

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**
-2009-

Facility Identification (FID): 2153723	(Enter 7-digit FID# from attached hospital listing)***
---	--

Name of Hospital: Knapp Medical Center **County:** HIDALGO

Mailing Address: P.O. Box 1110, Weslaco, TX 78596

Physical Address if different from above: 1401 E. 8th Street, Weslaco, TX 78596

Effective Date of the current policy: 06/01/1992

Date of Scheduled Revision of this policy: 03/01/2010

How often do you revise your charity care policy? Annual

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

Name of the office/department: Business Office

Mailing Address: P.O. Box 1110, Weslaco, TX 78596

Contact Person: Juan Hernandez Title: Financial Rep. Coordinator

Phone: (956) 969-5140 Fax: (956) 969-1408 E-Mail jhernandez@knappmed.org

Person completing this form if different from above:

Name: _____ Phone: _____

* 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 2009 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.

As a part of its mission, Knapp Medical Center provides care to patients without financial means to pay for hospital services. Charity care will be provided to all patients who present themselves for care at Knapp Medical Center without regard to race, creed, color, or national origin and who are classified as financially or medically indigent.

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

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

There are financially and medically indigent patients who find it impossible to assume the responsibility for paying part or all of their portion the the hospital bill. At the discretion of Administration and the approval of the Board of Trustees, the following accounts may be written off as charity accounts: 1. County Indigent patients - the balance after the County pays. 2. Medicaid patients - the balance after Medicaid benefits have been exhausted. 3. Medicare/Medicaid patients - the balance after Medicare/Medicaid benefits have been exhausted. 4. Patients who expire and have no estate. 5. Patients whose income is less than 50% of the Federal Poverty Guidelines, and do not qualify for any financial assistance. 6. Patients who in the opinion of Patient Accounts Director are medically or financially indigent, and do not qualify for any financial assistance.

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

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

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**.

A medically indigent patient is determined by the high cost of health care services provided versus the income of the guarantor's income.

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 mail

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.

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?

31

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).

The Wellness Program offers lab screenings from \$5-\$30 to encourage healthy lifestyles. This was developed as an alternative for those without health insurance who could not afford expensive tests. Valley Health Seminars are given by local physicians on different health topics. Topics are usually geared for older adults but some are designed for parents. Seminars are held in person, live on the web and archived on the web for access to a broader audience. The Volunteer Program assists students needing volunteer hours to enter certain professional healthcare classes and for older adults who need to feel valued as a human being. The hospital patients and staff benefit greatly from volunteer efforts, as well. The Junior Volunteer Program gives students 15-18 years of age an opportunity to embrace volunteering and learn about potential health careers. Fit N Fun Fair is a free, general health fair for the community during Hospital Week every May. It is geared mainly for adults. Fit N Fun Fall Festival is a free, general health fair held near Halloween. Held after school, it is geared mainly for families with children. Design for a Cure promotes good breast health. Held in early October, decorated bras are displayed and educational information is distributed. Anyone can vote for their favorite decorated bra. Votes are \$1 each and the money goes to providing mammograms for indigent women. Trauma Services has distributed 63 infant and booster seats to indigent families since the program started in September 2009. To be eligible for a seat, the parent must receive training on proper seat installation and how to correctly fit child harnesses. The Trauma Services Injury Prevention Program provided free education to 65 members of the All Valley Childcare Providers Association. In conjunction with the Victoria Palms First Responders, Knapp helped coordinate the First Senior Health Fair. A total of 683 attended. The Diabetes Center focuses on the development of each patient's behavioral skills needed to effectively manage this chronic disease on a day-to-day basis. Also, the Center provides the public with information and associated risk factors to enable early detection and prevention or chronic complications. Dieticians teach Diabetes and renal failure patients portion control and meal planning using a chart that provides visual cues to food choices rather than words. This chart was printed with a grant from the Knapp Auxiliary. The Knapp Auxiliary decided that diabetes management tools were too important not to share. They took over the marketing of the food charts as an outreach project with 70,000 now sold in 34 states. The charts are free to Knapp dieticians and the funds go toward printing more charts. A Que Pasa quarterly community newsletter offers community health education and information on members of the Knapp Medical Center Medical Staff and the services these independent professional providers have access to at Knapp. Childbirth Education Classes are held for expectant parents.

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.

