`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**
2023

Facility Identification (FID): 2816298 (Enter 7-digit FID# from attached hospital listing)***

Name of Hospital: AdventHealth Rollins Brook **County:** Lampasas

Mailing Address: 608 N. Key Ave., Lampasas, Texas 76550

Physical Address if different from above:

Effective Date of the current policy: 01/01/2023

Date of Scheduled Revision of this policy: 07/01/2024

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: Patient Financial Services - Charity Assistance

Mailing Address: financialassist@medserv.co

Contact Person: Katie Munsey Title: Executive Director, Patient Financial Services

Phone: 4072002041 Fax:

Person completing this form if different from above:

Name: Russ Weaver Phone: 8175512701

*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 2023 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: http://www.dshs.texas.gov/chs/hosp/

I. Charity Care Policy:

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

AdventHealth (AH) is committed to excellence in providing high quality health care while serving the diverse needs of those living within our service area. AH is dedicated to the view that emergency or other non-elective medically necessary care should be accessible to all, regardless of age, gender, geographic location, cultural background, physical mobility, or ability to pay. AH is committed to providing health care services and acknowledged that in some cases an individual will not be financially able to pay for the services received.

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

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

Emergency or non-elective medically necessary care may be considered for financial assistance if a patient presents with any of the following conditions: no third-party coverage is available; patient is already eligible for assistance (e.g. Medicaid) but the particular services are not covered; Medicare of Medicaid benefits have been exhausted and the patient has no further ability to pay; patient is insured but qualified for assistance based upon financial need with respect to the individuals balance after insurance; patient meets aca and/or state charity requirements.

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

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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**.

When income falls between 200-400% of FPL and their medical debt is at or greater than 25% of their income as defined by policy.

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

☑ YES NO If yes, please briefly summarize method. Assets are self-reported to include, but not limited to, value in bank accounts (checking, savings, money market) and value of non-retirement investments (stocks, bonds, investment properties). This value is fed into a formula per policy to determine eligibility.

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 Any student over 18 yrs old, dependent on family.

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 www.adventhealth.com/legal/financial-assistance

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.

www.adventhealth.com/legal/financial-assistance,

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 _____

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? 60 days after receiving a complete application

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). Elective services are typically not eligible for charity.

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).Mental Health: Increase access to mental health service for youth and reduce stigma through education. Provide mental health screenings to at least 300 students and provide referrals and resources. Target population are 12–18-year-olds in Killeen Independent School District. Nutrition & Healthy Eating: Improve health by promoting healthy eating, access to whole foods, and food preparation skills. Provide nutrition education classes and access to more whole foods for at least 100 families. Target population are adults living in identified food deserts. Preventive Health Screenings: Raise awareness of health indicators that can be addressed to prevent and decrease likelihood of disease. Conduct 500 health screenings and provide information to the at-risk population in order to reduce the risk of and prevent disease. Target population is minority men and women over the age of 18.

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 twenty-third 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: