

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**
2020

Facility Identification (FID): 1416499 (Enter 7-digit FID# from attached hospital listing)***

Name of Hospital: El Paso Children's Hospital **County:** El Paso

Mailing Address: 4845 Alameda Avenue

Physical Address if different from above: _____

Effective Date of the current policy: 04/01/2021

Date of Scheduled Revision of this policy: 04/01/2023

How often do you revise your charity care policy? every 3 years

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

Name of the office/department: El Paso Children's Hospital Patient Financial Services

Mailing Address: 4845 Alameda Avenue

Contact Person: Audrey Garcia Title: Marketing Director

Phone: (915) 298-5444 Fax: (915) 242-8415

Person completing this form if different from above:

Name: Gloria Sanchez Phone: Director of Patient Financial Services

*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: <https://www.dshs.texas.gov/chs/hosp/hosp3.aspx> under 2020 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: <https://www.dshs.texas.gov/chs/hosp/default.shtm>.

I. Charity Care Policy:

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

Establish a framework within which El Paso Children's Hospital (EPCH) will identify patients that may qualify for the EPCH CARE+Plus (Charity care, and account for charity care in accordance with the requirements set forth for Medicaid Disproportionate Share Hospitals.

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

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

El Paso Children's Hospital requires the completion of the financial assistance screening and application process. This process allows for the collection of information such as the documentation requirements set forth below in accordance with state law. Patient Financial Services uses an automated decision system to facilitate in obtaining a credit report for the sole purpose of determining eligibility for financial assistance, screen patients for potential eligibility for other third party resources. Applicants who have been denied for state or federal program assistance due to non compliance are not eligible for CARE+Plus program

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

4

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 refers to a population that is uninsured and live in the El Paso County. For those who fall under such circumstances are offered the CARE+Plus program and are qualified when the program requirements are met.

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 <http://elpasochildrens.org/patient-resources>

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 1 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. Paycheck 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 _____

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 _____
Co-pay assignment is based on FPL and service provided

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? 1

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 _____
Six months

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 Surgery and non Medically Necessary services are excluded

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).

El Paso Children's Hospital (EPCH) strives to improve the lives and outcomes for children and families needing healthcare and treatment. To accomplish this, EPCH collaborates with several non-profit agencies, local community groups, and children's charities each year. Our relationship with these entities is an important part of improving health outcomes for children across our region by supporting education, advocacy and promotion of partner events and initiatives. In 2020 alone, EPCH provided close to \$34,300 in sponsorships and countless hours of community service by hospital staff bringing awareness to a multitude of health topics affecting children in the region. Some of these events were held virtually due to the COVID-19 pandemic. In addition, we have continued to develop virtual events to stay connected with our families and community. This year we held our fourth annual St. Baldrick's head shaving virtual event to bring awareness to childhood cancer. We also hosted our virtual NICU reunion.

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 twentieth 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: