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**
2019

Facility Identification (FID): 2016302 (Enter 7-digit FID# from attached hospital listing)***

Name of Hospital: Houston Methodist Willowbrook Hospital **County:** HARRIS

Mailing Address: "18220 State Hwy 249, Houston, TX 77070"

Physical Address if different from above:

Effective Date of the current policy: 1/1/2016

Date of Scheduled Revision of this policy: 12/31/2019

How often do you revise your charity care policy? Approx every 2 years

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

Name of the office/department: Patient Access Services

Mailing Address: "18220 State Hwy 249, Houston, TX 77070"

Primary Contact: Traycee Shepard Primary Title: Sr. Financial Analyst

Primary Phone: (281) 737-2562 Primary Fax: (737) 477-1361

Person completing this form if different from above:

Name: Kimberly Rushing Title: Director of Finance

Phone: (281) 737-2152 Fax: (737) 477-1361

Second Person completing this form if different from above:

Name: Traycee R Shepard Title: (281) 737-2562

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.texas.gov/chs/hosp under 2019 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.texas.gov/chs/hosp/..

I. Charity Care Policy:

1. Include your hospital's Charity Care Mission statement in the space below.

The Methodist Hospital System will provide uncompensated or discounted hospital care to patients through the Financial Assistance Program and Patient Access Services. Patient Accounting will be responsible for reviewing completed Financial Assistance Application forms and determining eligibility.

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

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

"Eligible applicants are classified as either financially indigent (FI) or medically indigent (MI). Financially Indigent (FI) shall refer to individual(s) whose annual gross household income falls under or within guidelines established by The Methodist Hospital System, based on 200% or below of the federal poverty guidelines. Patients who fall under this category are accepted for care without obligation or at a discounted rate. Medically Indigent (MI) shall refer to individual(s) whose insurance coverage, if any, does not provide complete coverage for all medical expenses and the medical expenses, in relationship to income, would make them indigent if forced to pay outstanding balance."

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

4

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**.

"Medically Indigent (MI) shall refer to individual(s) whose insurance coverage, if any, does not provide complete coverag for all medical expenses and the medical expenses, in relationship to income, would make them indigent if forced to pay outstanding balance."

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

☑ YES NO If yes, please briefly summarize method. "Medically Indigent (MI) shall refer to individual(s) whose insuranc coverage, if any, does not provide complete coverage for all medical expenses and the medical expenses, in relationship to income, would make them indigent if forced to pay outstanding

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, please specify "Vietnamese, Arabic, Chinese, Farsi, French, German, Gujarati, Hindi, Japanese, Korean, Mon-Khmer, Portuguese"

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 gov't assistance programs such as Medicaid

☑ 19. Signed affidavit or attestation by patient

☑ 20. Veterans benefit statement

☑ 21. Other, please specify "Letter of support from family member, if applicable"

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? 7-Jan

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. 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). "Cosmetic procedures, physician fees, services deemed not medically necessary."

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).

To be provided in .pdf file.

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.

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NOTE: This is the nineteenth 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.texas.gov.

Name of Hospital: _____ City: _____

Contact Name: _____ Phone: _____

Suggestions/questions: