

**^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):** 4853790 (Enter 7-digit FID# from attached hospital listing)\*\*\*

**Name of Hospital:** United Regional Health Care System **County:** Wichita

**Mailing Address:** 1600 Eleventh Street, Wichita Falls, TX 76301

**Physical Address if different from above:** \_\_\_\_\_

**Effective Date of the current policy:** 01/01/2010

**Date of Scheduled Revision of this policy:** 06/28/2024

**How often do you revise your charity care policy?** 3 years unless required earlier

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

Name of the office/department: Business Office/Collections

Mailing Address: 1600 Eleventh Street, Wichita Falls, TX 76301

Contact Person: Jeri Kaspar Title: Senior Director of Revenue Cycle

Phone: 9407648598 Fax: 9407648315

Person completing this form if different from above:

Name: Trey Twilligear Phone: 9407648251

\*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](http://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.

By virtue of its exemption from federal and state taxes and as a part of the Hospital s mission to serve the health care needs of the community, United Regional Health Care System Inc. will provide Financial Assistance to patients who meet the criteria of this policy and do not have the financial means to pay for hospital services.

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

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

Emergent or Medically Necessary inpatient and outpatient services for uninsured or under-insured patients who cannot afford to pay for hospital services according to the guidelines of this Policy. Financial assistance does not include contractual allowances from government programs and Insurance, or Uninsured Patient Discounts, but may include insurance co-payments or deductibles, or both as well as exhausted benefits. Qualified patients will have no obligation, or a discounted obligation to pay for any services received which are deemed to be eligible under the Hospital's Financial Assistance Policy.

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

4

1. 100%

4. <200%

5.

Other,

specify \_\_\_\_\_

2. <133%

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 patient is a person with a catastrophic illness or injury whose unpaid hospital charges exceed their ability to pay and their gross household income falls within the threshold outlined in this policy. To be eligible under the Hospital s Financial Assistance Policy as a Medically Indigent patient, the patients gross annual income cannot exceed 400% of the current Federal Poverty Guidelines for the number of eligible dependents and the amount owed by the patient on the hospital bill after payment by third-party payers must meet or exceed 20% of their annual gross household income. Patients completing the Hospital Financial Assistance Application and determined to be eligible as a medically indigent patient will have their financial obligation discounted by 65% or reduced to no more than 20% of their yearly household 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 \_\_\_\_\_  
 Level of support being provided by others (i.e. Red Cross, Faith Mission) and/or other evidence or documentation of indigence such as no phone, no home address, other documentation of indigence from state or local govt.

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 \_\_\_\_\_  
 Online at <http://www.unitedregional.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.

United Regional Physician Group, United Regional Transition Clinic, 4327 Barnett Road, Wichita Falls, TX 76310, 1301 3rd St., Ste 200, Wichita Falls, TX 76301

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 Letter of verification of gross income from employer

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? 5-10 business days for full and 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). Cosmetic surgery or bariatric surgery are not available for financial assistance, certain other not medically necessary procedures are not available for financial assistance under the hospital's financial assistance 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). United Regional files details of its community benefits in an Annual Report of Community Benefits filed annually with the Wichita County Appraisal District and others. United Regional is engaged in projects to improve access to primary care for low income individuals in our community. United Regional is participating collaboratively in improving access to specialty care for low income or under-served sections of our community. Other projects under the program include improving transitional care teams, expanding access to palliative care as well as other reforms.

**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.

**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**

**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](mailto:dwayne.collins@dshs.texas.gov).

Name of Hospital: \_\_\_\_\_ City: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

**Suggestions/questions:**