

**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> 4916419	(Enter 7-digit FID# from attached hospital listing)***
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**Name of Hospital:** Scott & White Hospital Round Rock      **County:** Williamson

**Mailing Address:** 300 University Boulevard, Round Rock, TX 78665

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

**Effective Date of the current policy:** 8/2/2007

**Date of Scheduled Revision of this policy:** 5/1/2012

**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: Business Office/Financial Counseling

Mailing Address: 2401 S. 31st Street, Temple, TX 76508

Contact Person: Amanda Estrada      Title: Director

Phone: (254) 724-6531      Fax: (254) 724-8003      E-Mail astrada@swmail.sw.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](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.

In support of the mission statement, Scott & White will provide a basic healthcare to patients irrespective of financial means in a manner that's fair to the patient and Scott & White.

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

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

"Financially Indigent" is defined as patients who due to limited income, are unable to pay for medical services, resulting in uncompensated care.

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" is defined as patients whose ability to pay have been negatively impacted due to the occurrence of an emergent or a catastrophic medical event.

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.

Scott & White Memorial Hospital  
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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 weeks
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).
- Elective Services (i.e. cosmetic)
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).

Round Rock Hospital The goal of the Scott & White Community Benefit program is to improve access to healthcare and help citizens make healthy life choices. S&W helps remove barriers to care by sponsoring programs and forming partnerships with local community organizations. Scott & White invests the time and effort into community benefit programs and activities that provide care, or promote health and healing as a response to identified community needs. CHNA: S&W conducts a community health needs assessment and reports the status of the community in relation to other counties in the State of Texas on our website. The data collection is done through a partnership with Healthy Communities Institute and will be supplemented with information collected from focus groups and surveys gathered by partnering with local entities like the Health Department and United Way. Coats for Kids: 14,000 warm winter coats were distributed to Round Rock children in need Pink Ribbon Pilates Program: supporting this program through Ballet Austin to provide rehabilitative therapy for breast cancer survivors. Cancer Prevention Study-3: Scott & White is partnering with the American Cancer Society to conduct a cancer prevention study that is looking into the link between social, environmental and genetic factors that either cause or prevent cancer. Ongoing Health and Well-Being Programs: special events for free health screenings (cancer, heart disease, diabetes, etc), chronic disease support groups, smoking cessation classes with "Enough of the Puff?", Worth the Wait Abstinence Program, Child Abuse Prevention, Childbirth classes, stress management, diabetes education, weight loss programs, Health Fairs, Community-Wide wellness events ? Scott & White Healthcare offers health screenings throughout the year to assist in the prevention and early identification of potential disease states like cancer, diabetes, and heart conditions. Screenings are available to those who are under insured or under served. ? Scott & White Healthcare provides support group services for patients and their families that are specific to a disease or social concern. ? Lectures by Scott & White physicians and staff about health related topics. ? Participation in numerous health fairs across our service area. EDUCATION Scott & White provides future physicians and nurses with clinical supervision and training rotations and serves as a clinical setting for undergraduate training and internships for social workers, physical therapists, pharmacists and other health professionals. Scott & White has a working partnership with Texas A&M Health Science Center, Temple College, Blinn Community College and University of Mary Hardin-Baylor to offer these services. \*Charitable Gifts

### **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.

