

**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\*\***  
**2020**

**Facility Identification (FID):** 3032360 (Enter 7-digit FID# from attached hospital listing)\*\*\*

**Name of Hospital:** Covenant Medical Center **County:** Lubbock

**Mailing Address:** 3615 19th St

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

**Effective Date of the current policy:** 05/01/2019

**Date of Scheduled Revision of this policy:** \_\_\_\_\_

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

**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: 2107 OXFORD AVE. LUBBOCK TX 79410

Contact Person: Tavia Hatfield Title: Reg. Dir Community Svcs

Phone: (806) 725-6252 Fax: (806) 725-5363

Person completing this form if different from above:

Name: TINA CRUPE Phone: DIR PATIENT ACCESS SERVICES

\*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 2020 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: <https://www.dshs.texas.gov/chs/hosp/default.shtm>.

**I. Charity Care Policy:**

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

CHS affirms its commitment to serve its communities with an emphasis of providing optimal health care services & programs by dedicating our efforts to aid all persons regardless of their age, sex, race, creed, disability, nationality origin or financial status. These beliefs have led CHS to develop a formalized policy & procedure for providing charity care.

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 care is defined as health care services provided at no charge or at a reduced charge to patients who do not have or cannot obtain adequate financial resources or other means of payment for their care.

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

175

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 applicants for charity status whose income exceeds 175% of the federal poverty guideline will be considered for charity care on a case by case review based on a percentage of their income.

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

YES NO If yes, please briefly summarize method. Our norm is proof of income & we rarely consider assets. On occasion CHS financial counselors validate asset levels as part of the "proof" of income process.

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 Patient/Guarantor's declaration of unemployment during the admissions process

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 HOSPITAL 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.

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

YES NO

If yes, please check

Spanish  1 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. 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? VARIES  
DEPEND ON CIRCUMSTANCE

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 6 MONTH

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).

See community benefits reports attached. See also, "CMC Community Benefits Projects\_Activities description" word document attached

**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 eighteen 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:**