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

Facility Identification (FID): 376227 (Enter 7-digit FID# from attached hospital listing)***
Name of Hospital: CHRISTUS St. Michael Rehabilitation Hospital
County: Bowie
Mailing Address: 2400 St. Michael Drive, Texarkana, Texas 75503
Physical Address if different from above: 
Effective Date of the current policy: 07/01/2014
Date of Scheduled Revision of this policy: 07/01/2015
How often do you revise your charity care policy? annually at least

Provide the following information on the office and contact person(s) processing requests
for charity care.
Name of the office/department: Patient Financial Services
Mailing Address: 919 Hidden Ridge Dr. Irving, Texas 75038
Contact Person: Glen Boles Title: Chief Financial Officer
glen.boles@chrsitushealth.org
Phone: (903) 614-2007 Fax: (903) 614-2212 E-Mail 
Person completing this form if different from above:
Name: Jessica Green Phone: (903) 614-2965

* 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:

** 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.

The hospital addresses charity care for the uninsured patients. As a non-profit charitable religious based healthcare provider, CHRISTUS St. Michael Health will provide medically necessary 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.

   The policy addresses charity for the uninsured and the under insured patients. As a non-profit, charitable, religious based healthcare provider, CHRISTUS St. Michael System (CSMRH) will provide medically necessary services at no charge to patients who meet the specific criteria defined herein. These criteria are objectively determined and shall be consistently applied across the CSMRH delivery systems to include hospitals, clinics and other healthcare services.

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

      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.

      The patient whose medical or hospital bill after payment by third party payers exceed a specified percentage of the person’s annual gross income, which is financially unable to pay the remaining bill. The patient who incurs catastrophic medical expenses is classified as medically indigent when payment would require liquidation of assets critical to living or would cause undue financial hardship to the family support system.

   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 ____________
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
☑  4. request by mail

3. 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 during preregistration process

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 prior from receipt of complete application

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). cosmetic and bariatric 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).

Collaborative efforts with area schools and other community agencies to provide immunizations to children and health screening for adults with emphasis on hypertension, diabetes and heart disease for a healthier community are achieved through a mobile unit. A Senior Health Clinic on hospital campus to provide primary care to patients age 65 or older. Ongoing diabetes self management classes are offered to the community.

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.
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:

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