

Texas Nonprofit Hospitals *
Part II
Summary of Current Hospital Charity Care Policy and Community Benefits
for Inclusion in DSHS Charity Care Manual as Required
by Texas Health and Safety Code, § 311.0461**
-2011-

Facility Identification (FID): 1411240	(Enter 7-digit FID# from attached hospital listing)***
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Name of Hospital: University Medical Center of El Paso **County:** El Paso

Mailing Address: 4815 Alameda Ave.

Physical Address if different from above: _____

Effective Date of the current policy: 7/1/2001

Date of Scheduled Revision of this policy: 11/1/2010

How often do you revise your charity care policy? annually

Provide the following information on the office and contact person(s) processing requests for charity care.

Name of the office/department: Patient Financial Services (PFS)

Mailing Address: 4815 Alameda Ave.

Contact Person: Josie Cox Title: Director PFS

Phone: (915) 521-7900 Fax: (915) 521-7263 E-Mail jcox@umcelpaso.org

Person completing this form if different from above:

Name: Jesus Fuentes Phone: (915) 521-7647

* This summary form is to be completed by each nonprofit hospital. Hospitals in a system must report on an individual hospital basis. Public hospitals, for-profit hospitals participating in the Medicaid disproportionate share hospital program and exempt hospitals are not required to complete this form. This form is also available in Word or PDF formats at DSHS web site: www.dshs.state.tx.us/chs/hosp under 2010 Annual Statement of Community Benefits Standard.

** The information in the manual will be made available for public use. Please report most current information on the charity care policy and community benefits provided by the hospital.

*** The list is also available on DSHS web site: www.dshs.state.tx.us/chs/hosp/.

I. Charity Care Policy:

1. Include your hospital’s Charity Care Mission statement in the space below.

Our mission is to enhance the health and wellness of the El Paso community, making high quality, affordable health care services accessible to all. Our tradition of respectful services is enriched by our participation in healthcare education, research, and innovation.

2. Provide the following information regarding your hospital’s current charity care policy.

a. Provide definition of the term **charity care** for your hospital.

Healthcare services provided, funded or otherwise financially supported on an inpatient or outpatient basis to a person classified by the hospital as financially or medically indigent.

b. What percentage of the federal poverty guidelines is financial eligibility based upon? Check one.

- 1. <100%
- 4. <200%
- 2. <133%
- 5. Other, specify _____
- 3. <150%

c. Is eligibility based upon net or gross income? Check one.

d. Does your hospital have a charity care policy for the Medically Indigent?

YES NO IF yes, provide the definition of the term **Medically Indigent**.

?Medically Indigent? means a patient who is a resident of El Paso County and whose medical or hospital bills, after payment by third-party payers, exceed a specified percentage of the person’s income and who is unable to pay the remaining bill.

e. Does your hospital use an Assets test to determine eligibility for charity care?

YES NO If yes, please briefly summarize method.

f. Whose income and resources are considered for income and/or assets eligibility determination.

- 1. Single parent and children
- 2. Mother, Father and Children
- 3. All family members
- 4. All household members
- 5. Other, please explain _____

g. What is included in your definition of income from the list below? Check all that apply.

- 1. Wages and salaries before deductions
- 2. Self-employment income
- 3. Social security benefits
- 4. Pensions and retirement benefits
- 5. Unemployment compensation
- 6. Strike benefits from union funds
- 7. Worker's compensation
- 8. Veteran's payments
- 9. Public assistance payments
- 10. Training stipends
- 11. Alimony
- 12. Child support
- 13. Military family allotments
- 14. Income from dividends, interest, rents, royalties
- 15. Regular insurance or annuity payments
- 16. Income from estates and trusts
- 17. Support from an absent family member or someone not living in the household
- 18. Lottery winnings
- 19. Other, specify _____

3. Does application for charity care require completion of a form? YES NO

If YES,

a. **Please attach a copy of the charity care application form.**

b. How does a patient request an application form? Check all that apply.

- 1. By telephone
- 2. In person
- 3. Other, please specify Online software application

c. Are charity care application forms available in places other than the hospital?

- YES NO If YES, please provide name and address of the place.
Online software application also available at clinic locations.

d. Is the application form available in language(s) other than English?

- YES NO

If yes, please check

- Spanish Other, specify _____

4. When evaluating a charity care application,

a. How is the information verified by the hospital?

- 1. The hospital independently verifies information with third party evidence (W2, pay stubs)
- 2. The hospital uses patient self-declaration
- 3. The hospital uses independent verification and patient self-declaration

b. What documents does your hospital use/require to verify income, expenses, and assets?

Check all that apply.

- 1. W2-form
- 2. Wage and earning statement
- 3. Pay check remittance
- 4. Worker's compensation
- 5. Unemployment compensation determination letters
- 6. Income tax returns
- 7. Statement from employer
- 8. Social security statement of earnings
- 9. Bank statements
- 10. Copy of checks
- 11. Living expenses
- 12. Long term notes
- 13. Copy of bills
- 14. Mortgage statements
- 15. Document of assets
- 16. Documents of sources of income
- 17. Telephone verification of gross income with the employer
- 18. Proof of participation in govt assistance programs such as Medicaid
- 19. Signed affidavit or attestation by patient
- 20. Veterans benefit statement
- 21. Other, please specify

5. When is a patient determined to be a charity care patient? Check all that apply.

- a. At the time of admission
- b. During hospital stay
- c. At discharge
- d. After discharge
- e. Other, please specify _____

6. How much of the bill will your hospital cover under the charity care policy?

- a. 100%
- b. A specified amount/percentage based on the patient's financial situation
- c. A minimum or maximum dollar or percentage amount established by the hospital
- d. Other, please specify _____

7. Is there a charge for processing an application/request for charity care assistance?

- YES NO

8. How many days does it take for your hospital to complete the eligibility determination process?

9. How long does the eligibility last before the patient will need to reapply? Check one.

- a. Per admission
- b. Less than six months
- c. One year
- d. Other, specify _____

10. How does the hospital notify the patient about their eligibility for charity care?

Check all that apply?

- a. In person
- b. By telephone
- c. By correspondence
- d. Other, specify _____

11. Are all services provided by your hospital available to charity care patients?

- YES NO

If NO, please list services not covered for charity care patients (e.g. transplant services, ER services, other outpatient services, physician's fees).

12. Does your hospital pay for charity care services provided at hospitals owned by others?

- YES NO

II. Community Benefits Projects/Activities:

Provide information on name, brief description (3 lines), target population or purpose (3 lines) for each of the community benefits projects/activities CURRENTLY being undertaken by your hospital (example: diabetes awareness).

As part of UMC'S Master Site Facility Plan, the hospital invested millions of dollars to double the size of our existing Emergency Department and Level I Trauma Center. And we are committed to expanding the Emergency Medicine Residency program with Texas Tech University from 24 to 30 resident physicians. UMC is El Paso's only not-for-profit, community-owned hospital and the only academic medical center in West Texas & Southern New Mexico. From neighborhood primary care centers to unrivaled critical care services, we've raised the bar on performance. And we provide a unique setting for the Paul L. Foster School of Medicine to train the next generation of community physicians. UMC/Texas Tech University campus is a hub of an economic engine for our community that is powered by healthcare-related initiatives. For example: 1. UMC's \$139 million Master Site Facility Plan, the largest expansion project in the Hospital District's 92-year history. a. Remodeling 3rd Floor areas including the addition of Mother/Baby private rooms and the addition of other private Medical/Surgical rooms. b. Expansion project to include the development of a comprehensive Cardiovascular Services program now performing open heart surgery. c. Construction of a new inpatient tower, inpatient Surgery Center, and a new Infusion Center, as well as the conversion of all UMC to private rooms, also part of the Master Site Facility Plan. d. Renovation and expansion of the ICU/IMC unit, a \$7 million project that now includes 50 beds, making it the largest, most comprehensive Intensive Care unit in El Paso. The high-tech, state-of-the-art facility is the only local ICU to be staffed by board certified critical care physicians around the clock. The new expansion allows for specialized units for every patient population from pediatrics to orthopedics, medical neurosurgical, cardiovascular and trauma. e. Hospital is investing on doubling the size of the existing Emergency Department and Level I Trauma Center and committed to expanding the Residency program from 24 to 30 residents. f. The hospital will increase the size of its Imaging Department by more than 50%. The department will invest close to two million over the next four years to fund the residents and an estimated \$20 million for capital equipment. g. Completion of 28,000 square foot facility in northeast El Paso that will house the latest in imaging (MRI, CT, Ultrasound, diagnostic) to a Physical Rehabilitation Center that offers sports, aquatic, industrial and rehabilitation. Construction of the \$12.3 million project completed. h. Renovation of Annex areas to attract private physicians to improve patient access, quality outcomes and financial standing. 2. The four year Medical School has already sat it's first year medical students. 3. UMC partnered with a not for profit, community owned Children's Hospital. Construction of the 140-bed Hospital was completed in the second half of 2011.

Additional Information:

Use this space if more space is required for comments or to elaborate on any of the information supplied on this form. Please refer to the response by question and item number.

