

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): 912625 (Enter 7-digit FID# from attached hospital listing)***

Name of Hospital: CHRISTUS Santa Rosa New Braunfels **County:** Comal

Mailing Address: 333 N Santa Rosa, San Antonio, TX 78207

Physical Address if different from above: 600 N Union Ave., New Braunfels TX 78130-4191

Effective Date of the current policy: 07/01/2020

Date of Scheduled Revision of this policy: 07/01/2021

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: Admitting

Mailing Address: Same

Contact Person: Margaret Bartlett Title: Finance

Phone: (210) 321-8001 Fax: (210) 321-8083

Person completing this form if different from above:

Name: Theresa Gonzales Phone: Director Patient Access

*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.

CHRISTUS Hospitals are committed to minimizing the financial barriers to health care, especially to those who are economically poor and under-served and to those who are not covered by health insurance or governmental health care programs. Consistent with its Mission and Values as a ministry of the Catholic Church, CHRISTUS Hospitals will provide financial assistance to patients who qualify pursuant to this Policy. CHRISTUS hospitals provide, without discrimination, care for emergency medical conditions to patients regardless of whether the patients are eligible for financial assistance.

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

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

Full Charity Care- Any patient whose gross family income is at or below 300% of the FPL will be extended 100% charity care discount for any Uninsured Balance or Balance After Insurance on the patient responsibility for Covered Services prior to the application of the Uninsured Discount, if applicable. Charity Care Discount- Any patient whose gross family income is more than 300% and less than 401% of the FPL will be extended a partial charity care discount for any Uninsured Balance or Balance after insurance wherein a patient cannot be held responsible for any balance generated as result of gross charges for the patient's care that exceed the AGB.

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

5

1. 100%

4. <200%

2. <133%

5. Other, specify

<400% FPL

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**.

Any patient whose balance, which could include Balance After Insurance, exceeds 10% of the patient's gross family income will be provided a full 100% charity care discount for the balance in excess of 10% of the patient's gross family income.

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 Charitable Foundations

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 By mail; downloading application at www.christushealth.org

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.

Collection Agencies and Eligibility Vendors,

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 Pre-Registration

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

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).

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).

CHRISTUS Santa Rosa Health System serves Bexar, Comal and Hays counties as well as several counties located south of San Antonio, the area has a population of more than 2.8 million. In collaboration with The Health Collaborative, developed the 2019 CHNA which identified priority areas outlined in the 2020 CHIP. The priority areas are: Healthy Eating and Active Living; Healthy Children and Family Development; and Behavioral Health and Mental Well-Being. The following address these areas: Community Health Worker Program & Coordinated care management and navigation programs for the uninsured and underinsured. Children's Mobile Unit & Provide well child, sick child, and immunizations in school districts. Culinary Health Education for Families Program (CHEF) & Teaches children and families common sense nutrition and practical cooking skills. Mobile Mammography Unit & Provides free mammograms to women without insurance or the ability to pay. Enroll SA Coalition & Coalition focused on maximizing enrollment in the Health Insurance Marketplace created by the ACA. Women, Infant, and Children (WIC) Program & Supplemental nutrition, breastfeeding education and support program. Center for Miracles & Assess children who are suspected victims of abuse or neglect. Ronald McDonald House & In-kind Space dedicated to Ronald McDonald house residential. Physician Recruitment & Fills need in Medically Underserved Area (MUA) and Health Professions Shortage Area. CMS Innovation Center Accountable Health Communities (AHC) Grant & Screening for social determinants of health for Medicare or Medicaid beneficiaries. The Southwest Texas Regional Advisory Council (STRAC) launched the Southwest Texas Crisis Collaborative (STCC) & Aimed at transforming health care delivery, improving care, and reducing the cost of care for the Homeless, Mental Illness and Super Utilizers.

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: