

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): 856564 (Enter 7-digit FID# from attached hospital listing)***

Name of Hospital: Children's Medical Center Plano **County:** Collin

Mailing Address: 1935 Medical District Drive, Dallas, TX 75235

Physical Address if different from above: 7601 Preston Rd, Plano, TX 75024

Effective Date of the current policy: 05/01/1990

Date of Scheduled Revision of this policy: 09/01/2018

How often do you revise your charity care policy? As needed

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: 1935 Medical District Drive, Dallas, TX 75235

Contact Person: Jose Loza Title: VP Revenue Cycle

Phone: (214) 456-7000 Fax: (214) 456-1955 E-Mail jose.loza@childrens.com

Person completing this form if different from above:

Name: Christopher Titsworth Phone: (214) 456-3621

* 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 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.

To establish guidance for Children s HealthSM, Children s Medical Center financial assistance program in accordance with the Patient Protection & Affordable Care Act (Section 9007r). To provide for financial assistance to approved patients that are unable to pay. To delineate the process for identifying patients unable to pay prior to the billing and collection efforts. To provide procedures for reducing the charges of patients approved for Children s Health financial assistance and inform prospective patients of Children s Health Charity Care criteria.

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

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

Children's Health Charity Care shall be defined as financial assistance to approved patients that are unable to pay.

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

1. 100%

4. <200%

200% of Federal Poverty Level for 100% Charity care adjustments, sliding scale adjustment for 201% to 400% of Federal Poverty level

2. <133%

5. Other, specify

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 patients are usually moderate to middle income persons who have difficulty meeting the significant financial obligation of a catastrophic illness.s

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

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

- 2. Mother, Father and Children
- 3. All family members
- 4. All household members
- 5. Other, please explain Patient's mother and father

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 email

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.

Children's Health Specialty Center Plano Campus, 7609 Preston Rd, Plano, TX 75024

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

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

- 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 At the time of pre-registration or prior to scheduled services

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? 1-5 days

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 90 days

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). Unfunded patients who require transplant, services leading to transplant (dialysis, for example) or other specialized, high cost treatments or protocols are not eligible for charity care.

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).

See attached Community Health Implementation Strategy Link for Children's Community Reports (supporting documents):

<https://www.childrens.com/footer/aboutsection/about/reports-and-publications/community-reports>.

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.

Children's Medical Center Plano (CMCP) has historically been licensed under Children's Medical Center of Dallas (CMCD). Data for both locations is combined and reported under the 2015 DSHS/AHA/THA Annual Survey of Hospitals (ASH) and Annual Statement of Community Benefits form (ASCB) for CMCD. Combined data includes, but not limited to, facilities, services & beds, physician arrangements, utilization, revenue & other financials information, staffing, and charity care & community benefits. For Community Benefits (Section II of Part I), the combined totals for CMCD and CMCP for CHARITY CARE, GOVERNMENT-SPONSORED INDIGENT HEALTH CARE, AND OTHER COMMUNITY BENEFITS INFORMATION - 2015 have been reported in the System Total column on the survey for CMCP, which are the same amounts reported on the Children's Medical Center of Dallas survey. In 2015, Children's Medical Center of Dallas (CMCD) began the process to have Children's Medical Center Plano (CMCP) licensed separate from CMCD. The separation was finalized on May 13, 2016 with Texas Medicaid & Healthcare Partnership (TMHP) approving the new enrollment for Children's Medical Center of Plano. There is currently no data that we, nor the state database, possess to allow the separate reporting of CMCD and CMCP for FY 2015. As a result, CMCD and CMCP must report combined data for the FY 2015 DSHS/AHA/THA Annual Survey of Hospitals (ASH) and Annual Statement of Community Benefits form (ASCB). FY 2016 (reported in 2017) will be the first time for which CMCP can fully complete the DSHS/AHA/THA Annual Survey of Hospitals (ASH) and Annual Statement of Community Benefits form (ASCB) separate from CMCD.

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

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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: