`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): 2510636 (Enter 7-digit FID# from attached hospital listing)***

Name of Hospital: Texas Health Hospital Mansfield **County:** Johnson

Mailing Address: 2300 Lone Star Rd. Mansfield TX 76063

Physical Address if different from above:

Effective Date of the current policy: 4/14/2022

Date of Scheduled Revision of this policy: 03/14/2026

How often do you revise your charity care policy? Every 24 months

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: 2300 Lone Star Rd. Mansfield TX 76063

Contact Person: Kira Slater Title: Manager, Consumer Access

Phone: (954)326-6932 Fax: (682)341-5015

Person completing this form if different from above:

Name: Emily Tupa Phone: (682)341-5067

*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.

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 healthcare 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.

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

4

1. 100% ☑
2. <133%
3. <150%
4. <200%
5. Other, specify _____

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 for this policy, the amount of the 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

☑ ☑ 5. Other, please explain Any student over 18 years old, dependent on the

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.

Hospital website, www.texashealthmansfield.org

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

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).Mental Health: Improve awareness and support around mental illness and grief through education by training lay chaplains in the basics of pastoral care and grief to provide mental health support for community members who access services at the Mansfield Mission Center (MMC). Target Population: Adults living in the Mansfield community. Improve awareness and support around mental illness and grief through education by facilitating â Good God, I Grieveâ educational seminars in churches and other community-based organizations to address the grief and loss issues in crucial zip codes in Johnson and Parker Counties. Target Population: Adults living in the Mansfield community. High Blood Pressure: Improve awareness about high blood pressure through community education by hosting Dietary Approaches to Stop Hypertension (DASH) diet workshops and cooking schools through the Mansfield Seventh Day Adventist Church. Target Population: Adults and youth living in the Mansfield community. Improve awareness about high blood pressure through community education by providing free checks at the Mansfield Activities Center. Target Population: Seniors in the Mansfield community. Food Insecurity: Improve access to healthy foods for children and families in food deserts. Bring fresh produce, groceries, toiletries, and other resources to the community to overcome barriers for those needing additional food resources. In addition, families were invited to a lunch at the apartment pool where healthy eating information was shared. Blood pressure checks were provided and free follow up care was offered by Mansfield Mission Center. Target Population: Families and children living in food deserts. Health Care Access and Quality: Increase access to healthcare services by educating communities about health insurance. The hospital established locations in Tarrant County where our mobile health unit offered education about health insurance and primary healthcare access to uninsured residents along with low-cost care. Target Population: Uninsured population in Tarrant County.

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.

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: