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): 376245 (Enter 7-digit FID# from attached hospital listing)***

Name of Hospital: CHRISTUS St. Michael Health System County: Bowie
Mailing Address: 2600 St. Michael Drive - Texarkana, TX 75503
Physical Address if different from above: same
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 Drive - Irving, TX 75038
Contact Person: Glen Boles Title: Chief Financial Officer
glen.boles@christushealth.org
Phone: (903) 614-2007 Fax: (903) 614-2212 E-Mail
g

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/.

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.

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

Charity care is defined by the State of Texas as the unreimbursed cost of providing funding or otherwise financially supporting services on an inpatient or outpatient basis to a person classified by the healthcare center as financially indigent or medically indigent.

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%

   200%

   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 shall mean the patient whose medical or hospital bills after payment by third-party payers exceed a specified percentage of the persons annual gross income and 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. If a family’s income exceeds the poverty guidelines then the patient may qualify to apply for a grant for the amount of the bill that is in excess of 25% of the family’s annual gross income. A payment plan may be established to pay the remaining balance.

   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

http://www.dshs.state.tx.us/chs/hosp/
5. Other, please explain __________________________

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 __________________________

☑  Request by mail

3. Are charity care application forms available in places other than the hospital?

http://www.dshs.state.tx.us/chs/hosp/
YES ☐ NO  If, YES, please provide name and address of the place.
n/a, n/a

d. Is the application form available in language(s) other than English?
YES ☐ NO
If yes, please check
Spanish   Other, please specify   n/a

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

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 pre-registration 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 is operated in Bowie County Texas to provide primary care to patients age 65 or older. A freestanding Community Clinic serving all age groups is operated in Miller County Arkansas to meet the needs of the under-served and under-insured.

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.

n/a
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: