

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): 4992851	(Enter 7-digit FID# from attached hospital listing)***
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Name of Hospital: East Texas Medical Center - Quitman **County:** WOOD

Mailing Address: P O Drawer 1000, Quitman, TX 75783

Physical Address if different from above: 117 North Winnsboro, Quitman, TX 75783

Effective Date of the current policy: 04/01/2009

Date of Scheduled Revision of this policy: 04/01/2010

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: Community Benefits Department

Mailing Address: P O Box 7370, Tyler, TX 75711-7370

Contact Person: Community Benefits Department Title: Financial Counselor
communitybenefits@etmc.or

Phone: (903) 535-6012 Fax: (903) 596-3807 E-Mail g

Person completing this form if different from above:

Name: Bell Jackson Phone: (903) 531-8121

* 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.

By virtue of their exemption from federal and state taxes and as part of their mission to serve the health care needs of their communities, each hospital within the East Texas Regional Healthcare System will provide charity care to patients who meet the criteria of this policy and do not have the financial means to pay for hospital services.

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

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

Charity care is defined as inpatient and outpatient medical treatment and diagnostic services for uninsured or underinsured patients who cannot afford to pay for the care according to the guidelines of our policy. Charity care does not include bad debt or contractual allowances from government programs and insurance or uninsured patient discounts, but may include insurance co-payment or deductibles or both. The patient will have no obligation or a discounted obligation to pay for any services received which are deemed to be charity care under our policy.

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

- | | |
|-----------------------------------|---|
| <input type="checkbox"/> 1. <100% | <input type="checkbox"/> 4. <200% |
| <input type="checkbox"/> 2. <133% | <input checked="" type="checkbox"/> 5. Other, specify <u>up to 400%</u> |
| <input type="checkbox"/> 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 is defined as a person whose unpaid hospital charges exceed their ability to pay and whose remaining bill will result in no obligation or a discounted obligation to pay for the services rendered, base on the eligibility criteria set forth in our policy.

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.

- | |
|---|
| <input type="checkbox"/> 1. Single parent and children |
| <input type="checkbox"/> 2. Mother, Father and Children |
| <input checked="" type="checkbox"/> 3. All family members |
| <input type="checkbox"/> 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 by correspondence

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

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 _____ will use any documentation patient provides

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?

2-3

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).

Community outreach programs such as health fairs, flu clinics, and related events will be held to expose the community to our services. Local businesses will be contacted over the next 6 months to discuss occupational testing and other local health care needs. Leadership will seek public speaking opportunities to promote community awareness programs available at the hospital. ETMC Quitman will continue to offer Rural Health Clinics in Quitman, Mineola, and Van in order to provide the citizens of Wood county access to Primary healthcare. ETMC Quitman will continue to support the Quitman police departments anti drug campaigns targeting students in the Quitman school district.

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.