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**

Facility Identification (FID):	856364	(Enter 7-digit FID# from attached hospital listing)***

Name of Hospital: Baylor Regional Medical Center at Plano **County:** Collin

Mailing Address: 2001 Bryan Street, Suite 2200, Dallas, TX 75201

Physical Address if different from above: 4700 Alliance Blvd, Plano, TX 75095

Effective Date of the current policy: 02/01/2014

Date of Scheduled Revision of this policy: 02/01/2015

How often do you revise your charity care policy? Yearly at a minimum

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

Name of the office/department: Access Services

Mailing Address: 4700 Alliance Blvd, Plano, TX 75095

Contact Person: Kahalani Cruz-Luna Title: Director

Phone: (972) 814-2300 Fax: (972) 814-2320 E-Mail kahalanc@baylorhealth.edu

Person completing this form if different from above:

Name: Lori Norton Phone: (214) 820-8556

* 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 only available in PDF format at DSHS web site: www.dshs.state.tx.us/chs/hosp under 2013 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.

Founded as a Christian ministry of healing, Baylor Health Care System exists to serve all people through exemplary health care, education, research, and community service. As part of its mission and commitment to the community, Baylor Health Care System affiliated entities provide financial assistance to patients and members of the community who qualify for assistance pursuant to the Financial Assistance Policy.

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

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

Financial assistance provided to individuals who are financially indigent or medically indigent and satisfy certain requirements.

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 means a patient whose medical or hospital bills from all related or unrelated providers, after payment by third parties, exceed a specified percentage of their Yearly Household Income (ranging from 5%-10%), whose Yearly Household Income is greater than 200% but less than or equal to 500% of the Federal Poverty Guidelines and who is unable to pay the outstanding account balance.

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 See Additional Information Section

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 Any other sources available. See additional information section.

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 — Written request or online at www.baylorhealth.com

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.

Baylor Health Care System , 2001 Bryan Street, Suite 2600, Dallas, TX 75201

d. Is the application form available in language(s) other than English?

☑ YES NO

If yes, please check

Spanish ☑ Other, please 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 See additional information section

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 Prior to admission

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? Varies

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 Re-affirmation required after 6 months. If no changes have occurred, eligibility lasts a total of one year.

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).

Financial Service offered under the Financial Assistance Policy does not apply to initial transplant services and physician or other professional fees billed separately from the hospital fees. BHCS reserves the right to further limit the services covered by the Policy.

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).

Baylor Regional Medical Center at Plano (Organization), an affiliate of Baylor Health Care System (BHCS), is a leading community and safety-net Organization in its service area. Backed by 110 years of experience, BHCS expanded into Collin County in 2004 with the Organization¿s opening. The Organization is a 160-bed, seven floor medical facility offering the convenience and personal attention of a local Organization, with advanced medical technology expected from a regional health care system In addition to the Organization¿s Financial Assistance Policy, as part of a large faith based integrated health care delivery system (System) the areas of medical education, research, subsidized services and community health education and screenings are initiatives that take place across the System, and also comprise a significant portion of the Organization¿s community benefit program. The Organization expands the availability of primary and specialty care services throughout the TSA, supporting access in neighborhoods with low socioeconomic status, improves access to quality primary and specialty care and establishes ¿medical homes¿ for residents of North Texas who lack a primary care physician. In the Fiscal Year ending June 30, 2013 the Organization provided student loan payments and guarantees in the amount o $928,763 to bring new physicians to the area. The Organization is also committed to assisting with the preparation of future nurses at entry and advanced levels of the profession to establish a workforce of qualified nurses. Through the System¿s relationships with fifteen North Texas schools of nursing, the Organization maintains strong affiliations with schools of nursing. In the fiscal year ending June 30, 2013, the Organization invested in training 407 nurses. Total unreimbursed cost of these programs was $188,143. Like physicians, nursing graduates trained at a System entity are not obligated to join the staff although many remain in the North Texas area to provide top quality nursing services to many health care institutions.

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.

2f. If the patient is an adult, the term Yearly Income for purposes of classification as either Financially Indigent or Medically Indigent means the sum of the total yearly gross income of the patient and the patient¿s spouse. If the patient is a minor, the term Yearly Income means the sum of the total yearly gross income of the patient, the patient¿s mother and the patient¿s father. 2g. Support from an absent family member or someone not living in the household is only included if the patient is a dependent of the absent family member or someone not living in the household. 4b. Hospital may review credit reports and other publicly available information to determine, consistent with applicable legal requirements, estimated household size and income amounts for the basis of determining financial assistance eligibility when a patient does not provide a Financial Assistance Application or supporting documentation.

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NOTE: This is the twelfth year the charity care and community benefits form is being used for collecting the information required under Texas Health and Safety Code, § 311.0461. If you have any suggestions or questions, please include them in the space below or contact Dwayne Collins, Center for Health Statistics, Texas Department of State Health Services at (512) 776-7261 or fax: (512) 776-7344 or E-mail: dwayne.collins@dshs.state.tx.us.

Name of Hospital: _____ City: _____

Contact Name: _____ Phone: _____

Suggestions/questions: