

**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\*\***  
**-2008-**

**Facility Identification (FID):** 2016009 (Enter 7-digit FID# from attached hospital listing)\*\*\*

**Name of Hospital:** Memorial Hermann Northeast Hospital **County:** Harris

**Mailing Address:** 18951 Memorial North, Humble, Texas 77338

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

**Effective Date of the current policy:** 09/13/2005

**Date of Scheduled Revision of this policy:** 05/01/2009

**How often do you revise your charity care policy?** Yearly or as needed

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

Name of the office/department: Patient Business Services, Corporate Office

Mailing Address: 9401 Southwest Freeway, Suite 560, Houston, Texas 77074

Contact Person: Michael C. Bennett Title: \_\_\_\_\_

Phone: (713)448-4111 Fax: (713)448-6425 E-Mail Michael.Bennett@MemorialHermann.org

Person completing this form if different from above:

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

\* 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 also available in Word or PDF formats at DSHS web site: [www.dshs.state.tx.us/chs/hosp](http://www.dshs.state.tx.us/chs/hosp) under 2008 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.state.tx.us/chs/hosp/](http://www.dshs.state.tx.us/chs/hosp/).

## I. Charity Care Policy:

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

As part of the Memorial Hermann Healthcare System's mission to serve the healthcare needs of the community, Memorial Hermann will provide charity care to patients without financial means to pay for hospital services in keeping with the guidelines established in this policy as presently constituted or as amended from time to time. Care will be provided to all patients who present themselves for care at Memorial Hermann without regard to race, creed, color, or national origin. Those patients who are financially indigent or medically indigent will receive such care on a non-discriminatory objective basis and consistently with the continuing need for good stewardship of limited medical and financial resources.

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

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

Program/Patient Population: The categories of patients who qualify for charity care are defined as: - Financial Indigents - Medical Indigents - Governmental Sponsored Indigents/Patient Portion - Presumed Indigents. The Memorial Hermann charity program is designed to provide hospital services to patients who do not have alternative health care resources. If however, an indigent patient presents to a Memorial Hermann hospital for medical treatment and the patient is eligible for like treatment at an alternative governmental healthcare facility, the patient's medical needs should be met through the alternative facility. Exceptions to this policy would include situations where the patient's condition is considered an emergency medical condition or the treatment requires unique skills that can only be performed by a physician on the Memorial Hermann medical staff. In these instances, Memorial Hermann will provide all medical treatment ordered by the responsible medical practitioner(s) regardless of the patient's alternative health care resources. Once the patient is stabilized or the specialized medical need is provided, the responsible practitioner (e.g., physician) shall refer the patient into the alternative governmental healthcare facility for follow up and continued health care needs. Elective patients will generally not qualify, however exceptions may be made on an individual basis consistent with the principles set out in this Charity Care Policy. Charity determination is conditional and does not apply to Third Party claims such as lawsuits, settlements, hospital liens or any other third party payment or liability. Memorial Hermann retains its rights to recover the full balance from any third party resource to the fullest extent allowed by law.

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

Check one.

- |                                   |  |
|-----------------------------------|--|
| <input type="checkbox"/> 1. <100% | <input checked="" type="checkbox"/> 4. <200%     |
| <input type="checkbox"/> 2. <133% | <input type="checkbox"/> 5. Other, specify _____ |
| <input type="checkbox"/> 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 1. Medically Indigent in most cases will be a patient for whom the balance of the hospital bill exceeds 20% of the person's annual gross income and who is unable to pay all or a portion of the bill balance resulting from a catastrophic illness or injury. 2. If the patient's annual gross household income exceeds four hundred percent (400%) of the Federal Poverty Guidelines and the hospital bill is over two times the patient's annual income, the patient will be responsible for the amount of the bill not less than 20% of the patient's annual gross income or 10% of the balance which ever is greater. Based on F1 below but will not be less than 20% of the patient's annual gross income. 3. If a determination is made that a patient has the ability to pay all or a portion of the remainder of the bill, such a determination does not prevent a re-assessment of the patient's ability to pay at a later date. 4. If an uninsured patient's income exceeds one hundred percent (100%) of the poverty guidelines but does not exceed four hundred percent (400%) of the current Federal Poverty Guidelines the patient will be responsible for a percentage of the bill balance or co-pay. The patient's percentage will be based on a sliding scale listed on the Hospital's Gross Annual Income Eligibility.

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

YES  NO If yes, please briefly summarize method.

Presumed Indigent 1. Persons who do not provide the detailed documentation necessary to be classified as Financially or Medically Indigent but who, to the best of Memorial Hermann's knowledge, would be eligible for charity under the program guidelines had the person completed the documentation. 2. This patient population would include, but is not limited to: a. Illegal aliens b. Decedents with no estate or known family c. Transient, homeless persons d. Persons estranged from family and who have no effective support group or are socially dysfunctional. e. Persons whose identity cannot be established.

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 Defined

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.

Corporate Patient Business Services  
9401 Southwest Freeway, Suite 600, Houston, Texas 77074

d. Is the application form available in language(s) other than English?

YES  NO

If yes, please check

Spanish  Other, specify Through Interpretation

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 govt assistance programs such as Medicaid
- 19. Signed affidavit or attestation by patient
- 20. Veterans benefit statement
- 21. Other, please specify Defined

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 Post discharge follow-up by Third Party Vendors

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?

Varies based on information obtained

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?

- a. In person
- b. By telephone
- c. By correspondence
- d. Other, specify Third Party Qualifiers

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).

System Community Benefits are: Community Clinics serving the uninsured: TOMAGWA, Pasadena Health Center; Spring Branch Community Health Center; The Community Clinic Neighborhood Health Centers Southwest and Northwest. School-Based Clinics serving the uninsured: Jane Long Health Center (Gulfton); WAVE Health Center (Pasadena); Burbank Health Center (Northwest Houston); Lamar Health Center (Richmond/Rosenberg); Hogg Health Center (Heights); Mobile Dental Program; HELP (Healthy Eating and Lifestyle Program). Cancare of Houston Annual fund: one-on-one hospital visitation program staffed by volunteers. COPE (Community Outreach for Personal Empowerment): Connects the uninsured with a primary medical health home, provides interventions and tools to improve and maintain their general health and well-being, and strives to decrease ER visits and hospitalizations. Covenant House: Provides free linen service for this international child care agency. ER Navigators: Places peer-to-peer advisors (state-certified community workers) in three Memorial Hermann emergency rooms to connect the uninsured with a medical home and reduce their reliance on the ER for their primary care. Physicians of Sugar Creek: Funding of the difference between costs and sliding fee scale payments of care provided by this Memorial Family Practice Residency Training site to the working poor of Fort Bend County. Heart of Montgomery and Gateway to Care: Operational support for these collaboratives which shares our vision of 100% access to healthcare for the uninsured and underinsured. Grant Writer: Garner support from state and national level foundations to both expand and collaborate on innovative solutions that reduce the impact of the lack of access to care on the individual, the health system and the community. Medical Missions United Way

### **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.