncompliance in an anonymous way, disciplinary actions for individuals violating compliance policies and procedures, and oversight of the compliance program by the Rural/Metro Compliance Officer and Compliance Committee. Rural/Metro shall continue the operation of its compliance measures in accordance with the terms set forth below for the term of this CIA. Rural/Metro may modify its voluntary compliance measures as appropriate, but, at a minimum, Rural/Metro shall ensure that during the term of this CIA, it shall comply with the integrity obligations enumerated in this CIA.

**II. TERM AND SCOPE OF THE CIA**

A. The period of the compliance obligations assumed by Rural/Metro under this CIA shall be 5 years from the effective date of this CIA, unless otherwise specified. The effective date shall be the date on which the final signatory of this CIA executes this CIA (Effective Date). Each one-year period, beginning with the one-year period following the Effective Date, shall be referred to as a "Reporting Period."

B. Sections VII, VIII, IX, X, and XI shall expire no later than 120 days after OIG's receipt of: (1) Rural/Metro's final Annual Report; or (2) any additional materials submitted by Rural/Metro pursuant to OIG's request, whichever is later.

C. The scope of this CIA shall be governed by the following definitions:

1. "Arrangements" shall mean every arrangement or transaction that involves, directly or indirectly, the offer, payment, solicitation, or receipt of anything of value; and is between Rural/Metro and any actual or potential source of health care business or referrals to Rural/Metro or any actual or potential recipient of health care business or referrals from Rural/Metro. The term "source" shall mean any physician, contractor, vendor, agent, hospital, nursing facility, or other health care provider and the term "health care business or referrals" shall be read to include referring, recommending, arranging for, ordering, leasing, or purchasing of any good, facility, item, or service for which payment may be made in whole or in part by a Federal health care program.

2. "Focus Arrangements" means:

a. all Arrangements for the operations of Rural/Metro in a given State where Rural/Metro maintains locations, which State shall be designated in accordance with Sections II.C.2.b, c, and d, below. Notwithstanding the foregoing, with respect to Focus Arrangements for which Rural/Metro does not have a written contract, "Focus Arrangements" shall not include Arrangements with health care providers or other entities with respect to which Rural/Metro performs fewer than 50 patient transports per Reporting Period.

b. OIG shall designate a State for which the Arrangements related to Rural/Metro's operations in that State shall be Focus Arrangements for the first Reporting Period. The OIG shall designate this State within 30 days after the Effective Date of the CIA. The OIG shall provide written notice of the OIG's selection to Rural/Metro in accordance with Section VI of the CIA.

c. Rural/Metro shall propose a State where it maintains locations for purposes of the second through the fifth Reporting Periods 90 days before the specific Reporting Period begins. Rural/Metro shall include in its proposal an explanation of why it is proposing the

specific State. Absent notification from OIG within 30 days of Rural/Metro's proposal that the proposed State is unacceptable, Rural/Metro may designate that State for purposes of Section II.C.2.a, above.

d. OIG retains absolute discretion to reject Rural/Metro's proposed State and designate a State on its own.

3. "Covered Persons" includes:

a. all natural persons who are owners (other than shareholders who: (1) have an ownership interest of less than 5% and (2) acquired the ownership interest through public trading), officers, directors, and employees of Rural/Metro; and

b. all contractors, subcontractors, agents, and other persons who provide patient care items or services or who perform billing or coding functions on behalf of Rural/Metro.

Notwithstanding the above, this term does not include part-time or per diem employees, contractors, subcontractors, agents, and other persons who are not reasonably expected to work more than 160 hours per year, except that any such individuals shall become "Covered Persons" at the point when they work more than 160 hours during the calendar year.

4. "Arrangements Covered Persons" includes all Covered Persons involved with the development, approval, management, or review of Arrangements, as such term is defined in Section II.C of the CIA, on behalf of Rural/Metro.

### **III. CORPORATE INTEGRITY OBLIGATIONS**

Rural/Metro shall establish and maintain a Compliance Program that includes the following elements:

#### **A. Compliance Officer and Committee.**

1. *Compliance Officer.* Rural/Metro shall continue to have an individual serve as its Compliance Officer and shall maintain a Compliance Officer for the term of the CIA. The Compliance Officer shall be responsible for developing and implementing

policies, procedures, and practices designed to ensure compliance with the requirements set forth in this CIA and with Federal health care program requirements. The Compliance Officer shall be a member of senior management of Rural/Metro, shall make periodic (at least quarterly) reports regarding compliance matters directly to the Board of Directors of Rural/Metro, and shall be authorized to report on such matters to the Board of Directors at any time. The Compliance Officer shall not be or be subordinate to the General Counsel or Chief Financial Officer. The Compliance Officer shall be responsible for monitoring the day-to-day compliance activities engaged in by Rural/Metro as well as for any reporting obligations created under this CIA.

Rural/Metro shall report to OIG, in writing, any changes in the identity or position description of the Compliance Officer, or any actions or changes that would affect the Compliance Officer's ability to perform the duties necessary to meet the obligations in this CIA, within 15 days after such a change.

2. *Compliance Committee.* To the extent Rural/Metro has not already done so, Rural/Metro shall appoint a Compliance Committee within 120 days after the Effective Date. The Compliance Committee shall, at a minimum, include the Compliance Officer and other members of senior management necessary to meet the requirements of this CIA (e.g., senior executives of relevant departments, such as billing, clinical, human resources, audit, and operations). The Compliance Officer shall chair the Compliance Committee and the Committee shall support the Compliance Officer in fulfilling his or her responsibilities (e.g., shall assist in the analysis of the organization's risk areas and shall oversee monitoring of internal and external audits and investigations).

Rural/Metro shall report to OIG, in writing, any changes in the composition of the Compliance Committee, or any actions or changes that would affect the Compliance Committee's ability to perform the duties necessary to meet the obligations in this CIA, within 15 days after such a change.

## B. Written Standards.

1. *Code of Conduct.* Rural/Metro represents to the OIG that it has established a Code of Conduct. To the extent Rural/Metro has not already done so, within 120 days after the Effective Date, Rural/Metro shall develop, implement, and distribute a written Code of Conduct to all Covered Persons. Rural/Metro shall make the promotion of, and adherence to, the Code of Conduct an element in evaluating the performance of all employees. The Code of Conduct shall, at a minimum, set forth:

- a. Rural/Metro's commitment to full compliance with all Federal health care program requirements, including its commitment to prepare and submit accurate claims consistent with such requirements;
- b. Rural/Metro's requirement that all of its Covered Persons shall be expected to comply with all Federal health care program requirements and with Rural/Metro's own Policies and Procedures as implemented pursuant to this Section III.B (including the requirements of this CIA);
- c. the requirement that all of Rural/Metro's Covered Persons shall be expected to report to the Compliance Officer or other appropriate individual designated by Rural/Metro suspected violations of any Federal health care program requirements or of Rural/Metro's own Policies and Procedures;
- d. the possible consequences to both Rural/Metro and Covered Persons of failure to comply with Federal health care program requirements and with Rural/Metro's own Policies and Procedures and the failure to report such noncompliance; and
- e. the right of all individuals to use the Disclosure Program described in Section III.F, and Rural/Metro's commitment to nonretaliation and to maintain, as appropriate, confidentiality and anonymity with respect to such disclosures.

Within 120 days after the Effective Date, each Covered Person shall certify, in writing or in electronic form, that he or she has received, read, understood, and shall abide by Rural/Metro's Code of Conduct. New Covered Persons shall receive the Code of Conduct and shall complete the required certification within 30 days after becoming a Covered Person or within 120 days after the Effective Date, whichever is later.

Rural/Metro shall periodically review the Code of Conduct to determine if revisions are appropriate and shall make any necessary revisions based on such review. Any revised Code of Conduct shall be distributed within 30 days after any revisions are finalized. Each Covered Person shall certify, in writing or electronic form, that he or she has received, read, understood, and shall abide by the revised Code of Conduct within 30 days after the distribution of the revised Code of Conduct.

2. *Policies and Procedures.* To the extent Rural/Metro has not already done so, within 120 days after the Effective Date, Rural/Metro shall implement written Policies and Procedures regarding the operation of Rural/Metro's compliance program and its compliance with Federal health care program requirements. At a minimum, the Policies and Procedures shall address:

- a. the subjects relating to the Code of Conduct identified in Section III.B.1;
- b. 42 U.S.C. § 1320a-7b(b) (Anti-Kickback Statute) and the regulations and other guidance documents related to this statute, and business or financial arrangements or contracts that generate unlawful Federal health care program business in violation of the Anti-Kickback Statute;
- c. the requirements set forth in Section III.D (Compliance with the Anti-Kickback Statute), including but not limited to the Focus Arrangements Database, the internal review and approval process, and the tracking of remuneration to and from sources of health care business or referrals;
- d. accurate coding for and claims submission in connection with items and services billed to Federal health care programs; and
- e. measures designed to ensure that Rural/Metro fully complies with all applicable Medicare, Medicaid, and other Federal health care program statutes, regulations, and guidelines.

To the extent Rural/Metro has not already done so, within 120 days after the Effective Date, the relevant portions of the Policies and Procedures shall be distributed to all individuals whose job functions relate to those Policies and Procedures. Appropriate and knowledgeable staff shall be available to explain the Policies and Procedures.

At least annually (and more frequently, if appropriate), Rural/Metro shall assess and update as necessary the Policies and Procedures. Within 30 days after the effective date of any revisions, the relevant portions of any such revised Policies and Procedures shall be distributed to all individuals whose job functions relate to those Policies and Procedures.

C. Training and Education.

1. *General Training.* Within 120 days after the Effective Date, Rural/Metro shall provide at least one hour of General Training to each Covered Person. This training, at a minimum, shall explain Rural/Metro's:

- a. CIA requirements; and
- b. Compliance Program (including the Code of Conduct and the Policies and Procedures as they pertain to general compliance issues).

New Covered Persons shall receive the General Training described above within 30 days after becoming a Covered Person or within 120 days after the Effective Date, whichever is later. After receiving the initial General Training described above, each Covered Person shall receive at least one hour of General Training annually.

2. *Arrangements Training.* Within 120 days after the Effective Date, each Arrangements Covered Person shall receive at least two hours of Arrangements Training, in addition to the General Training required above. The Arrangements Training shall include a discussion of:

- a. Arrangements that potentially implicate the Anti-Kickback Statute, as well as the regulations and other guidance documents related to this statute;
- b. Rural/Metro's policies, procedures, and other requirements relating to Arrangements, including but not limited to the Focus Arrangements Database, the internal review and approval process, and the tracking of remuneration to and from sources of health care business or referrals required by Section III.D of the CIA;
- c. the personal obligation of each individual involved in the development, approval, management, or review of Rural/Metro's Arrangements to know the applicable legal requirements and Rural/Metro's policies and procedures;
- d. the legal sanctions under the Anti-Kickback Statute; and
- e. examples of violations of the Anti-Kickback Statute.

Notwithstanding the above Arrangements Training requirements, only the Arrangements Covered Persons who are involved in Rural/Metro's operations in the State designated under Section II.C.2 (Focus Arrangements) need to be trained regarding the Focus Arrangements Database referenced in Section III.C.2.b, above.

Such new Arrangements Covered Persons shall receive this training within 30 days after the beginning of their employment or becoming Arrangements Covered Persons, or within 120 days after the Effective Date, whichever is later. A Rural/Metro employee who has completed the Arrangements Training shall review a new Arrangements Covered Person's work until such time as the new Arrangements Covered Person completes his or her Arrangements Training.

After receiving the initial Arrangements Training described in this Section, each Arrangements Covered Person shall receive at least two hours of Arrangements Training annually.

3. *Certification.* Each individual who is required to attend training shall certify, in writing, or in electronic form, if applicable, that he or she has received the required training. The certification shall specify the type of training received and the date received. The Compliance Officer (or designee) shall retain the certifications, along with all course materials. These shall be made available to OIG, upon request.

4. *Qualifications of Trainer.* Persons providing the training shall be knowledgeable about the subject area.

5. *Update of Training.* Rural/Metro shall annually review the training, and, where appropriate, update the training to reflect changes in Federal health care program requirements, any issues discovered during internal audits or the Arrangements Review or, if applicable, the Unallowable Cost Review and any other relevant information.

6. *Computer-based Training.* Rural/Metro may provide the training required under this CIA through videotape, DVD, appropriate computer-based training approaches, or other comparable methods not involving in-person training. If Rural/Metro chooses to provide training pursuant to any such method, it shall make available appropriately qualified and knowledgeable staff or trainers to answer questions or provide additional information to the individuals receiving such training.



D. Compliance with the Anti-Kickback Statute.

1. *Arrangements Procedures.* Within 120 days after the Effective Date, Rural/Metro shall create procedures reasonably designed to ensure that each existing and new or renewed Arrangement does not violate the Anti-Kickback Statute or the regulations, directives, and guidance related to this statute (Arrangements Procedures). These procedures shall include the following:

- a. creating and maintaining a database of all existing and new or renewed Focus Arrangements that shall contain the information specified in Appendix A (Focus Arrangements Database);
- b. tracking remuneration to and from all parties to each Focus Arrangement;
- c. tracking service and activity logs to ensure that parties to the Focus Arrangement are performing the services required under the applicable Arrangement(s) (if applicable);
- d. monitoring the use of leased space, medical supplies, medical devices, equipment, or other patient care items to ensure that such use is consistent with the terms of the applicable Focus Arrangement(s) (if applicable);
- e. establishing and implementing a written review and approval process for all Arrangements, including but not limited to a legal review of Focus Arrangements by counsel with expertise in the Anti-Kickback Statute and appropriate documentation of all internal controls, the purpose of which is to ensure that all new and existing or renewed Arrangements do not violate the Anti-Kickback Statute;
- f. requiring the Compliance Officer to review the Focus Arrangements Database, internal review and approval process, and other Arrangements Procedures on at least a quarterly basis and to provide a report on the results of such review to the Compliance Committee; and
- g. implementing effective responses when suspected violations of the Anti-Kickback Statute are discovered, including disclosing

Reportable Events and quantifying and repaying Overpayments pursuant to Section III.I (Reporting) when appropriate.

2. *New or Renewed Focus Arrangements.* Within 120 days after the Effective Date, prior to entering into new Focus Arrangements or renewing existing Focus Arrangements, in addition to complying with the Arrangements Procedures set forth above, Rural/Metro shall comply with the following requirements (Focus Arrangements Requirements):

- a. Ensure that each Focus Arrangement is tracked in the Focus Arrangement Database;
- b. Include in each written agreement a requirement that all individuals who meet the definition of Covered Persons shall comply with Rural/Metro's Compliance Program, including the training related to the Anti-Kickback Statute. Additionally, Rural/Metro shall provide each party to the Focus Arrangement with a copy of its Code of Conduct and Anti-Kickback Statute Policies and Procedures; and
- c. Include in each written agreement a certification by the parties to the Focus Arrangement that the parties shall not violate the Anti-Kickback Statute with respect to the performance of the Focus Arrangement.

3. *Records Retention and Access.* Rural/Metro shall retain and make available to OIG, upon request, the Focus Arrangements Database and all supporting documentation of all Arrangements subject to this Section and, to the extent available, all non-privileged communications related to the Arrangements and the actual performance of the duties under the Arrangements.

#### E. Review Procedures.

##### 1. *General Description.*

- a. *Engagement of Independent Review Organization.* Within 120 days after the Effective Date, Rural/Metro shall engage an individual or entity (or entities), such as an accounting, auditing, law or consulting firm (hereinafter "Independent Review Organization" or

“IRO”), to perform the following reviews: (i) a review to assist Rural/Metro in assessing its compliance with the obligations pursuant to Section III.D of this Agreement (Focus Arrangements Review), and (ii) if applicable, a review to analyze whether Rural/Metro sought payment for certain unallowable costs (Unallowable Cost Review). The IRO engaged by Rural/Metro to perform the Unallowable Costs Review shall have expertise in the cost reporting requirements applicable to Rural/Metro and in the general requirements of the Federal health care program(s) from which Rural/Metro seeks reimbursement.

Each IRO shall assess, along with Rural/Metro, whether it can perform the IRO review in a professionally independent and objective fashion, as appropriate to the nature of the engagement, taking into account any other business relationships or other engagements that may exist. The engagement of the IRO for the Focus Arrangements Review shall not be deemed to create an attorney-client relationship between Rural/Metro and the IRO. The other applicable requirements relating to the IRO(s) are outlined in Appendix B to this CIA, which is incorporated by reference.

b. *Frequency of Focus Arrangements Review.* The Focus Arrangements Review shall be performed annually and shall cover each of the Reporting Periods. The IRO(s) shall perform all components of each annual Focus Arrangements Review.

c. *Frequency of Unallowable Cost Review.* If applicable, the IRO shall perform the Unallowable Cost Review for the first Reporting Period. Rural/Metro represents that it does not seek cost-based reimbursement from Federal health care programs.

d. *Retention of Records.* The IRO and Rural/Metro shall retain and make available to OIG, upon request, all work papers, supporting documentation, correspondence, and draft reports (those exchanged between the IRO and Rural/Metro) related to the reviews.

e. *Responsibilities and Liabilities.* Nothing in this Section III.E affects Rural/Metro’s responsibilities or liabilities under any criminal, civil, or administrative laws or regulations applicable to

any Federal health care program including, but not limited to, the Anti-Kickback Statute.

2. *Focus Arrangements Review.* The IRO shall perform a review to assess whether Rural/Metro is complying with the Arrangements Procedures and Focus Arrangements Requirements required by Sections III.D.1 and III.D.2 of this CIA. The IRO shall randomly select a sample of 50 Focus Arrangements that were entered into or renewed during the Reporting Period. The IRO shall assess whether Rural/Metro has implemented the Arrangements Procedures and, for each selected Focus Arrangement, the IRO shall assess whether Rural/Metro has complied with the Arrangements Procedures and the Focus Arrangements Requirements specifically with respect to that Focus Arrangement. The IRO's assessment shall include, but is not limited to: (a) verifying that the Focus Arrangement is listed in the Focus Arrangements Database; (b) verifying that the Focus Arrangement was subject to the internal review and approval process (including both a legal and business review) and obtained the necessary approvals and that such review and approval is appropriately documented; (c) verifying that the remuneration related to the Focus Arrangement is properly tracked; (d) verifying that the service and activity logs are properly completed and reviewed (if applicable); (e) verifying that leased space, medical supplies, medical devices, and equipment, and other patient care items are properly monitored (if applicable); (f) verifying that the Compliance Officer is reviewing the Focus Arrangements Database, internal review and approval process, and other Arrangements Procedures on a quarterly basis and reporting the results of such review to the Compliance Committee; (g) verifying that effective responses are being implemented when violations of the Anti-Kickback Statute are discovered; and (h) verifying that Rural/Metro has met the requirements of Section III.D.2.

3. *Focus Arrangements Review Report.* The IRO shall prepare a report based upon the Focus Arrangements Review performed (Focus Arrangements Review Report). The Focus Arrangements Review Report shall include the IRO's findings with respect to (a) whether Rural/Metro has generally implemented the Arrangements Procedures described in Section III.D.1; and (b) specific findings as to whether Rural/Metro has complied with the Arrangements Procedures and Focus Arrangements Requirements with respect to each of the randomly selected Focus Arrangements reviewed by the IRO. In addition, the Focus Arrangements Review Report shall include any observations, findings and recommendations on possible improvements to Rural/Metro's policies, procedures, and systems in place to ensure that all Arrangements do not violate the Anti-Kickback Statute.

4. *Unallowable Cost Review.* If applicable, the IRO shall conduct a review of Rural/Metro's compliance with the unallowable cost provisions of the Settlement Agreement. The IRO shall determine whether Rural/Metro has complied with its obligations not to charge to, or otherwise seek payment from, Federal or State payors for unallowable costs (as defined in the Settlement Agreement) and its obligation to identify to applicable Federal or State payors any unallowable costs included in payments previously sought from the United States, or any State Medicaid program. This unallowable cost analysis shall include, but not be limited to, payments sought in any cost reports, cost statements, information reports, or payment requests already submitted by Rural/Metro or any affiliates. To the extent that such cost reports, cost statements, information reports, or payment requests, even if already settled, have been adjusted to account for the effect of the inclusion of the unallowable costs, the IRO shall determine if such adjustments were proper. In making this determination, the IRO may need to review cost reports and/or financial statements from the year in which the Settlement Agreement was executed, as well as from previous years.

5. *Unallowable Cost Review Report.* If applicable, the IRO shall prepare a report based upon the Unallowable Cost Review performed. The Unallowable Cost Review Report shall include the IRO's findings and supporting rationale regarding the Unallowable Costs Review and whether Rural/Metro has complied with its obligation not to charge to, or otherwise seek payment from, Federal or State payors for unallowable costs (as defined in the Settlement Agreement) and its obligation to identify to applicable Federal or State payors any unallowable costs included in payments previously sought from such payor.

6. *Validation Review.* In the event OIG has reason to believe that: (a) Rural/Metro's Focus Arrangements Review or, if applicable, Unallowable Cost Review fails to conform to the requirements of this CIA; or (b) the IRO's findings or Focus Arrangements Review or Unallowable Cost Review results are inaccurate, OIG may, at its sole discretion, conduct its own review to determine whether the Focus Arrangements Review or Unallowable Cost Review complied with the requirements of the CIA and/or the findings or Focus Arrangements Review or Unallowable Cost Review results are inaccurate (Validation Review). Rural/Metro shall pay for the reasonable cost of any such review performed by OIG or any of its designated agents. Any Validation Review of reports submitted as part of Rural/Metro's final Annual Report must be initiated no later than one year after Rural/Metro's final submission (as described in Section II) is received by OIG.

Prior to initiating a Validation Review, OIG shall notify Rural/Metro of its intent to do so and provide a written explanation of why OIG believes such a review is

necessary. To resolve any concerns raised by OIG, Rural/Metro may request a meeting with OIG to: (a) discuss the results of any Focus Arrangements Review or, if applicable, Unallowable Cost Review submissions or findings; (b) present any additional information to clarify the results of the Focus Arrangements Review or Unallowable Cost Review or to correct the inaccuracy of the Focus Arrangements Review or Unallowable Cost Review; and/or (c) propose alternatives to the proposed Validation Review. Rural/Metro agrees to provide any additional information as may be requested by OIG under this Section in an expedited manner. OIG will attempt in good faith to resolve any Focus Arrangements Review or Unallowable Cost Review issues with Rural/Metro prior to conducting a Validation Review. However, the final determination as to whether or not to proceed with a Validation Review shall be made at the sole discretion of OIG.

7. *Independence and Objectivity Certification.* The IRO shall include in its report(s) to Rural/Metro a certification or sworn affidavit that it has evaluated its professional independence and objectivity, as appropriate to the nature of the engagement, with regard to the Focus Arrangements Review or, if applicable, Unallowable Cost Review and that it has concluded that it is, in fact, independent and objective.

#### F. Disclosure Program.

To the extent Rural/Metro has not already done so, within 120 days after the Effective Date, Rural/Metro shall establish a Disclosure Program that includes a mechanism (e.g., a toll-free compliance telephone line) to enable individuals to disclose, to the Compliance Officer or some other person who is not in the disclosing individual's chain of command, any identified issues or questions associated with Rural/Metro's policies, conduct, practices, or procedures with respect to a Federal health care program believed by the individual to be a potential violation of criminal, civil, or administrative law. Rural/Metro shall appropriately publicize the existence of the disclosure mechanism (e.g., via periodic e-mails to employees or by posting the information in prominent common areas).

The Disclosure Program shall continue to emphasize a nonretribution, nonretaliation policy, and shall include a reporting mechanism for anonymous communications for which appropriate confidentiality shall be maintained. Upon receipt of a disclosure, the Compliance Officer (or designee) shall gather all relevant information from the disclosing individual. The Compliance Officer (or designee) shall make a preliminary, good faith inquiry into the allegations set forth in every disclosure to ensure that he or she has obtained all of the information necessary to determine whether a further review should be conducted. For any disclosure that is sufficiently specific so that it

reasonably: (1) permits a determination of the appropriateness of the alleged improper practice; and (2) provides an opportunity for taking corrective action, Rural/Metro shall conduct an internal review of the allegations set forth in the disclosure and ensure that proper follow-up is conducted.

The Compliance Officer (or designee) shall maintain a disclosure log, which shall include a record and summary of each disclosure received (whether anonymous or not), the status of the respective internal reviews, and any corrective action taken in response to the internal reviews. The disclosure log shall be made available to OIG upon request.

G. Ineligible Persons.

1. *Definitions.* For purposes of this CIA:

- a. an “Ineligible Person” shall include an individual or entity who:
  - i. is currently excluded, debarred, suspended, or otherwise ineligible to participate in the Federal health care programs or in Federal procurement or nonprocurement programs; or
  - ii. has been convicted of a criminal offense that falls within the ambit of 42 U.S.C. § 1320a-7(a), but has not yet been excluded, debarred, suspended, or otherwise declared ineligible.
- b. “Exclusion Lists” include:
  - i. the HHS/OIG List of Excluded Individuals/Entities (available through the Internet at <http://oig.hhs.gov>); and
  - ii. the General Services Administration’s List of Parties Excluded from Federal Programs (available through the Internet at <http://epls.gov>).
- c. “Screened Persons” include prospective and current owners, officers, directors, employees, contractors, and agents of Rural/Metro.

2. *Screening Requirements.* Rural/Metro shall ensure that all Screened Persons are not Ineligible Persons, by implementing the following screening requirements.

- a. Rural/Metro shall screen all Screened Persons against the Exclusion Lists prior to engaging their services and, as part of the hiring or contracting process, shall require such persons to disclose whether they are Ineligible Persons.
- b. Rural/Metro shall screen all Screened Persons against the Exclusion Lists within 90 days after the Effective Date and on an annual basis thereafter.
- c. Rural/Metro shall implement a policy requiring all Screened Persons to disclose immediately any debarment, exclusion, suspension, or other event that makes that person an Ineligible Person.

Nothing in this Section affects the responsibility of (or liability for) Rural/Metro to refrain from billing Federal health care programs for items or services furnished, ordered, or prescribed by an Ineligible Person. Rural/Metro understands that items or services furnished by excluded persons are not payable by Federal health care programs and that Rural/Metro may be liable for overpayments and/or criminal, civil, and administrative sanctions for employing or contracting with an excluded person regardless of whether Rural/Metro meets the requirements of this Section III.G.

3. *Removal Requirement.* If Rural/Metro has actual notice that a Screened Person has become an Ineligible Person, Rural/Metro shall remove such person from responsibility for, or involvement with, Rural/Metro's business operations related to the Federal health care programs and shall remove such person from any position for which the person's compensation or the items or services furnished, ordered, or prescribed by the person are paid in whole or part, directly or indirectly, by Federal health care programs or otherwise with Federal funds at least until such time as the person is reinstated into participation in the Federal health care programs.

4. *Pending Charges and Proposed Exclusions.* If Rural/Metro has actual notice that a Screened Person is charged with a criminal offense that falls within the ambit of 42 U.S.C. §§ 1320a-7(a), 1320a-7(b)(1)-(3), or is proposed for exclusion during his or her employment or contract term, Rural/Metro shall take all appropriate actions to ensure that the responsibilities of that person have not and shall not adversely affect the



quality of care rendered to any beneficiary, patient, or resident, or the accuracy of any claims submitted to any Federal health care program.

#### H. Notification of Government Investigation or Legal Proceedings.

Within 30 days after discovery, Rural/Metro shall notify OIG, in writing, of any ongoing investigation or legal proceeding known to Rural/Metro conducted or brought by a governmental entity or its agents involving an allegation that Rural/Metro has committed a crime or has engaged in fraudulent activities. This notification shall include a description of the allegation, the identity of the investigating or prosecuting agency, and the status of such investigation or legal proceeding. Rural/Metro shall also provide written notice to OIG within 30 days after the resolution of the matter, and shall provide OIG with a description of the findings and/or results of the investigation or proceedings, if any.

#### I. Reporting.

##### 1. *Overpayments.*

a. *Definition of Overpayments.* For purposes of this CIA, an “Overpayment” shall mean the amount of money Rural/Metro has received in excess of the amount due and payable under any Federal health care program requirements.

b. *Reporting of Overpayments.* If, at any time, Rural/Metro identifies or learns of any Overpayment, Rural/Metro shall notify the payor (e.g., Medicare fiscal intermediary or carrier) within 30 days after identification of the Overpayment and take remedial steps within 60 days after identification (or such additional time as may be agreed to by the payor) to correct the problem, including preventing the underlying problem and the Overpayment from recurring. Also, within 30 days after identification of the Overpayment, Rural/Metro shall repay the Overpayment to the appropriate payor to the extent such Overpayment has been quantified. If not yet quantified, within 30 days after identification, Rural/Metro shall notify the payor of its efforts to quantify the Overpayment amount along with a schedule of when such work is expected to be completed. Notification and repayment to the payor shall be done in accordance with the payor’s policies, and, for Medicare contractors, shall include the information

contained on the Overpayment Refund Form, provided as Appendix C to this CIA. Notwithstanding the above, notification and repayment of any Overpayment amount that routinely is reconciled or adjusted pursuant to policies and procedures established by the payor should be handled in accordance with such policies and procedures.

## 2. *Reportable Events.*

a. *Definition of Reportable Event.* For purposes of this CIA, a “Reportable Event” means anything that involves:

- i. a substantial Overpayment; or
- ii. a matter that a reasonable person would consider a probable violation of criminal, civil, or administrative laws applicable to any Federal health care program for which penalties or exclusion may be authorized.

A Reportable Event may be the result of an isolated event or a series of occurrences.

b. *Reporting of Reportable Events.* If Rural/Metro determines (after a reasonable opportunity to conduct an appropriate review or investigation of the allegations) through any means that there is a Reportable Event, Rural/Metro shall notify OIG, in writing, within 30 days after making the determination that the Reportable Event exists. The report to OIG shall include the following information:

- i. If the Reportable Event results in an Overpayment, the report to OIG shall be made at the same time as the notification to the payor required in Section III.I.1, and shall include all of the information on the Overpayment Refund Form, as well as:

(A) the payor’s name, address, and contact person to whom the Overpayment was sent; and

(B) the date of the check and identification number (or electronic transaction number) by which the Overpayment was repaid/refunded;

ii. a complete description of the Reportable Event, including the relevant facts, persons involved, and legal and Federal health care program authorities implicated;

iii. a description of Rural/Metro's actions taken to correct the Reportable Event; and

iv. any further steps Rural/Metro plans to take to address the Reportable Event and prevent it from recurring.

#### **IV. NEW BUSINESS UNITS OR LOCATIONS**

In the event that, after the Effective Date, Rural/Metro changes locations or sells, closes, purchases, or establishes a new business unit or location related to the furnishing of items or services that may be reimbursed by Federal health care programs, Rural/Metro shall notify OIG of this fact as soon as possible, but no later than within 30 days after the date of change of location, sale, closure, purchase, or establishment. This notification shall include the address of the new business unit or location, phone number, fax number, Medicare Provider number, provider identification number and/or supplier number, and the corresponding contractor's name and address that has issued each Medicare number. Each new business unit or location shall be subject to all the requirements of this CIA.

#### **V. IMPLEMENTATION AND ANNUAL REPORTS**

A. Implementation Report. Within 150 days after the Effective Date, Rural/Metro shall submit a written report to OIG summarizing the status of its implementation of the requirements of this CIA (Implementation Report). The Implementation Report shall, at a minimum, include:

1. the name, address, phone number, and position description of the Compliance Officer required by Section III.A, and a summary of other noncompliance job responsibilities the Compliance Officer may have;

2. the names and positions of the members of the Compliance Committee required by Section III.A;

3. a copy of Rural/Metro's Code of Conduct required by Section III.B.1;
4. a copy of all Policies and Procedures required by Section III.B.2;
5. the number of individuals required to complete the Code of Conduct certification required by Section III.B.1, the percentage of individuals who have completed such certification, and an explanation of any exceptions (the documentation supporting this information shall be available to OIG, upon request);
6. the following information regarding each type of training required by Section III.C:
  - a. a description of such training, including a summary of the topics covered, the length of sessions and a schedule of training sessions; and
  - b. the number of individuals required to be trained, percentage of individuals actually trained, and an explanation of any exceptions.

A copy of all training materials and the documentation supporting this information shall be available to OIG, upon request.

7. a description of the Focus Arrangements Database required by Section III.D.1.a;
8. a description of the internal review and approval process required by Section III.D.1.e;
9. a description of the tracking and monitoring procedures and other Arrangements Procedures required by Section III.D.1;
10. a description of the Disclosure Program required by Section III.F;
11. the following information regarding the IRO(s): (a) identity, address, and phone number; (b) a copy of the engagement letter; (c) a summary and description of any and all current and prior engagements and agreements between Rural/Metro and the IRO; and (d) the proposed start and completion dates of the Focus Arrangements Review and, if applicable, the Unallowable Costs Review;

12. a certification from the IRO regarding its professional independence and objectivity with respect to Rural/Metro;

13. a description of the process by which Rural/Metro fulfills the requirements of Section III.G regarding Ineligible Persons;

14. the name, title, and responsibilities of any person who is determined to be an Ineligible Person under Section III.G; the actions taken in response to the screening and removal obligations set forth in Section III.G; and the actions taken to identify, quantify, and repay any overpayments to Federal health care programs relating to items or services furnished, ordered or prescribed by an Ineligible Person;

15. a list of all of Rural/Metro's locations (including locations and mailing addresses); the corresponding name under which each location is doing business; the corresponding phone numbers and fax numbers; each location's Medicare Provider number(s), provider identification number(s), and/or supplier number(s); and the name and address of each Medicare contractor to which Rural/Metro currently submits claims;

16. a description of Rural/Metro's corporate structure, including identification of any parent and sister companies, subsidiaries, and their respective lines of business; and

17. the certifications required by Section V.C.

B. Annual Reports. Rural/Metro shall submit to OIG annually a report with respect to the status of, and findings regarding, Rural/Metro's compliance activities for each of the five Reporting Periods (Annual Report).

Each Annual Report shall include, at a minimum:

1. any change in the identity, position description, or other noncompliance job responsibilities of the Compliance Officer and any change in the membership of the Compliance Committee described in Section III.A;

2. a summary of any significant changes or amendments to the Policies and Procedures required by Section III.B and the reasons for such changes (e.g., change in contractor policy) and copies of any compliance-related Policies and Procedures;

3. the number of individuals required to complete the Code of Conduct certification required by Section III.B.1, the percentage of individuals who have completed such certification, and an explanation of any exceptions (the documentation supporting this information shall be available to OIG, upon request);

4. the following information regarding each type of training required by Section III.C:

a. a description of such training, including a summary of the topics covered, the length of sessions and a schedule of training sessions; and

b. the number of individuals required to be trained, percentage of individuals actually trained, and an explanation of any exceptions.

A copy of all training materials and the documentation supporting this information shall be available to OIG, upon request.

5. a description of any changes to the Focus Arrangements Database required by Section III.D.1.a;

6. a description of any changes to the internal review and approval process required by Section III.D.1.e;

7. a description of any changes to the tracking and monitoring procedures and other Arrangements Procedures required by Section III.D.1;

8. a complete copy of all reports prepared pursuant to Section III.E, along with a copy of the IRO's engagement letter (if applicable);

9. Rural/Metro's response and corrective action plan(s) related to any issues raised by the reports prepared pursuant to Section III.E;

10. a summary and description of any and all current and prior engagements and agreements between Rural/Metro and the IRO, if different from what was submitted as part of the Implementation Report;

11. a certification from the IRO regarding its professional independence and objectivity with respect to Rural/Metro;

12. a summary of Reportable Events (as defined in Section III.I) identified during the Reporting Period and the status of any corrective and preventative action relating to all such Reportable Events;

13. a report of the aggregate Overpayments that have been returned to the Federal health care programs. Overpayment amounts shall be broken down into the following categories: inpatient Medicare, outpatient Medicare, Medicaid (report each applicable state separately, if applicable), and other Federal health care programs. Overpayment amounts that are routinely reconciled or adjusted pursuant to policies and procedures established by the payor do not need to be included in this aggregate Overpayment report;

14. a summary of the disclosures in the disclosure log required by Section III.F that: (a) relate to Federal health care programs; (b) allege abuse or neglect of patients; or (c) involve allegations of conduct that may involve illegal remunerations or inappropriate referrals in violation of the Anti-Kickback Statute;

15. any changes to the process by which Rural/Metro fulfills the requirements of Section III.G regarding Ineligible Persons;

16. the name, title, and responsibilities of any person who is determined to be an Ineligible Person under Section III.G; the actions taken by Rural/Metro in response to the screening and removal obligations set forth in Section III.G; and the actions taken to identify, quantify, and repay any overpayments to Federal health care programs relating to items or services relating to items or services furnished, ordered or prescribed by an Ineligible Person;

17. a summary describing any ongoing investigation or legal proceeding required to have been reported pursuant to Section III.H. The summary shall include a description of the allegation, the identity of the investigating or prosecuting agency, and the status of such investigation or legal proceeding;

18. a description of all changes to the most recently provided list of Rural/Metro's locations (including addresses) as required by Section V.A.15; the corresponding name under which each location is doing business; the corresponding phone numbers and fax numbers; each location's Medicare Provider number(s), provider identification number(s), and/or supplier number(s); and the name and address of each Medicare contractor to which Rural/Metro currently submits claims; and

19. the certifications required by Section V.C.

The first Annual Report shall be received by OIG no later than 60 days after the end of the first Reporting Period. Subsequent Annual Reports shall be received by OIG no later than the anniversary date of the due date of the first Annual Report.

C. Certifications. The Implementation Report and Annual Reports shall include a certification by the Compliance Officer that:

1. to the best of his or her knowledge, except as otherwise described in the applicable report, Rural/Metro is in compliance with all of the requirements of this CIA;
2. to the best of his or her knowledge, Rural/Metro has implemented procedures reasonably designed to ensure that all Arrangements do not violate the Anti-Kickback Statute, including the Arrangements Procedures required in Section III.D of the CIA;
3. to the best of his or her knowledge, Rural/Metro has fulfilled the requirements for New and Renewed Arrangements under Section III.D.2 of the CIA;
4. he or she has reviewed the Report and has made reasonable inquiry regarding its content and believes that the information in the Report is accurate and truthful; and
5. Rural/Metro has complied with its obligations under the Settlement Agreement: (a) not to resubmit to any Federal health care program payors any previously denied claims related to the Covered Conduct addressed in the Settlement Agreement, and not to appeal any such denials of claims; (b) not to charge to or otherwise seek payment from Federal or State payors for unallowable costs (as defined in the Settlement Agreement); and (c) to identify and adjust any past charges or claims for unallowable costs;

D. Designation of Information. Rural/Metro shall clearly identify any portions of its submissions that it believes are trade secrets, or information that is commercial or financial and privileged or confidential, and therefore potentially exempt from disclosure under the Freedom of Information Act (FOIA), 5 U.S.C. § 552. Rural/Metro shall refrain from identifying any information as exempt from disclosure if that information does not meet the criteria for exemption from disclosure under FOIA.



**VI. NOTIFICATIONS AND SUBMISSION OF REPORTS**

Unless otherwise stated in writing after the Effective Date, all notifications and reports required under this CIA shall be submitted to the following entities:

OIG:

Administrative and Civil Remedies Branch  
Office of Counsel to the Inspector General  
Office of Inspector General  
U.S. Department of Health and Human Services  
Cohen Building, Room 5527  
330 Independence Avenue, SW  
Washington, D.C. 20201  
Telephone: (202) 619-2078  
Facsimile: (202) 205-0604

Rural/Metro:

Kurt Krumperman  
Compliance Officer  
Rural/Metro Corporation  
9221 E. Via de Ventura  
Scottsdale, AZ 85258  
Telephone: (480) 606-3421  
Facsimile: (480) 606-3660.

Copy to:

Chris Kevane, Esq.  
General Counsel  
Rural/Metro Corporation  
9221 E. Via de Ventura  
Scottsdale, AZ 85258  
Telephone: (480) 606-3221  
Facsimile: (480) 627-6252

Unless otherwise specified, all notifications and reports required by this CIA may be made by certified mail, overnight mail, hand delivery, or other means, provided that there

is proof that such notification was received. For purposes of this requirement, internal facsimile confirmation sheets do not constitute proof of receipt.

## **VII. OIG INSPECTION, AUDIT, AND REVIEW RIGHTS**

In addition to any other rights OIG may have by statute, regulation, or contract, OIG or its duly authorized representative(s) may examine or request copies of Rural/Metro's books, records, and other documents and supporting materials and/or conduct on-site reviews of any of Rural/Metro's locations for the purpose of verifying and evaluating: (a) Rural/Metro's compliance with the terms of this CIA; and (b) Rural/Metro's compliance with the requirements of the Federal health care programs in which it participates. The documentation described above shall be made available by Rural/Metro to OIG or its duly authorized representative(s) at all reasonable times for inspection, audit, or reproduction. Furthermore, for purposes of this provision, OIG or its duly authorized representative(s) may interview any of Rural/Metro's employees, contractors, or agents who consent to be interviewed at the individual's place of business during normal business hours or at such other place and time as may be mutually agreed upon between the individual and OIG. Rural/Metro shall assist OIG or its duly authorized representative(s) in contacting and arranging interviews with such individuals upon OIG's request. Rural/Metro's employees may elect to be interviewed with or without a representative of Rural/Metro present.

## **VIII. DOCUMENT AND RECORD RETENTION**

Rural/Metro shall maintain for inspection all documents and records relating to reimbursement from the Federal health care programs, or to compliance with this CIA, for six years (or longer if otherwise required by law).

## **IX. DISCLOSURES**

Consistent with HHS's FOIA procedures, set forth in 45 C.F.R. Part 5, OIG shall make a reasonable effort to notify Rural/Metro prior to any release by OIG of information submitted by Rural/Metro pursuant to its obligations under this CIA and identified upon submission by Rural/Metro as trade secrets, or information that is commercial or financial and privileged or confidential, under the FOIA rules. With respect to such releases, Rural/Metro shall have the rights set forth at 45 C.F.R. § 5.65(d).

**X. BREACH AND DEFAULT PROVISIONS**

Rural/Metro is expected to fully and timely comply with all of its CIA obligations.

A. Stipulated Penalties for Failure to Comply with Certain Obligations. As a contractual remedy, Rural/Metro and OIG hereby agree that failure to comply with certain obligations as set forth in this CIA may lead to the imposition of the following monetary penalties (hereinafter referred to as “Stipulated Penalties”) in accordance with the following provisions.

1. A Stipulated Penalty of \$2,500 (which shall begin to accrue on the day after the date the obligation became due) for each day Rural/Metro fails to establish and implement any of the following obligations as described in Section III:

- a. a Compliance Officer;
- b. a Compliance Committee;
- c. a written Code of Conduct;
- d. written Policies and Procedures;
- e. the training of Covered Persons;
- f. the Arrangements Procedures and/or Focus Arrangements Requirements described in Sections III.D.1 and III.D.2;
- g. a Disclosure Program;
- h. Ineligible Persons screening and removal requirements; and
- i. Notification of Government investigations or legal proceedings.

2. A Stipulated Penalty of \$2,500 (which shall begin to accrue on the day after the date the obligation became due) for each day Rural/Metro fails to engage an IRO, as required in Section III.E and Appendix A.

3. A Stipulated Penalty of \$2,500 (which shall begin to accrue on the day after the date the obligation became due) for each day Rural/Metro fails to submit the

Implementation Report or the Annual Reports to OIG in accordance with the requirements of Section V by the deadlines for submission.

4. A Stipulated Penalty of \$2,500 (which shall begin to accrue on the day after the date the obligation became due) for each day Rural/Metro fails to submit the annual Focus Arrangements Review Report and, if applicable, the Unallowable Cost Review Report in accordance with the requirements of Section III.E.

5. A Stipulated Penalty of \$1,500 for each day Rural/Metro fails to grant access to the information or documentation as required in Section VII. (This Stipulated Penalty shall begin to accrue on the date Rural/Metro fails to grant access.)

6. A Stipulated Penalty of \$5,000 for each false certification submitted by or on behalf of Rural/Metro as part of its Implementation Report, Annual Report, additional documentation to a report (as requested by the OIG), or otherwise required by this CIA.

7. A Stipulated Penalty of \$1,000 for each day Rural/Metro fails to comply fully and adequately with any obligation of this CIA. OIG shall provide notice to Rural/Metro, stating the specific grounds for its determination that Rural/Metro has failed to comply fully and adequately with the CIA obligation(s) at issue and steps Rural/Metro shall take to comply with the CIA. (This Stipulated Penalty shall begin to accrue 10 days after Rural/Metro receives this notice from OIG of the failure to comply.) A Stipulated Penalty as described in this Subsection shall not be demanded for any violation for which OIG has sought a Stipulated Penalty under Subsections 1-6 of this Section.

B. Timely Written Requests for Extensions. Rural/Metro may, in advance of the due date, submit a timely written request for an extension of time to perform any act or file any notification or report required by this CIA. Notwithstanding any other provision in this Section, if OIG grants the timely written request with respect to an act, notification, or report, Stipulated Penalties for failure to perform the act or file the notification or report shall not begin to accrue until one day after Rural/Metro fails to meet the revised deadline set by OIG. Notwithstanding any other provision in this Section, if OIG denies such a timely written request, Stipulated Penalties for failure to perform the act or file the notification or report shall not begin to accrue until three business days after Rural/Metro receives OIG's written denial of such request or the original due date, whichever is later. A "timely written request" is defined as a request in writing received by OIG at least five business days prior to the date by which any act is due to be performed or any notification or report is due to be filed.

### C. Payment of Stipulated Penalties.

1. *Demand Letter.* Upon a finding that Rural/Metro has failed to comply with any of the obligations described in Section X.A and after determining that Stipulated Penalties are appropriate, OIG shall notify Rural/Metro of: (a) Rural/Metro's failure to comply; and (b) OIG's exercise of its contractual right to demand payment of the Stipulated Penalties (this notification is referred to as the "Demand Letter").

2. *Response to Demand Letter.* Within 10 days after the receipt of the Demand Letter, Rural/Metro shall either: (a) cure the breach to OIG's satisfaction and pay the applicable Stipulated Penalties; or (b) request a hearing before an HHS administrative law judge (ALJ) to dispute OIG's determination of noncompliance, pursuant to the agreed upon provisions set forth below in Section X.E. In the event Rural/Metro elects to request an ALJ hearing, the Stipulated Penalties shall continue to accrue until Rural/Metro cures, to OIG's satisfaction, the alleged breach in dispute. Failure to respond to the Demand Letter in one of these two manners within the allowed time period shall be considered a material breach of this CIA and shall be grounds for exclusion under Section X.D.

3. *Form of Payment.* Payment of the Stipulated Penalties shall be made by certified or cashier's check, payable to: "Secretary of the Department of Health and Human Services," and submitted to OIG at the address set forth in Section VI.

4. *Independence from Material Breach Determination.* Except as set forth in Section X.D.1.c, these provisions for payment of Stipulated Penalties shall not affect or otherwise set a standard for OIG's decision that Rural/Metro has materially breached this CIA, which decision shall be made at OIG's discretion and shall be governed by the provisions in Section X.D, below.

### D. Exclusion for Material Breach of this CIA.

1. *Definition of Material Breach.* A material breach of this CIA means:

a. a failure by Rural/Metro to report a Reportable Event, take corrective action, and make the appropriate refunds, as required in Section III.I;

b. a repeated or flagrant violation of the obligations under this CIA, including, but not limited to, the obligations addressed in Section X.A;

c. a failure to respond to a Demand Letter concerning the payment of Stipulated Penalties in accordance with Section X.C; or

d. a failure to engage and use an IRO in accordance with Section III.D.

2. *Notice of Material Breach and Intent to Exclude.* The parties agree that a material breach of this CIA by Rural/Metro constitutes an independent basis for Rural/Metro's exclusion from participation in the Federal health care programs. Upon a determination by OIG that Rural/Metro has materially breached this CIA and that exclusion is the appropriate remedy, OIG shall notify Rural/Metro of: (a) Rural/Metro's material breach; and (b) OIG's intent to exercise its contractual right to impose exclusion (this notification is hereinafter referred to as the "Notice of Material Breach and Intent to Exclude").

3. *Opportunity to Cure.* Rural/Metro shall have 30 days from the date of receipt of the Notice of Material Breach and Intent to Exclude to demonstrate to OIG's satisfaction that:

a. Rural/Metro is in compliance with the obligations of the CIA cited by OIG as being the basis for the material breach;

b. the alleged material breach has been cured; or

c. the alleged material breach cannot be cured within the 30-day period, but that: (i) Rural/Metro has begun to take action to cure the material breach; (ii) Rural/Metro is pursuing such action with due diligence; and (iii) Rural/Metro has provided to OIG a reasonable timetable for curing the material breach.

4. *Exclusion Letter.* If, at the conclusion of the 30-day period, Rural/Metro fails to satisfy the requirements of Section X.D.3, OIG may exclude Rural/Metro from participation in the Federal health care programs. OIG shall notify Rural/Metro in writing of its determination to exclude Rural/Metro (this letter shall be referred to hereinafter as the "Exclusion Letter"). Subject to the Dispute Resolution provisions in Section X.E, below, the exclusion shall go into effect 30 days after the date of Rural/Metro's receipt of the Exclusion Letter. The exclusion shall have national effect and shall also apply to all other Federal procurement and nonprocurement programs. Reinstatement to program participation is not automatic. After the end of the period of

exclusion, Rural/Metro may apply for reinstatement by submitting a written request for reinstatement in accordance with the provisions at 42 C.F.R. §§ 1001.3001-.3004.

#### E. Dispute Resolution

1. *Review Rights.* Upon OIG's delivery to Rural/Metro of its Demand Letter or of its Exclusion Letter, and as an agreed-upon contractual remedy for the resolution of disputes arising under this CIA, Rural/Metro shall be afforded certain review rights comparable to the ones that are provided in 42 U.S.C. § 1320a-7(f) and 42 C.F.R. Part 1005 as if they applied to the Stipulated Penalties or exclusion sought pursuant to this CIA. Specifically, OIG's determination to demand payment of Stipulated Penalties or to seek exclusion shall be subject to review by an HHS ALJ and, in the event of an appeal, the HHS Departmental Appeals Board (DAB), in a manner consistent with the provisions in 42 C.F.R. § 1005.2-1005.21. Notwithstanding the language in 42 C.F.R. § 1005.2(c), the request for a hearing involving Stipulated Penalties shall be made within 10 days after receipt of the Demand Letter and the request for a hearing involving exclusion shall be made within 25 days after receipt of the Exclusion Letter.

2. *Stipulated Penalties Review.* Notwithstanding any provision of Title 42 of the United States Code or Title 42 of the Code of Federal Regulations, the only issues in a proceeding for Stipulated Penalties under this CIA shall be: (a) whether Rural/Metro was in full and timely compliance with the obligations of this CIA for which OIG demands payment; and (b) the period of noncompliance. Rural/Metro shall have the burden of proving its full and timely compliance and the steps taken to cure the noncompliance, if any. OIG shall not have the right to appeal to the DAB an adverse ALJ decision related to Stipulated Penalties. If the ALJ agrees with OIG with regard to a finding of a breach of this CIA and orders Rural/Metro to pay Stipulated Penalties, such Stipulated Penalties shall become due and payable 20 days after the ALJ issues such a decision unless Rural/Metro requests review of the ALJ decision by the DAB. If the ALJ decision is properly appealed to the DAB and the DAB upholds the determination of OIG, the Stipulated Penalties shall become due and payable 20 days after the DAB issues its decision.

3. *Exclusion Review.* Notwithstanding any provision of Title 42 of the United States Code or Title 42 of the Code of Federal Regulations, the only issues in a proceeding for exclusion based on a material breach of this CIA shall be:

- a. whether Rural/Metro was in material breach of this CIA;

b. whether such breach was continuing on the date of the Exclusion Letter; and

c. whether the alleged material breach could not have been cured within the 30-day period, but that: (i) Rural/Metro had begun to take action to cure the material breach within that period; (ii) Rural/Metro has pursued and is pursuing such action with due diligence; and (iii) Rural/Metro provided to OIG within that period a reasonable timetable for curing the material breach and Rural/Metro has followed the timetable.

For purposes of the exclusion herein, exclusion shall take effect only after an ALJ decision favorable to OIG, or, if the ALJ rules for Rural/Metro, only after a DAB decision in favor of OIG. Rural/Metro's election of its contractual right to appeal to the DAB shall not abrogate OIG's authority to exclude Rural/Metro upon the issuance of an ALJ's decision in favor of OIG. If the ALJ sustains the determination of OIG and determines that exclusion is authorized, such exclusion shall take effect 20 days after the ALJ issues such a decision, notwithstanding that Rural/Metro may request review of the ALJ decision by the DAB. If the DAB finds in favor of OIG after an ALJ decision adverse to OIG, the exclusion shall take effect 20 days after the DAB decision. Rural/Metro shall waive its right to any notice of such an exclusion if a decision upholding the exclusion is rendered by the ALJ or DAB. If the DAB finds in favor of Rural/Metro, Rural/Metro shall be reinstated effective on the date of the original exclusion.

4. *Finality of Decision.* The review by an ALJ or DAB provided for above shall not be considered to be an appeal right arising under any statutes or regulations. Consequently, the parties to this CIA agree that the DAB's decision (or the ALJ's decision if not appealed) shall be considered final for all purposes under this CIA.

## **XI. EFFECTIVE AND BINDING AGREEMENT**

Consistent with the provisions in the Settlement Agreement pursuant to which this CIA is entered, and into which this CIA is incorporated, Rural/Metro and OIG agree as follows:

A. This CIA shall be binding on the successors, assigns, and transferees of Rural/Metro;



B. This CIA shall become final and binding on the date the final signature is obtained on the CIA;

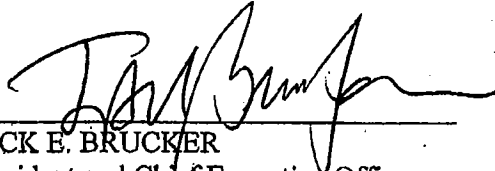
C. Any modifications to this CIA shall be made with the prior written consent of the parties to this CIA;

D. OIG may agree to a suspension of Rural/Metro's obligations under the CIA in the event of Rural/Metro's cessation of participation in Federal health care programs. If Rural/Metro withdraws from participation in Federal health care programs and is relieved of its CIA obligations by OIG, Rural/Metro shall notify OIG at least 30 days in advance of Rural/Metro's intent to reapply as a participating provider or supplier with any Federal health care program. Upon receipt of such notification, OIG shall evaluate whether the CIA should be reactivated or modified.

E. The undersigned Rural/Metro signatories represent and warrant that they are authorized to execute this CIA. The undersigned OIG signatory represents that he is signing this CIA in his official capacity and that he is authorized to execute this CIA.

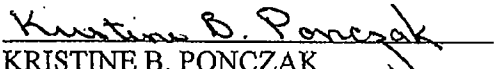
F. This CIA may be executed in counterparts, each of which constitutes an original and all of which constitute one and the same CIA. Facsimiles of signatures shall constitute acceptable, binding signatures for purposes of this CIA.

ON BEHALF OF RURAL/METRO CORPORATION




JACK E. BRUCKER  
President and Chief Executive Officer  
Rural/Metro Corporation

4/17/07  
Date



KRISTINE B. PONCZAK  
Senior Vice President and Chief Financial  
Officer  
Rural/Metro Corporation

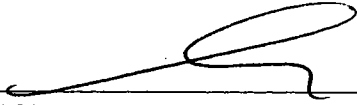
4/17/07  
Date



LAURA LAEMMLE-WEIDENFELD  
Patton Boggs, LLP  
Counsel for Rural/Metro Corporation

4/18/07  
Date

**ON BEHALF OF THE OFFICE OF INSPECTOR GENERAL  
OF THE DEPARTMENT OF HEALTH AND HUMAN SERVICES**



\_\_\_\_\_  
GREGORY E. DEMSKE  
Assistant Inspector General for Legal Affairs  
Office of Counsel to the Inspector General  
Office of Inspector General  
U. S. Department of Health and Human Services

\_\_\_\_\_  
Date 4/18/07

**APPENDIX A**  
**FOCUS ARRANGEMENTS DATABASE**

Rural/Metro shall create and maintain a Focus Arrangements Database to track all new and existing Focus Arrangements in order to ensure that each Focus Arrangement does not violate the Anti-Kickback Statute. The Focus Arrangements Database shall contain certain information to assist Rural/Metro in evaluating whether each Focus Arrangement violates the Anti-Kickback Statute, including but not limited to the following:

1. Each party involved in the Focus Arrangement;
2. The type of Focus Arrangement (e.g., physician employment contract, medical directorship, lease agreement);
3. The term of the Focus Arrangement, including the effective and expiration dates and any automatic renewal provisions;
4. The amount of compensation to be paid pursuant to the Focus Arrangement and the means by which compensation is paid;
5. The methodology for determining the compensation under the Focus Arrangements, including the methodology used to determine the fair market value of such compensation;
6. Whether the amount of compensation to be paid pursuant to the Focus Arrangement is determined based on the volume or value of referrals between the parties;
7. Whether each party has fulfilled the requirements of Section III.D.2; and
8. Whether the Focus Arrangement satisfies the requirements of an Anti-Kickback Statute safe harbor, as applicable.

## **APPENDIX B INDEPENDENT REVIEW ORGANIZATION**

This Appendix contains the requirements relating to the Independent Review Organization (IRO) required by Section III.E of the CIA.

### **A. IRO Engagement.**

Rural/Metro shall engage an IRO that possesses the qualifications set forth in Paragraph B, below, to perform the responsibilities in Paragraph C, below. The IRO shall conduct the review in a professionally independent and objective fashion, as set forth in Paragraph D. Within 30 days after the OIG receives written notice of the identity of the selected IRO, the OIG will notify Rural/Metro if the IRO is unacceptable. Absent notification from the OIG that the IRO is unacceptable, Rural/Metro may continue to engage the IRO.

If Rural/Metro engages a new IRO during the term of the CIA, this IRO shall also meet the requirements of this Appendix. If a new IRO is engaged, Rural/Metro shall submit the information identified in Section V.A.11 to the OIG within 30 days of engagement of the IRO. Within 30 days after the OIG receives written notice of the identity of the selected IRO, the OIG will notify Rural/Metro if the IRO is unacceptable. Absent notification from the OIG that the IRO is unacceptable, Rural/Metro may continue to engage the IRO.

### **B. IRO Qualifications.**

The IRO shall:

1. assign individuals to conduct the Focus Arrangements Review and, if applicable, the Unallowable Cost Review engagement who have expertise in Arrangements and, if applicable, the billing, coding, reporting, and other requirements of the Federal health care program(s) from which Rural/Metro seeks reimbursement; and
2. have sufficient staff and resources to conduct the reviews required by the CIA on a timely basis.

### **C. IRO Responsibilities.**

The IRO shall:

1. perform each Focus Arrangements Review in accordance with the specific requirements of the CIA;

2. respond to all OIG inquiries in a prompt, objective, and factual manner; and
3. prepare timely, clear, well-written reports that include all the information required by the CIA.

D. IRO Independence and Objectivity.

The IRO must perform the Focus Arrangements Review in a professionally independent and objective fashion, as appropriate to the nature of the engagement, taking into account any other business relationships or engagements that may exist between the IRO and Rural/Metro.

E. IRO Removal/Termination.

1. *Rural/Metro.* If Rural/Metro terminates its IRO during the course of the engagement, Rural/Metro must submit a notice explaining its reasons to the OIG no later than 30 days after termination. Rural/Metro must engage a new IRO in accordance with Paragraph A of this Appendix.

2. *OIG Removal of IRO.* In the event the OIG has reason to believe that the IRO does not possess the qualifications described in Paragraph B, is not independent and/or objective as set forth in Paragraph D, or has failed to carry out its responsibilities as described in Paragraph C, the OIG may, at its sole discretion, require Rural/Metro to engage a new IRO in accordance with Paragraph A of this Appendix.

Prior to requiring Rural/Metro to engage a new IRO, the OIG shall notify Rural/Metro of its intent to do so and provide a written explanation of why the OIG believes such a step is necessary. To resolve any concerns raised by the OIG, Rural/Metro may request a meeting with the OIG to discuss any aspect of the IRO's qualifications, independence, or performance of its responsibilities and to present additional information regarding these matters. Rural/Metro shall provide any additional information as may be requested by the OIG under this Paragraph in an expedited manner. The OIG will attempt in good faith to resolve any differences regarding the IRO with Rural/Metro prior to requiring Rural/Metro to terminate the IRO. However, the final determination as to whether or not to require Rural/Metro to engage a new IRO shall be made at the sole discretion of the OIG

## APPENDIX C OVERPAYMENT REFUND

### TO BE COMPLETED BY MEDICARE CONTRACTOR

Date: \_\_\_\_\_  
 Contractor Deposit Control # \_\_\_\_\_ Date of Deposit: \_\_\_\_\_  
 Contractor Contact Name: \_\_\_\_\_ Phone # \_\_\_\_\_  
 Contractor Address: \_\_\_\_\_  
 Contractor Fax: \_\_\_\_\_

### TO BE COMPLETED BY PROVIDER/PHYSICIAN/SUPPLIER

*Please complete and forward to Medicare Contractor. This form, or a similar document containing the following information, should accompany every voluntary refund so that receipt of check is properly recorded and applied.*

PROVIDER/PHYSICIAN/SUPPLIER NAME \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 PROVIDER/PHYSICIAN/SUPPLIER # \_\_\_\_\_ CHECK NUMBER# \_\_\_\_\_  
 CONTACT PERSON: \_\_\_\_\_ PHONE # \_\_\_\_\_  
 AMOUNT OF CHECK \$ \_\_\_\_\_ CHECK DATE \_\_\_\_\_

### REFUND INFORMATION

**For each Claim, provide the following:**

Patient Name \_\_\_\_\_ HIC # \_\_\_\_\_  
 Medicare Claim Number \_\_\_\_\_ Claim Amount Refunded \$ \_\_\_\_\_  
 Reason Code for Claim Adjustment: \_\_\_\_\_ (Select reason code from list below. Use one reason per claim)

*(Please list all claim numbers involved. Attach separate sheet, if necessary)*

*Note: If Specific Patient/HIC/Claim #/Claim Amount data not available for all claims due to Statistical Sampling, please indicate methodology and formula used to determine amount and reason for overpayment:* \_\_\_\_\_

**For Institutional Facilities Only:**

Cost Report Year(s) \_\_\_\_\_  
 (If multiple cost report years are involved, provide a breakdown by amount and corresponding cost report year.)

**For OIG Reporting Requirements:**

Do you have a Corporate Integrity Agreement with OIG? Yes No

**Reason Codes:**

<u>Billing/Clerical Error</u>	<u>MSP/Other Payer Involvement</u>	<u>Miscellaneous</u>
01 - Corrected Date of Service	08 - MSP Group Health Plan Insurance	13 - Insufficient Documentation
02 - Duplicate	09 - MSP No Fault Insurance	14 - Patient Enrolled in an HMO
03 - Corrected CPT Code	10 - MSP Liability Insurance	15 - Services Not Rendered
04 - Not Our Patient(s)	11 - MSP, Workers Comp.(Including Black Lung	16 - Medical Necessity
05 - Modifier Added/Removed	12 - Veterans Administration	17 - Other (Please Specify)
06 - Billed in Error		
07 - Corrected CPT Code		