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): 52395	(Enter 7-digit FID# from attached hospital listing)***

Name of Hospital: Memorial Medical Center of East Texas **County:** ANGELINA

Mailing Address: 1201 West Frank, Lufkin, TX 75904

Physical Address if different from above: _____

Effective Date of the current policy: 04/30/2009

Date of Scheduled Revision of this policy: 04/30/2011

How often do you revise your charity care policy? reviewed annually and revised as needed

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: 1201 West Frank, Lufkin, TX 75904

Contact Person: Dorothy Richards Title: Director of Business Services

Phone: (936) 639-7110 Fax: (936) 639-7004 E-Mail drichards@memorialhealth.org

Person completing this form if different from above:

Name: Shelli Clark Phone: (936) 639-7166

* 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.

to serve the healthcare needs of the community and provide charity care to patients without 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.

a financially indigent patient is a person who is uninsured and underinsured and is accepted for care with no obligation or a discounted obligation to pay for the services rendered based on the hospital's eligibility criteria set forth in the policy.

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 person is a person whose medical or hospital bills after payment by third party payors exceed a specified percentage of the person's annual gross income and 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 _____

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?
2 business days

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).

Diabetes and Cancer support groups, health fairs, childbirth classes

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.