

**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-**

<b>Facility Identification (FID):</b> 4853790	(Enter 7-digit FID# from attached hospital listing)***
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**Name of Hospital:** United Regional Health Care System      **County:** Wichita

**Mailing Address:** 1600 Eleventh Street, Wichita Falls, Tx 76301

**Physical Address if different from above:** \_\_\_\_\_

**Effective Date of the current policy:** 5/6/2010

**Date of Scheduled Revision of this policy:** 5/7/2013

**How often do you revise your charity care policy?** 3 years or as required

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

Name of the office/department: Business Office/Collections

Mailing Address: 1600 Eleventh Street

Contact Person: Donna Majewski      Title: Director/Patient Accounting  
dmajewsi@unitedregional.org

Phone: (940) 764-7937      Fax: (940) 764-8315      E-Mail g

Person completing this form if different from above:

Name: Tim Garrett      Phone: (940) 764-3039

\* 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](http://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/](http://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 its exemption from federal and state taxes and as a part of the hospital's mission to serve the health care needs of the community, United Regional Health Care 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. Charity care will be provided to patients who present themselves for care at United Regional Health Care System without regard to age, sex, race, creed, color, or national origin and who are classified as financially indigent or medically indigent according to the terms of this policy. In no event will the hospital establish eligibility criteria for Financially Indigent patients by setting the income level for charity care lower than that required for counties under the Texas Indigent Health Care and Treatment Act, or higher than 200% of the current Federal Poverty Income Guidelines. United Regional reserves the right to limit charity care on a monthly and annual basis consistent with Texas state law and the hospital's financial resources. Charity care could be withheld based on patient's residency and the elective scope of services requested. The hospital reserves the right to refuse charity care for elective 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 - 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 this 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-payments or deductibles, or both. The patient will have no obligation, or a discounted obligation to pay for any services received.

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>0</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**.

A Medically Indigent patient is a person with a catastrophic illness or injury whose unpaid hospital charges exceed their ability to pay and whose remaining bill will result in a discounted obligation to pay for the services rendered, based on the eligibi

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

YES  NO If yes, please briefly summarize method.

Varies with the circumstance.

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

During Admissions process patients are informed of charity program and offered a charity application form. Charity application is on back of hospital statements mailed to

3. Other, please specify patients.

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?

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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).

Patients whose outpatient services are determined to be elective , that is not emergent or urgent or any type of service that is considered to be cosmetic and/or not medically necessary or that is designated as a Cash only procedure will not be eligible f

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).

We have provided a list of community benefit projects on our annual report of community benefits standards. Community benefit projects include health fairs, patient awareness and call a nurse programs. We also provide health education programs to 55 Advantage group and to other civic organizations that work with us.

**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.