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): 4410020 (Enter 7-digit FID# from attached hospital listing)***

Name of Hospital: Hendrick Medical Center            County: Taylor
Mailing Address: 1900 Pine St Abilene, TX 79601
Physical Address if different from above:
Effective Date of the current policy: 09/01/2014
Date of Scheduled Revision of this policy: 08/31/2015
How often do you revise your charity care policy? FPI amounts adjusted annually

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

Name of the office/department: Resource Assistance
Mailing Address: 1900 Pine St. Abilene, TX 79601
Contact Person: Merle Pallarez              Title: Supervisor
Phone: (325) 670-4160       Fax: (325) 670-2589       E-Mail: mpallarez@hendrickhealth.org

Person completing this form if different from above:
Name: Tave Kelly                  Phone: (325) 670-2434

* 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.

Please see attached Board Policy BP-4.

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

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

   Please see attached Administrative policy.

   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 250% for full charity, partial assistance granted on a sliding scale up to 500%.

   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.

      Please see attached Board 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

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g. What is included in your definition of income from the list below? Check all that apply.

- Wages and salaries before deductions
- Self-employment income
- Social security benefits
- Pensions and retirement benefits
- Unemployment compensation
- Strike benefits from union funds
- Worker’s compensation
- Veteran’s payments
- Public assistance payments
- Training stipends
- Alimony
- Child support
- Military family allotments
- Income from dividends, interest, rents, royalties
- Regular insurance or annuity payments
- Income from estates and trusts

- Support from an absent family member or someone not living in the household
- Lottery winnings

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.

- By telephone
- In person
- Other, please specify Provided in trauma center, personally delivered to patient rooms
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 gov’t assistance programs such as Medicaid

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

☑ 100% for FPI<250% of sliding scale

up to 400% for FPI of 500%

d. 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

☑ 100% for FPI<250% of sliding scale

up to 400% for FPI of 500%

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? 60-90 days once application complete
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

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 Surgery

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).

Please see attached community Benefits Plan.

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: