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**
2015

<table>
<thead>
<tr>
<th>Facility Identification (FID):</th>
<th>3212717 (Enter 7-digit FID# from attached hospital listing)***</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Hospital:</td>
<td>Palacios Community Medical Center</td>
</tr>
<tr>
<td>Mailing Address:</td>
<td>311 Green Ave</td>
</tr>
<tr>
<td>Physical Address if different from above:</td>
<td></td>
</tr>
<tr>
<td>Effective Date of the current policy:</td>
<td>12/01/2015</td>
</tr>
<tr>
<td>Date of Scheduled Revision of this policy:</td>
<td>12/01/2016</td>
</tr>
<tr>
<td>How often do you revise your charity care policy?</td>
<td>annually</td>
</tr>
</tbody>
</table>

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

| Name of the office/department: | Finance Department                                                                 |
| Mailing Address:               | 311 Green Ave                                                                 |
| Contact Person:                | Melanie Longoria  | Title:  Finance Director |
| Phone:                         | (361) 972-2511    | Fax:     (361) 972-0149  | E-Mail: mlpcmc@tisd.net |

Person completing this form if different from above:

<table>
<thead>
<tr>
<th>Name:</th>
<th>Phone:</th>
</tr>
</thead>
</table>

* 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](http://www.dshs.state.tx.us/chs/hosp) under 2015 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.

Palacios Community Medical Center (PCMC) is a not-for-profit hospital providing charity care to individuals who lack the ability to pay for their healthcare needs. Consistent with its mission to deliver compassionate, high quality, affordable healthcare services, and to advocate for those who are poor and disenfranchised; PCMC strives to ensure that the financial capacity of people who need health care services does not prevent them from seeking or receiving care.

2. Provide the following information regarding your hospital’s current charity care policy.
   a. Provide definition of the term charity care for your hospital.

   Charity care means providing unreimbursable cost of services to patients who qualify as financially indigent for emergent and medically necessary medical services upon completion of our Financial Assistant Application.

   b. What percentage of the federal poverty guidelines is financial eligibility based upon? Check one. 5

   1. 100%  4. <200%
   2. <133%  5. Other, specify 350%
   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.

   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

   http://www.dshs.state.tx.us/chs/hosp/
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 ________________________________ available on website

If, YES, please provide name and address of the place.

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.

http://www.dshs.state.tx.us/chs/hosp/
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 gov’t assistance programs such as Medicaid
      19. Signed affidavit or attestation by patient
      20. Veterans benefit statement

http://www.dshs.state.tx.us/chs/hosp/
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? 1-2

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). non urgent services such as routine outpatient services

12. Does your hospital pay for charity care services provided at hospitals owned by others?
    YES ☑ NO

http://www.dshs.state.tx.us/chs/hosp/
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).

diabetes awareness - our hospital identifies patients with diabetes through media and word of mouth and offers free classes to the diabetic community on maintenance and use of equipment. Breast cancer awareness - speaking engagement to promote self examinations and the importance of early detection. Discuss resources for patients and family. Elderly Education - our CNO speaks at the Friends of Elder Citizens (FEC) to promote senior awareness of various issues and to maintain good health including immunizations. Our nurses go to schools and FEC to give immunizations to those unable to come to the facility to promote good health.

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 fourteenth 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: