

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): 2153723	(Enter 7-digit FID# from attached hospital listing)***
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Name of Hospital: Knapp Medical Center **County:** Hidalgo

Mailing Address: P.O. Box 1110, Weslaco, TX 78596

Physical Address if different from above: 1401 E. 8th St., Weslaco, TX 78596

Effective Date of the current policy: 06/01/1992

Date of Scheduled Revision of this policy: 03/01/2014

How often do you revise your charity care policy? Annual

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

Name of the office/department: Business Office

Mailing Address: P.O. Box 1110, Weslaco, TX 78596

Contact Person: Juan Hernandez **Coordinator - Bus. Services**

Phone: (956) 969-5140 Fax: (956) 969-1408 E-Mail: jhernandez5@primehealthcare.com

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 only available in PDF format at DSHS web site: www.dshs.state.tx.us/chs/hosp under 2013 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.

As part of its mission, Knapp Medical Center provides care to patients without financial means to pay for hospital services. Charity care will be provided to all patients who present themselves for care at Knapp Medical Center without regard to race, creed, color, or national origin and who are classified as financially or medically indigent.

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

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

There are financially and medically indigent patients who find it impossible to assume the responsibility for paying part or all of their portion of the hospital bill. At the discretion of Administration and the approval of the Board of Trustees, some accounts may be written off as charity accounts.

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**.

A medically indigent patient is determined by the cost of health care services provided versus the income of the guarantor's 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
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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
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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.

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 _____

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? 31

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 _____

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).

The Wellness Program offers lab screenings from \$5-\$30 to encourage healthy lifestyles. This was developed as an alternative for those without health insurance who could not otherwise afford expensive tests. Valley Health Seminars are given by local physicians on different health topics. Topics are usually geared for older adults, but some are designed for parents. Seminars are held in person and archived for access by a broader audience. The Volunteer Program assists students needing volunteer hours to enter certain professional healthcare classes and for older adults who need to feel a sense of purpose. The hospital patients and staff benefit greatly from volunteer efforts as well. The Junior Volunteer program gives students 15-18 years of age an opportunity to embrace volunteering and learn about potential health careers. Fit & Fun Fall Festival is a free, general health fair held near Halloween. Held after school, it is geared mainly for families with children. Design for a Cure promotes good breast health. Held in early October, decorated bras are displayed and educational information is distributed. Anyone can vote for their favorite decorated bra. Votes are \$1 each and the money is used to provide screening mammograms for local indigent women. As part of this project, Knapp Medical Center partners with South Texas Community College students to increase the number of entries for the event. Trauma Services has distributed more than 192 infant and booster seats to indigent families since the program started in September 2009. To be eligible for a seat, the parent must receive training on proper car seat installation and how to correctly fit child harnesses. In conjunction with Victoria Palms First Responders, Knapp helped coordinate the second Senior Health Fair. A total of 326 attended. The Diabetes Center focused on the development of each patient's behavioral skills needed to effectively manage this chronic disease on a day-to-day basis. Also the Center provided the public with information and associated risks to enable early detection and prevention of chronic complications. Dieticians taught diabetes and renal failure patients portion control and meal planning using a chart that provides visual cues to food choices rather than words. This chart was printed with a grant from the Knapp Auxiliary. The Knapp Auxiliary decided that diabetes management tools were too important not to share. They took over marketing of the food charts as an outreach project. The charts are free to Knapp dieticians and sales of the charts fund the printing of future charts. A Que Pasa quarterly community newsletter offers community health education and information on members of the Knapp Medical Center Medical Staff and the services these independent professional providers have access to at Knapp. Childbirth Education Classes are held for expectant parents.

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 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: _____
_____ Phone _____
Contact Name: _____ : _____

Suggestions/questions: