

**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\*\***  
2016

**Facility Identification (FID):** 2016302 (Enter 7-digit FID# from attached hospital listing)\*\*\*

**Name of Hospital:** Houston Methodist Willowbrook Hospital **County:** Harris

**Mailing Address:** 18220 Tomball Parkway, Houston, TX 77070

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

**Effective Date of the current policy:** 01/01/2016

**Date of Scheduled Revision of this policy:** 01/01/2019

**How often do you revise your charity care policy?** Approx every 2 years

**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: 188220 Highway 249, Houston, TX 77070

Contact Person: Kimberly Rushing Title: Director of Finance

klushing@houstonmethodist

Phone: (281) 737-2152 Fax: (281) 477-1361 E-Mail .org

Person completing this form if different from above:

Name: Traycee Shepard Phone: (281) 737-2562

\* 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.state.tx.us/chs/hosp](http://www.dshs.state.tx.us/chs/hosp) under 2014 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: [www.dshs.state.tx.us/chs/hosp/](http://www.dshs.state.tx.us/chs/hosp/).

## I. Charity Care Policy:

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

The Methodist Hospital System will provide uncompensated or discounted hospital care to patients through the Financial Assistance Program and Patient Access Services. Patient Accounting will be responsible for reviewing completed Financial Assistance application forms and determining eligibility.

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

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

Eligible applicants are classified as either financially indigent (FI) or medically indigent (MI). Financially Indigent (FI) shall refer to individual(s) whose annual gross household income falls under or within guidelines established by The Methodist Hos

b. What percentage of the federal poverty guidelines is financial eligibility based upon?  
Check one.4

- |          |                                     |                         |
|----------|-------------------------------------|-------------------------|
| 1. <100% | <input checked="" type="checkbox"/> | 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 (MI) shall refer to individual(s) whose insurance coverage, if any, does not provide complete coverage for all medical expenses and the medical expenses, in relationship to income, would make them indigent if forced to pay outstanding b

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

YES NO If yes, please briefly summarize method.

The eligibility criteria, which are updated annually, rely on income levels and means testing indexed to the federal poverty guidelines, updated at the beginning of each calendar year and available from the Federal Government.

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 Physician office, internet, written request

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

Vietnamese, Arabic, Chinese, Farsi,  
French, German, Gujarati, Hindi,  
Japanese, Korean, Mon-Khmer,  
Portuguese (Brazilian & European),  
Russian, Tagalog, Thai, Urdu

Spanish   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. Pay check 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 govt assistance programs such as Medicaid
19. Signed affidavit or attestation by patient
20. Veterans benefit statement

21. Other, please specify Letter of support from family member, if applicable

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? 1-7 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?

- a. In person
- b. By telephone
- c. By correspondence
- d. Other, specify email

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).

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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).

To be provided in .pdf file.

**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 twelfth 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.state.tx.us](mailto:dwayne.collins@dshs.state.tx.us).

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

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

**Suggestions/questions:**