

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**
2024**

Facility Identification (FID): 2016016 (Enter 7-digit FID# from attached hospital listing)***

Name of Hospital: Houston Methodist Clear Lake Hospital **County:** Harris

Mailing Address: 18300 Houston Methodist Dr., Houston, TX 77058

Physical Address if different from above: _____

Effective Date of the current policy: 1/1/2016

Date of Scheduled Revision of this policy: 09/30/2023

How often do you revise your charity care policy? Every 3 years or when there is a change

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

Name of the office/department: Patient Access

Mailing Address: 18300 Houston Methodist Dr. Houston, TX 77058

Contact Person: Lesia Thomas Title: Financial Counselor

Phone: (281)523-2193 Fax: (281)523-2019

Person completing this form if different from above:

Name: _____ Phone: _____

*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.texas.gov/chs/hosp under 2024 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.

Houston Methodist (HM) is committed to providing financial assistance to persons who have healthcare needs and are otherwise unable to pay for medically necessary care, including emergency care as defined herein, based on their individual financial situation. Consistent with HM's objective to deliver high quality, cost effective healthcare, HM strives to ensure that those in need are not prevented from receiving necessary health care services. HM will provide, without discrimination, care for emergency medical conditions regardless of a patient's ability to pay.

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

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

Financial Assistance: Healthcare services provided by HM hospitals without charge or at a discount to patients approved for Financial Assistance.

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**.

Medically Indigent: 2 o Threshold #1 - A patient whose Family Income is between 201% and 500% of the FPL. o Threshold #2 - A patient whose Family Income is greater than 500% of the FPL and whose Account Balance is greater than 10% of their Family Income.

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 _____ Website _____

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.

Houston Methodist Business Office, 701 S. Fry Road, Katy, TX 77450

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

YES NO

If yes, please check

Spanish 1 Other, please specify

[https://www.houstonmethodist.org/
pay-your-bill/](https://www.houstonmethodist.org/pay-your-bill/)

4. When evaluating a charity care application,

a. How is the information verified by the hospital?

_____ **DSHS/CHS/ASCBS-Part II//2-2024/Form# F25-11047**

<http://www.dshs.texas.gov/chs/hosp/>

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? 5 business 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 _____

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).

Community Benefits Grant Program: The external charity care grant program provides services to the medically underserved through external organizations that are already meeting the health care needs that Houston Methodist has identified as priorities. Agencies complete an application based on a set criterion which includes primarily supporting people who fall within the 200% or lower range of the Federal Poverty Level (FPL) and offering direct health care services. In 2024, Houston Methodist provided grant support to 15 FQHCs and charity clinics which included Legacy Community Health, The Rose, Lonestar Family Health Center, AccessHealth, and Christ Clinic, among others. The grant funding includes both direct funding for patient care as well as in-kind lab and imaging funding for financially indigent patients. Through the support of this grant and the mental health services grant, more than 51,000 patients were served in 2024.

Mental Health Innovation Grant Program: This external charity care grant program encourages nonprofit community health partners to increase access and capacity to provide mental health services across the Houston region. Agencies complete an application based on a set criterion which includes primarily supporting people who fall within the 200% or lower range of the Federal Poverty Level (FPL) and offering a mental/behavioral health care service. In 2024, Houston Methodist provided mental health grant support to nonprofits that included The Women's Home, Houston Area Women's Center, Boys & Girls Country and Healthcare for the Homeless Houston, among others. The funding supports the cost of direct patient care and seeks to increase the number of appointments available and accessible programs in our region.

I CARE in Action Program: Through the Houston Methodist employee volunteer program, I CARE in Action, employees can voluntarily donate their time to assist charitable agencies in the surrounding community in the execution of health care and social services. Types of charitable agencies supported through the I CARE in Action program include, but are not limited to, Houston Food Bank, Medical Bridges, DePelchin Children's Center, Montgomery County Habitat for Humanity, and Northwest Assistance Ministries. Houston Methodist supported more than 30 community-based agencies in Houston with a total donation of 9,712 hours of employee volunteer time. Since the program's inception in 2012, Houston Methodist has donated more than 59,000 hours to charitable agencies in the surrounding community to over 50 community partners.

Donation/Sponsorship Programs: Houston Methodist provides support to local underserved patients and charity agencies through donations of medical equipment and supplies and direct and in-kind sponsorship. For 2024, Houston Methodist donated new and used medical equipment to agencies such as Medical Bridges and Project Cure while also providing sponsorship support to numerous agencies of which included but were not limited to the American Cancer Society, Houston Food Bank, American Heart Association, March of Dimes, Susan G. Komen, Alzheimer's Association and many others. Each of these agencies work to provide care, medical awareness and assistance to the community in need as well as the Greater Houston 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.

Community Scholars Program: Houston Methodist provides specialized health care services to our city's most vulnerable through the Community Scholars Program. The Community Scholars Program sends Houston Methodist fellows out into Federally Qualified Health Centers (FQHC) and other free/charity facilities to provide quality care that otherwise could not be accessed by the populations served by these facilities. Services offered in 2023 included endocrinology, nephrology, and hematology/oncology at Legacy Community Health, neurology and ophthalmology at San Jose Clinic, cardiology and orthopedic surgery at Vecino Health Centers, uro-gynecology, urology and gastroenterology at El Centro de Corazon, and finally pulmonology at Hope Clinic. For 2023, Houston Methodist residents and fellows provided over 1,446 patient visits and treated a total of 1,091 indigent patients.

Community Health Needs Assessment/Implementation Plan Reports: Houston Methodist conducts periodic health needs assessments to uncover the ever-changing health and social needs of the Houston community with heavy emphasis on the indigent population. For 2023, Houston Methodist submitted an Implementation Plan Report to showcase activities performed through the year focused on improving community health and providing access to care. Houston Methodist's health priorities include increasing access to mental health care services within the surrounding underserved community, reducing barriers to accessing specialty care services for the surrounding underserved community, increasing access to primary care services for the surrounding community, and promoting healthy living behaviors to reduce the likelihood of chronic disease development.

Health Awareness Activities: Throughout 2023, Houston Methodist Hospital worked to address the health needs of the Houston community through educating the population on various topics that affect their overall health and wellbeing. Community outreach efforts in 2023 included but were not limited to health fairs in partnerships with local ISDs and faith-based groups, heart disease education/awareness event, breast cancer support groups, stroke support groups, and cancer and health screening events.

Family Medicine Residency Program: Houston Methodist provides access to primary care services in underserved community through the Houston Methodist Family Residency Program. This program is located at the FQHC, Vecino Health Center in the Denver Harbor area and Legacy Community Health in Baytown and has existed for more than 15 years. In 2023, 27 residents at these community clinics completed 27,107 visits for indigent patients.

Network of Care: Houston Methodist is focused on ensuring all patients have access to a medical home upon discharge. This interest in ensuring patients prioritize having a medical home is designed to stress the importance of preventative care. The Network of Care is a partnership with over 40 nonprofit health care locations in the city that are focused on providing access to health care for the underserved. Houston Methodist provides dedicated staff to assist with referring patients who are in need of a PCP and have limited financial means to one of the established community partners that are part of this Network. The initiative began in May of 2016 and has helped facilitate appointments for numerous underserved patients who deserve to have access to affordable and high quality care. For 2023, 992 accepted support via the Network of Care system-wide. Through this program, Houston Methodist also addresses select social determinants of health impacting the patients being scheduled. Some of that support includes transportation assistance and support with food insecurity, co-pay assistance and prescription assistance.

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NOTE: This is the twenty-third 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: