

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**

Facility Identification (FID): 1130900 (Enter 7-digit FID# from attached hospital listing)***

Name of Hospital: Baylor University Medical Center **County:** Dallas

Mailing Address: 2001 Bryan Street, Suite 2200, Dallas, TX 75201

Physical Address if different from above: 3600 Gaston Avenue, Dallas, TX 75246

Effective Date of the current policy: 02/01/2013

Date of Scheduled Revision of this policy: 02/01/2014

How often do you revise your charity care policy? Yearly at a minimum

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

Name of the office/department: Access Services

Mailing Address: 3600 Gaston Avenue, Dallas, TX 75246

Contact Person: Sharon Vaughn Title: Director

Phone: (214) 820-3338 Fax: (214) 820-2411 E-Mail SharonV@baylorhealth.edu

Person completing this form if different from above:

Name: Lori Norton Phone: (214) 820-8556

* 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.state.tx.us/chs/hosp under 2012 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/.

I. Charity Care Policy:

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

Founded as a Christian ministry of healing, Baylor Health Care System exists to serve all people through exemplary health care, education, research, and community service. As part of its mission and commitment to the community, Baylor University Medical Center provides financial assistance to patients and members of the community who qualify for assistance pursuant to the Financial Assistance Policy.

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

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

Financial assistance provided to individuals who are financially indigent or medically indigent and satisfy certain requirements.

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

Check one.

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 means a patient whose medical or hospital bills from all related or unrelated providers, after payment by third parties, exceed a specified percentage of their Yearly Household Income (ranging from 5%-10%), whose Yearly Household Income is greater than 200% but less than or equal to 500% of the Federal Poverty Guidelines and who is unable to pay the outstanding account balance.

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

YES NO If yes, please briefly summarize method.

However, in determining a patient’s ability to pay, the hospital may consider other resources available to the patient including such things as savings accounts, stocks, bonds, etc.

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

See Additional Information
Section.

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 Any other sources available. See Additional Information Section.

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 Written Request or online

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.

Baylor Health Care System , 2001 Bryan Street, Suite 2600, Dallas, TX 75201

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

YES NO

If yes, please check

Spanish 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. 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 _____

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 Propr to admission

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

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 Re-affirmation required after 6 months. If no changes have occurred, eligibility lasts a total of one year.

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 _____

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).

Financial Service offered under the Financial Assistance Policy does not apply to initial transplant services and physician or other professional fees billed separately from the hospital fees. BHCS reserves the right to further limit the services covered by the 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).

BUMC provides inpatient and outpatient medical services to treat individuals with diseases, illnesses and injuries of varying complexities. Services include providing patients with innovative methods of prevention, diagnosis, treatment, education and support consistent with a quality teaching and research hospital. Multidisciplinary interaction among physicians helps ensure comprehensive care for all stages of illness through all stages of life. Some of these clinical services such as palliative care, are provided despite a financial loss to BUMC of \$4,215,883. BUMC operates a comprehensive Level I trauma center, one of only two adult trauma centers in Dallas, covering 21 counties (18,000 square miles) and five million residents. The trauma services division has dedicated trauma and stroke teams, providing 24-hour emergency services. The Riggs Emergency Department, with more than 75,000 square feet and 85 patient treatment rooms, includes dedicated areas specifically for trauma care, physician referral and minor emergency care. The trauma center served more than 90,000 patients during the fiscal year ending June 30, 2012. South Dallas residents are 30 percent more likely to be admitted to a hospital due to diabetes or a diabetes-related condition than other city of Dallas residents. In an effort to improve diabetes care among this population, Baylor established the Diabetes Health and Wellness Institute at Juanita J. Craft Recreation Center (DHWI) jointly with the City of Dallas. BUMC supported the Institute through community wellness initiatives designed to increase access to care and extend the wellness and quality of life for South Dallas Frazier neighborhood residents with offerings such as free access to quality medical treatment and wellness programs. The DHWI Family Health Center offers patient care by an experienced staff in a comfortable and welcoming setting. The results of this clinic are astounding, providing an estimated value of more than \$1.4 million. Members may take advantage of nearly 45 weekly lifestyle programs and classes such as kickboxing, yoga for seniors, low-impact aerobics, healthy cooking and nutrition classes, support groups and diabetes management classes. They also have access to the facility's game room, computer room, fitness room, aerobics room, walking trails and tennis courts. The on-site wellness team includes an endocrinologist, nurse practitioners, medical assistants, diabetes educators, community health educators, a pastoral care provider, registered dietitians, referral coordinators, social workers, exercise specialist and receptionists. Baylor University Medical Center at Dallas (BUMC) provided medical residency programs for the training of future physicians, nurses and other health professionals in an effort to increase the supply of health care professionals nationwide. During the year, BUMC served 217 medical residency students. Assisting with the preparation of future nurses at entry and advanced levels of nursing is critical to establishing a workforce of qualified nurses. Through work with six Dallas County schools of nursing, Baylor strengthened and increased the number of affiliations with schools of nursing. During the year, BUMC invested in training 713 undergraduate nurses and radiology students. Total unreimbursed cost of these programs was \$23,150,625.

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.

2f. If the patient is an adult, the term Yearly Income for purposes of classification as either Financially Indigent or Medically Indigent means the sum of the total yearly gross income of the patient and the patient's spouse. If the patient is a minor, the term Yearly Income means the sum of the total yearly gross income of the patient, the patient's mother and the patient's father. 2g. Support from an absent family member or someone not living in the household is only included if the patient is a dependent of the absent family member or someone not living in the household.

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NOTE: This is the twelfth 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.state.tx.us.

Name of Hospital: _____ City: _____

Contact Name: _____ Phone: _____

Suggestions/questions: