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**
-2014-

Facility Identification (FID): 4236240 (Enter 7-digit FID# from attached hospital listing)***

Name of Hospital: East Texas Medical Center Specialty Hospital **County:** Smith

Mailing Address: PO Box 7018, Tyler TX 75711-7018

Physical Address if different from above: 1000 South Beckham Avenue, 5th Floor, Tyler TX 75701

Effective Date of the current policy: 11/01/2009

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

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: BUSINESS OFFICE

Mailing Address: P.O. BOX 7000, TYLER TX 75711

Contact Person: Joe Maliszewski Title: Supervisor, Financial Assistance

Phone: _____ Fax: _____ E-Mail ty_malj@etmc.org

Person completing this form if different from above:

Name: Sandy Wilson Phone: (903) 596-3007

* 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 2014 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.

BY VIRTUE OF OUR EXEMPTION FROM FEDERAL AND STATE TAXES AND AS A PART OF OUR MISSION TO SERVE THE HEALTH CARE NEEDS OF OUR COMMUNITY, ETMC WILL PROVIDE CHARITY CARE TO PATIENTS WHO MEET THE CRITERIA OF OUR 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.

IN AND OUT PATIENT MEDICAL TREATMENT AND DIAGNOSTIC SERVICES FOR UNINSURED OR UNDERINSURED PATIENTS WHO CANNOT AFFORD TO PAY FOR THE CARE ACCORDING TO THE GUIDELINES OF OUR POLICY.

b. What percentage of the federal poverty guidelines is financial eligibility based upon? Check one.4

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**.

A PATIENT WHOSE UNPAID HOSPITAL CHARGES EXCEED THEIR ABILITY TO PAY AND WHOSE REMAINING BILL WILL RESULT IN NO OBLIGATION OR A DISCOUNTED OBLIGATION TO PAY FOR THE SERVICES RENDERED. BASED ON THE ELIGIBILITY CRITERIA SET FORTH IN OUR POLICY.

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 ALL ADULTS LEGALLY FINANCIALLY RESPONSIBLE

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 MAIL, ETMC WEBSITE

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? 30 DAYS FROM RESOLUTION OF ALL THIRD PARTY INSURANCE AND/OR FUNDING ELIGIBILITY EFFORTS

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 6 MONTHS

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 ELIMINATE BILLING FOR PATIENTS RECEIVING 100% CHARITY ASSISTANCE. FOR PATIENTS RECEIVING PARTIAL ASSISTANCE A BILLING STATEMENT REFLECTING THE BALANCE AFTER CHARITY IS SENT TO THE CUSTOMER.

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 PROCEDURES, TRANSPLANT SERVICES, OUTPATIENT CHEMO THERAPY, CRNA SERVICES, OTHER SCHEDULED ELECTIVE SERVICES

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).

ETMC¿s commitment to community benefits is reflected in its mission statement: We strive to bring an unmatched Spirit of Excellence to the art and science of healthcare. We measure our success by how our efforts improve the quality of life for the people and communities of east Texas. ETMC continually works to assess healthcare needs in the areas it serves, as it strives to advance health services to the highest level that can be supported in home communities. This includes establishing strong partnerships that include governmental entities, health and human services agencies and other organizations that can share in our mission of care of East Texas. In addition to meeting and exceeding charity care requirements, ETMC provides limited financial and in-kind support to many area agencies each year, especially related to community-based healthcare initiatives. These disease-based entities include the American Cancer Society, American Heart Association, Komen for all Cure, Arthritis Foundation, American Parkinson¿s Disease Association, East Texas Crisis Center, Parent Services Center, Muscular Dystrophy Association, Alzheimer¿s Alliance of Smithy County and the March of Dimes. In addition, ETMC¿s outreach to the communities it serves is extended through a variety of projects, many of which are aimed at medical-underserved populations. These programs include health fairs, community health education projects, health screenings and other opportunities to promote disease awareness and healthy lifestyles. ETMCRHS II. Community Benefit Projects/Activities Name - Brief Description - Target Population or Purpose. (1) Emergency Care - Maintain medical staff composition and call coverage necessary to sustain trauma centers - all service area population. (2) Cardiac Care - Reduce mortality rates and improve outcomes for patients with cardiovascular disease - persons with cardiac disease. (3) Neurological Care - Maintain TDSHS Stroke Center Accreditation and improve community awareness of the signs and symptoms of stroke - persons who may have a stroke. (4) Cancer Care - Increase the number of screenings for breast and colorectal cancers - all adults within service area. (5) Kidney Transplantation - Support organ donation education and maintain kidney transplant program - potential organ donors and donor recipients. (6) Mental Healthcare - Expand placement of master's trained mental health counselors and serve as resource for mental health services - persons with mental health illness. (7) Access to Care - Increase primary care providers in rural communities - rural populations.

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.

Regarding Questions 3:3. Does application for charity care require completion of a form? ETMC does require an application except instances where the charity determination is based on a non-covered service of a government sponsored program, where income eligibility for that program is less than 200% of the Federal Poverty Guidelines. Regarding Question 4.b.4.b: What documents does your hospital use/require to verify income, expenses, and assets? Check all that apply. The answer stated is based on the question phrase ¿use/require¿ to ¿use and/or require¿.

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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: