`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**
2021

Facility Identification (FID): 276050 (Enter 7-digit FID# from attached hospital listing)***

Name of Hospital: AdventHealth Central Texas **County:** Bell

Mailing Address: 2201 South Clear Creek Rd. Killeen, TX 76549

Physical Address if different from above: 2201 South Clear Creek Rd. Killeen, TX 76549

Effective Date of the current policy: 03/01/2006

Date of Scheduled Revision of this policy: 01/04/2022

How often do you revise your charity care policy? Annually

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

Name of the office/department: Consumer Access

Mailing Address: PO Box 6337, Fort Worth, TX 76115

Contact Person: Mallory Ritter Title: Regional Consumer Access Director

Phone: (817) 551-2783 Fax:

Person completing this form if different from above:

Name: Nathan Graves Phone: (817) 551-2489

*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: https://www.dshs.texas.gov/chs/hosp/hosp3.aspx under 2021 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: http://www.dshs.texas.gov/chs/hosp/

I. Charity Care Policy:

1. Include your hospital's Charity Care Mission statement in the space below.

AdventHealth (AH) is committed to excellence in providing high quality health care while serving the diverse needs of those living within our service area. AH is dedicated to the view that emergency or other non-elective medically necessary care should be accessible to all, regardless of age, gender, geographic location, cultural background, physical mobility, or ability to pay. AH is committed to providing health care services and acknowledges that in some cases an individual will not be financially able to pay for the services received.

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

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

Emergency or non-elective medically necessary care may be considered for financial assistance if a patient presents with any of the following conditions: * No third - party coverage is available. * Patient is already eligible for assistance (e.g. Medicaid), but the particular services are not covered. * Medicare or Medicaid benefits have been exhausted and the patient has no further ability to pay. * Patient is insured but qualifies for assistance based upon financial need with respect to the individual¿s balance after insurance. * Patient meets oca and/or state charity requirements.

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

4

1. 100%
☑ 4. <200%
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**.

Persons who do not have health insurance and who are not eligible for other health care coverage.

e. Does your hospital use an Assets test to determine eligibility for charity care?

☑ YES NO If yes, please briefly summarize method. An asset test is mandatory for Medicare patients only. An asset test for non-Medicare patients is optional. For the purposes of this policy, the amount of patient responsibility is 100% of the patient portion not to exceed the GREATER of: 1) Seven percent (7%) of Available Assets or 2) Required payment per the Financial Assistance Policy. Available Assets is defined as cash, cash equivalents and non-retirement investments.

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

☑ ☑ Any student over 18 yrs old, dependent on family for over 50% support (current tax return of responsible adult is required). Any other persons dependent on family's income for over 50% support (current tax return of responsible adult is required).

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 _____

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.

hosptial website: https://www.adventhealth.com/legal/financial-assistance, hosptial website: https://www.adventhealth.com/legal/financial-assistance

d. Is the application form available in language(s) other than English?

☑ YES NO

If yes, please check

Spanish ☑ 1 Other, please specify Arabic, Chinese, Greek, Gujarati, Haitian Creole, Korean, Portugese, Russian, Tagalog, Vietnamese

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. Paycheck 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 _____

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? 60 days after receiving completed 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 3 months

10. How does the hospital notify the patient about their eligibility for charity care? Check all that apply. 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).

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). 1) Building new patient tower to expand emergency room and ICU services. 2) Recent opening of OB ED to broaden maternity treatment. 3) Mental Health first-Aid: preparing individuals to interact with persons in crisis and to approach with appropriate resources for help.

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.

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

NOTE: This is the twenty-first 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.texas.gov.

Name of Hospital: _____ City: _____

Contact Name: _____ Phone: _____

Suggestions/questions: