

**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):** 4233570 (Enter 7-digit FID# from attached hospital listing)\*\*\*

**Name of Hospital:** Christus Mother Frances Hospital- Tyler **County:** Smith

**Mailing Address:** 800 E Dawson St, Tyler, Tx 75701

**Physical Address if different from above:** \_\_\_\_\_

**Effective Date of the current policy:** 4/1/2024

**Date of Scheduled Revision of this policy:** 01/16/2024

**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: Christus Health

Mailing Address: \_\_\_\_\_

Contact Person: Melissa Suniga Title: Financial Analyst

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

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](http://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.

CHRISTUS Hospitals are committed to minimizing the financial barriers to health care, especially to those who are economically poor and underserved and to those who are not covered by health insurance or governmental health care programs. Consistent with its Mission and Values as a ministry of the Catholic Church, CHRISTUS Hospitals will provide financial assistance to patients who qualify pursuant to this Policy. CHRISTUS hospitals provide, without discrimination, care for emergency medical conditions to patients regardless of whether the patient are eligible for financial assistance.

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

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

Charity is Financial Assistance, which means the income-based discounts described in Section A of the policy.

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

5

1. 100%

4. <200%

2. <133%

5.  
Other, specify <300%

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**.

Hardship Discount. Any patient whose balance, which could include Balance After Insurance, exceeds 10% of the patient’s gross family income will be provided a full 100% charity care discount for the balance in excess of 10% of the patient’s gross family income. Amount Generally Billed (AGB). Financial assistance-eligible patients will not be charged more than the amounts that are generally billed to individuals who have insurance covering the same care.

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 Other income, such as income from trust funds, charitable foundations, etc.

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 If a patient requests a form via email or mail once will be provided

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.

christushealth.org,

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

YES NO

If yes, please check

Spanish  1 Other, please specify 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 Upon billing or collection of amount due

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  
specify Hardship, 100% of any charges  
above 10% of gross family income not to
- d. Other, please specify exceed AGB.

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? For completed applications, CHRISTUS Hospitals will make a determination regarding the applicant's eligibility in a timely manner and consistent with this Policy.

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). Elective or lifestyle services that are not considered medically necessary as determined by a physician at a CHRISTUS hospital facility.

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. HEALTH EDUCATION â STROKES FOR STROKES â SC PURPOSE: To provide an educational opportunity for individuals to learn more about stroke prevention. This includes stroke signs, symptoms, risk factors and treatment.

DESCRIPTION: A free dinner is organized with a stroke survivor as the guest speaker. The program includes materials they take home with them. This allows more community members to learn about strokes with the goal of preventing stroke and education on the benefits of early recognition and treatment.

2. FIT CITY TYLER HEALTH EDUCATION â SC PURPOSE: The Smith County area has a high obesity rate with is impacting heart disease and strokes. To bring awareness to the high rates of heart disease and strokes and to have an incentive to working on losing weigh by eating healthy and doing more exercise. DESCRIPTION: A community event, smith county health and wellness expo, is held one day in January with over 12 entities sharing information on ways to become healthier and the impact on heart disease, diabetes, stroke, and behavioral health it can have. Weigh-in occur for those who want to participate in the challenge and then 6 months later prizes are awarded to various individuals. Booths are on site with educational materials.

3. AMERICAN CANCER SOCIETY â Grant - SC PURPOSE: The mission of the American cancer society is to improve the lives of people with cancer and their families through advocacy, research, and patient support, to ensure everyone has an opportunity to prevent, detect, treat, and survive cancer. DESCRIPTION: These funds will be used for two focus area: assist with raising money from other individuals, groups, and non-profits. The second area will be used to fund local screening and early detection, cancer research and provide transportation assistance in smith and surrounding counties.

**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 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](mailto:dwayne.collins@dshs.texas.gov).

Name of Hospital: \_\_\_\_\_ City: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

**Suggestions/questions:**