

**SCHEDULE H
(Form 990)**

Hospitals

OMB No. 1545-0047

2011

Open to Public Inspection

▶ Complete if the organization answered "Yes" to Form 990, Part IV, question 20.
▶ Attach to Form 990. ▶ See separate instructions.

Department of the Treasury
Internal Revenue Service

Name of the organization **St. Vincent Hospital and Health Care Center, Inc.**

Employer identification number
35-0869066

Part I Financial Assistance and Certain Other Community Benefits at Cost

- 1 a** Did the organization have a financial assistance policy during the tax year? If "No," skip to question 6a
- 1 b** If "Yes," was it a written policy?
- 2** If the organization had multiple hospital facilities, indicate which of the following best describes application of the financial assistance policy to its various hospital facilities during the tax year.
- Applied uniformly to all hospital facilities Applied uniformly to most hospital facilities
- Generally tailored to individual hospital facilities
- 3** Answer the following based on the financial assistance eligibility criteria that applied to the largest number of the organization's patients during the tax year.
- a** Did the organization use Federal Poverty Guidelines (FPG) to determine eligibility for providing free care? If "Yes," indicate which of the following was the FPG family income limit for eligibility for free care:
- 100% 150% 200% Other _____ %
- b** Did the organization use FPG to determine eligibility for providing discounted care? If "Yes," indicate which of the following was the family income limit for eligibility for discounted care:
- 200% 250% 300% 350% 400% Other _____ %
- c** If the organization did not use FPG to determine eligibility, describe in Part VI the income based criteria for determining eligibility for free or discounted care. Include in the description whether the organization used an asset test or other threshold, regardless of income, to determine eligibility for free or discounted care.
- 4** Did the organization's financial assistance policy that applied to the largest number of its patients during the tax year provide for free or discounted care to the "medically indigent"?
- 5 a** Did the organization budget amounts for free or discounted care provided under its financial assistance policy during the tax year?
- 5 b** If "Yes," did the organization's financial assistance expenses exceed the budgeted amount?
- 5 c** If "Yes" to line 5b, as a result of budget considerations, was the organization unable to provide free or discounted care to a patient who was eligible for free or discounted care?
- 6 a** Did the organization prepare a community benefit report during the tax year?
- 6 b** If "Yes," did the organization make it available to the public?

	Yes	No
1a	X	
1b	X	
2		
3a	X	
3b	X	
3c		
4	X	
5a	X	
5b	X	
5c		X
6a	X	
6b	X	

Complete the following table using the worksheets provided in the Schedule H instructions. Do not submit these worksheets with the Schedule H.

7 Financial Assistance and Certain Other Community Benefits at Cost	(a) Number of activities or programs (optional)	(b) Persons served (optional)	(c) Total community benefit expense	(d) Direct offsetting revenue	(e) Net community benefit expense	(f) Percent of total expense
Means-Tested Government Programs						
a Financial Assistance at cost (from Worksheet 1)			28,282,331.		28,282,331.	2.28%
b Medicaid (from Worksheet 3, column a)			177,978,408.	126,772,793.	51,205,615.	4.13%
c Costs of other means-tested government programs (from Worksheet 3, column b)						
d Total Financial Assistance and Means-Tested Government Programs			206,260,739.	126,772,793.	79,487,946.	6.41%
Other Benefits						
e Community health improvement services and community benefit operations (from Worksheet 4)		26,014	213,408.		213,408.	.02%
f Health professions education (from Worksheet 5)		1,422	34,509,856.	5,614,085.	28,895,771.	2.33%
g Subsidized health services (from Worksheet 6)			200,353.	2,000.	198,353.	.02%
h Research (from Worksheet 7)						
i Cash and in-kind contributions for community benefit (from Worksheet 8)		10,561	3,722,046.		3,722,046.	.30%
j Total Other Benefits		37,997	38,645,663.	5,616,085.	33,029,578.	2.67%
k Total. Add lines 7d and 7j		37,997	244,906,402.	132,388,878.	112,517,524.	9.08%

Schedule H (Form 990) 2011

Schedule H (Form 990) 2011

Part II Community Building Activities Complete this table if the organization conducted any community building activities during the tax year, and describe in Part VI how its community building activities promoted the health of the communities it serves.

	(a) Number of activities or programs (optional)	(b) Persons served (optional)	(c) Total community building expense	(d) Direct offsetting revenue	(e) Net community building expense	(f) Percent of total expense
1 Physical improvements and housing						
2 Economic development		1,901	1,093,864.		1,093,864.	.09%
3 Community support		600	570.		570.	.00%
4 Environmental improvements						
5 Leadership development and training for community members		100	480.		480.	.00%
6 Coalition building		200	1,840.		1,840.	.00%
7 Community health improvement advocacy		762	97,620.		97,620.	.01%
8 Workforce development		505	20,640.		20,640.	.00%
9 Other		4,068	1,215,014.		1,215,014.	.10%
10 Total						

Part III Bad Debt, Medicare, & Collection Practices

Section A. Bad Debt Expense

- Did the organization report bad debt expense in accordance with Healthcare Financial Management Association Statement No. 15? 1
- Enter the amount of the organization's bad debt expense 2 17,179,973.
- Enter the estimated amount of the organization's bad debt expense attributable to patients eligible under the organization's financial assistance policy 3 5,153,990.
- Provide in Part VI the text of the footnote to the organization's financial statements that describes bad debt expense. In addition, describe the costing methodology used in determining the amounts reported on lines 2 and 3, and rationale for including a portion of bad debt amounts as community benefit.

Section B. Medicare

- Enter total revenue received from Medicare (including DSH and IME) 5 261161707.
 - Enter Medicare allowable costs of care relating to payments on line 5 6 331727440.
 - Subtract line 6 from line 5. This is the surplus (or shortfall) 7 -70565733.
 - Describe in Part VI the extent to which any shortfall reported in line 7 should be treated as community benefit. Also describe in Part VI the costing methodology or source used to determine the amount reported on line 6.
- Check the box that describes the method used:
 Cost accounting system Cost to charge ratio Other

Section C. Collection Practices

- Did the organization have a written debt collection policy during the tax year? 9a X
- If "Yes," did the organization's collection policy that applied to the largest number of its patients during the tax year contain provisions on the collection practices to be followed for patients who are known to qualify for financial assistance? Describe in Part VI 9b X

Part IV Management Companies and Joint Ventures (see instructions)

(a) Name of entity	(b) Description of primary activity of entity	(c) Organization's profit % or stock ownership %	(d) Officers, directors, trustees, or key employees' profit % or stock ownership %	(e) Physicians' profit % or stock ownership %
1 The Surgery Center of Indianapolis, LLC	Surgery Center	40.00%		49.98%
2 Naab Road Surgery Center, LLC	Surgery Center	40.00%		60.00%
3 Terre Haute Surgical Center, LLC	Surgery Center	27.14%		51.66%
4 Women's Physician Surgery Center, LLC	Surgery Center	40.00%		60.00%
5 Fishers Ambulatory Surgery Center, LLC	Surgery Center	81.00%		14.00%
6 Indiana Orthopaedic Hospital, LLC	Orthopaedic Hospital	20.00%		80.00%

Part V Facility Information (continued)

Section B. Facility Policies and Practices

(Complete a separate Section B for each of the hospital facilities listed in Part V, Section A)

Name of Hospital Facility: St. Vincent Hospital and Health Care Cent

Line Number of Hospital Facility (from Schedule H, Part V, Section A): 1

Community Health Needs Assessment (Lines 1 through 7 are optional for tax year 2011)

1 During the tax year or any prior tax year, did the hospital facility conduct a community health needs assessment (Needs Assessment)? If "No," skip to line 8

If "Yes," indicate what the Needs Assessment describes (check all that apply):

- a A definition of the community served by the hospital facility
- b Demographics of the community
- c Existing health care facilities and resources within the community that are available to respond to the health needs of the community
- d How data was obtained
- e The health needs of the community
- f Primary and chronic disease needs and other health issues of uninsured persons, low-income persons, and minority groups
- g The process for identifying and prioritizing community health needs and services to meet the community health needs
- h The process for consulting with persons representing the community's interests
- i Information gaps that limit the hospital facility's ability to assess the community's health needs
- j Other (describe in Part VI)

2 Indicate the tax year the hospital facility last conducted a Needs Assessment: 20

3 In conducting its most recent Needs Assessment, did the hospital facility take into account input from persons who represent the community served by the hospital facility? If "Yes," describe in Part VI how the hospital facility took into account input from persons who represent the community, and identify the persons the hospital facility consulted

4 Was the hospital facility's Needs Assessment conducted with one or more other hospital facilities? If "Yes," list the other hospital facilities in Part VI

5 Did the hospital facility make its Needs Assessment widely available to the public? If "Yes," indicate how the Needs Assessment was made widely available (check all that apply):

- a Hospital facility's website
- b Available upon request from the hospital facility
- c Other (describe in Part VI)

6 If the hospital facility addressed needs identified in its most recently conducted Needs Assessment, indicate how (check all that apply):

- a Adoption of an implementation strategy to address the health needs of the hospital facility's community
- b Execution of the implementation strategy
- c Participation in the development of a community-wide community benefit plan
- d Participation in the execution of a community-wide community benefit plan
- e Inclusion of a community benefit section in operational plans
- f Adoption of a budget for provision of services that address the needs identified in the Needs Assessment
- g Prioritization of health needs in its community
- h Prioritization of services that the hospital facility will undertake to meet health needs in its community
- i Other (describe in Part VI)

7 Did the hospital facility address all of the needs identified in its most recently conducted Needs Assessment? If "No," explain in Part VI which needs it has not addressed and the reasons why it has not addressed such needs

Financial Assistance Policy

8 Did the hospital facility have in place during the tax year a written financial assistance policy that:

8 Explained eligibility criteria for financial assistance, and whether such assistance includes free or discounted care?

9 Used federal poverty guidelines (FPG) to determine eligibility for providing free care?

If "Yes," indicate the FPG family income limit for eligibility for free care: 200 %
If "No," explain in Part VI the criteria the hospital facility used.

	Yes	No
1		
2		
3		
4		
5		
6		
7		
8	X	
9	X	

Part V Facility Information (continued) St. Vincent Hospital and Health Care Cent

10 Used FPG to determine eligibility for providing *discounted* care?
 If "Yes," indicate the FPG family income limit for eligibility for discounted care: 400 %

11 Explained the basis for calculating amounts charged to patients?
 If "Yes," indicate the factors used in determining such amounts (check all that apply):

- a Income level
- b Asset level
- c Medical indigency
- d Insurance status
- e Uninsured discount
- f Medicaid/Medicare
- g State regulation
- h Other (describe in Part VI)

	Yes	No
10	X	
11	X	
12	X	
13	X	

12 Explained the method for applying for financial assistance?
 13 Included measures to publicize the policy within the community served by the hospital facility?

- If "Yes," indicate how the hospital facility publicized the policy (check all that apply):
- a The policy was posted on the hospital facility's website
 - b The policy was attached to billing invoices
 - c The policy was posted in the hospital facility's emergency rooms or waiting rooms
 - d The policy was posted in the hospital facility's admissions offices
 - e The policy was provided, in writing, to patients on admission to the hospital facility
 - f The policy was available on request
 - g Other (describe in Part VI)

Billing and Collections

14 Did the hospital facility have in place during the tax year a separate billing and collections policy, or a written financial assistance policy (FAP) that explained actions the hospital facility may take upon non-payment?

15 Check all of the following actions against an individual that were permitted under the hospital facility's policies during the tax year before making reasonable efforts to determine patient's eligibility under the facility's FAP:

- a Reporting to credit agency
- b Lawsuits
- c Liens on residences
- d Body attachments
- e Other similar actions (describe in Part VI)

16 Did the hospital facility or an authorized third party perform any of the following actions during the tax year before making reasonable efforts to determine the patient's eligibility under the facility's FAP?

- If "Yes," check all actions in which the hospital facility or a third party engaged:
- a Reporting to credit agency
 - b Lawsuits
 - c Liens on residences
 - d Body attachments
 - e Other similar actions (describe in Part VI)

17 Indicate which efforts the hospital facility made before initiating any of the actions checked in line 16 (check all that apply):

- a Notified patients of the financial assistance policy on admission
- b Notified patients of the financial assistance policy prior to discharge
- c Notified patients of the financial assistance policy in communications with the patients regarding the patients' bills
- d Documented its determination of whether patients were eligible for financial assistance under the hospital facility's financial assistance policy
- e Other (describe in Part VI)

14	X	
16		X

Part V Facility Information (continued) **St. Vincent Hospital and Health Care Cent**

Policy Relating to Emergency Medical Care

18 Did the hospital facility have in place during the tax year a written policy relating to emergency medical care that requires the hospital facility to provide, without discrimination, care for emergency medical conditions to individuals regardless of their eligibility under the hospital facility's financial assistance policy?

	Yes	No
18	X	

If "No," indicate why:

- a** The hospital facility did not provide care for any emergency medical conditions
- b** The hospital facility's policy was not in writing
- c** The hospital facility limited who was eligible to receive care for emergency medical conditions (describe in Part VI)
- d** Other (describe in Part VI)

Individuals Eligible for Financial Assistance

19 Indicate how the hospital facility determined, during the tax year, the maximum amounts that can be charged to FAP-eligible individuals for emergency or other medically necessary care.

- a** The hospital facility used its lowest negotiated commercial insurance rate when calculating the maximum amounts that can be charged
- b** The hospital facility used the average of its three lowest negotiated commercial insurance rates when calculating the maximum amounts that can be charged
- c** The hospital facility used the Medicare rates when calculating the maximum amounts that can be charged
- d** Other (describe in Part VI)

20		X
21		X

20 Did the hospital facility charge any of its patients who were eligible for assistance under the hospital facility's financial assistance policy, and to whom the hospital facility provided emergency or other medically necessary services, more than the amounts generally billed to individuals who had insurance covering such care?

If "Yes," explain in Part VI.

21 Did the hospital facility charge any of its FAP-eligible patients an amount equal to the gross charge for any service provided to that patient?

If "Yes," explain in Part VI.

Part V Facility Information (continued)

Section B. Facility Policies and Practices

(Complete a separate Section B for each of the hospital facilities listed in Part V, Section A)

Name of Hospital Facility: St. Vincent Stress Center

Line Number of Hospital Facility (from Schedule H, Part V, Section A): 2

Community Health Needs Assessment (Lines 1 through 7 are optional for tax year 2011)

1 During the tax year or any prior tax year, did the hospital facility conduct a community health needs assessment (Needs Assessment)? If "No," skip to line 8

If "Yes," indicate what the Needs Assessment describes (check all that apply):

- a A definition of the community served by the hospital facility
- b Demographics of the community
- c Existing health care facilities and resources within the community that are available to respond to the health needs of the community
- d How data was obtained
- e The health needs of the community
- f Primary and chronic disease needs and other health issues of uninsured persons, low-income persons, and minority groups
- g The process for identifying and prioritizing community health needs and services to meet the community health needs
- h The process for consulting with persons representing the community's interests
- i Information gaps that limit the hospital facility's ability to assess the community's health needs
- j Other (describe in Part VI)

2 Indicate the tax year the hospital facility last conducted a Needs Assessment: 20

3 In conducting its most recent Needs Assessment, did the hospital facility take into account input from persons who represent the community served by the hospital facility? If "Yes," describe in Part VI how the hospital facility took into account input from persons who represent the community, and identify the persons the hospital facility consulted

4 Was the hospital facility's Needs Assessment conducted with one or more other hospital facilities? If "Yes," list the other hospital facilities in Part VI

5 Did the hospital facility make its Needs Assessment widely available to the public? If "Yes," indicate how the Needs Assessment was made widely available (check all that apply):

- a Hospital facility's website
- b Available upon request from the hospital facility
- c Other (describe in Part VI)

6 If the hospital facility addressed needs identified in its most recently conducted Needs Assessment, indicate how (check all that apply):

- a Adoption of an implementation strategy to address the health needs of the hospital facility's community
- b Execution of the implementation strategy
- c Participation in the development of a community-wide community benefit plan
- d Participation in the execution of a community-wide community benefit plan
- e Inclusion of a community benefit section in operational plans
- f Adoption of a budget for provision of services that address the needs identified in the Needs Assessment
- g Prioritization of health needs in its community
- h Prioritization of services that the hospital facility will undertake to meet health needs in its community
- i Other (describe in Part VI)

7 Did the hospital facility address all of the needs identified in its most recently conducted Needs Assessment? If "No," explain in Part VI which needs it has not addressed and the reasons why it has not addressed such needs

Financial Assistance Policy

8 Did the hospital facility have in place during the tax year a written financial assistance policy that:

Explained eligibility criteria for financial assistance, and whether such assistance includes free or discounted care?

9 Used federal poverty guidelines (FPG) to determine eligibility for providing free care? If "Yes," indicate the FPG family income limit for eligibility for free care: 200 %
If "No," explain in Part VI the criteria the hospital facility used.

	Yes	No
1		
2		
3		
4		
5		
6		
7		
8	X	
9	X	

Part V Facility Information (continued) **St. Vincent Stress Center**

10 Used FPG to determine eligibility for providing *discounted* care?
 If "Yes," indicate the FPG family income limit for eligibility for discounted care: 400 %

	Yes	No
10	X	

11 Explained the basis for calculating amounts charged to patients?
 If "Yes," indicate the factors used in determining such amounts (check all that apply):

11	X	
----	---	--

- a Income level
- b Asset level
- c Medical indigency
- d Insurance status
- e Uninsured discount
- f Medicaid/Medicare
- g State regulation
- h Other (describe in Part VI)

12	X	
----	---	--

12 Explained the method for applying for financial assistance?

13	X	
----	---	--

13 Included measures to publicize the policy within the community served by the hospital facility?
 If "Yes," indicate how the hospital facility publicized the policy (check all that apply):

- a The policy was posted on the hospital facility's website
- b The policy was attached to billing invoices
- c The policy was posted in the hospital facility's emergency rooms or waiting rooms
- d The policy was posted in the hospital facility's admissions offices
- e The policy was provided, in writing, to patients on admission to the hospital facility
- f The policy was available on request
- g Other (describe in Part VI)

14	X	
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Billing and Collections

14 Did the hospital facility have in place during the tax year a separate billing and collections policy, or a written financial assistance policy (FAP) that explained actions the hospital facility may take upon non-payment?

15 Check all of the following actions against an individual that were permitted under the hospital facility's policies during the tax year before making reasonable efforts to determine patient's eligibility under the facility's FAP:

- a Reporting to credit agency
- b Lawsuits
- c Liens on residences
- d Body attachments
- e Other similar actions (describe in Part VI)

14	X	
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16 Did the hospital facility or an authorized third party perform any of the following actions during the tax year before making reasonable efforts to determine the patient's eligibility under the facility's FAP?

If "Yes," check all actions in which the hospital facility or a third party engaged:

- a Reporting to credit agency
- b Lawsuits
- c Liens on residences
- d Body attachments
- e Other similar actions (describe in Part VI)

16		X
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17 Indicate which efforts the hospital facility made before initiating any of the actions checked in line 16 (check all that apply):

- a Notified patients of the financial assistance policy on admission
- b Notified patients of the financial assistance policy prior to discharge
- c Notified patients of the financial assistance policy in communications with the patients regarding the patients' bills
- d Documented its determination of whether patients were eligible for financial assistance under the hospital facility's financial assistance policy
- e Other (describe in Part VI)

Part V Facility Information (continued)

St. Vincent Stress Center

Policy Relating to Emergency Medical Care

18 Did the hospital facility have in place during the tax year a written policy relating to emergency medical care that requires the hospital facility to provide, without discrimination, care for emergency medical conditions to individuals regardless of their eligibility under the hospital facility's financial assistance policy?

	Yes	No
18	X	

If "No," indicate why:

- a The hospital facility did not provide care for any emergency medical conditions
- b The hospital facility's policy was not in writing
- c The hospital facility limited who was eligible to receive care for emergency medical conditions (describe in Part VI)
- d Other (describe in Part VI)

Individuals Eligible for Financial Assistance

19 Indicate how the hospital facility determined, during the tax year, the maximum amounts that can be charged to FAP-eligible individuals for emergency or other medically necessary care.

- a The hospital facility used its lowest negotiated commercial insurance rate when calculating the maximum amounts that can be charged
- b The hospital facility used the average of its three lowest negotiated commercial insurance rates when calculating the maximum amounts that can be charged
- c The hospital facility used the Medicare rates when calculating the maximum amounts that can be charged
- d Other (describe in Part VI)

20 Did the hospital facility charge any of its patients who were eligible for assistance under the hospital facility's financial assistance policy, and to whom the hospital facility provided emergency or other medically necessary services, more than the amounts generally billed to individuals who had insurance covering such care? If "Yes," explain in Part VI.

20		X

21 Did the hospital facility charge any of its FAP-eligible patients an amount equal to the gross charge for any service provided to that patient? If "Yes," explain in Part VI.

21		X
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Part V Facility Information (continued)

Section B. Facility Policies and Practices

(Complete a separate Section B for each of the hospital facilities listed in Part V, Section A)

Name of Hospital Facility: St. Vincent Women's Hospital

Line Number of Hospital Facility (from Schedule H, Part V, Section A): 3

Community Health Needs Assessment (Lines 1 through 7 are optional for tax year 2011)

1 During the tax year or any prior tax year, did the hospital facility conduct a community health needs assessment (Needs Assessment)? If "No," skip to line 8

If "Yes," indicate what the Needs Assessment describes (check all that apply):

- a A definition of the community served by the hospital facility
- b Demographics of the community
- c Existing health care facilities and resources within the community that are available to respond to the health needs of the community
- d How data was obtained
- e The health needs of the community
- f Primary and chronic disease needs and other health issues of uninsured persons, low-income persons, and minority groups
- g The process for identifying and prioritizing community health needs and services to meet the community health needs
- h The process for consulting with persons representing the community's interests
- i Information gaps that limit the hospital facility's ability to assess the community's health needs
- j Other (describe in Part VI)

2 Indicate the tax year the hospital facility last conducted a Needs Assessment: 20

3 In conducting its most recent Needs Assessment, did the hospital facility take into account input from persons who represent the community served by the hospital facility? If "Yes," describe in Part VI how the hospital facility took into account input from persons who represent the community, and identify the persons the hospital facility consulted

4 Was the hospital facility's Needs Assessment conducted with one or more other hospital facilities? If "Yes," list the other hospital facilities in Part VI

5 Did the hospital facility make its Needs Assessment widely available to the public? If "Yes," indicate how the Needs Assessment was made widely available (check all that apply):

- a Hospital facility's website
- b Available upon request from the hospital facility
- c Other (describe in Part VI)

6 If the hospital facility addressed needs identified in its most recently conducted Needs Assessment, indicate how (check all that apply):

- a Adoption of an implementation strategy to address the health needs of the hospital facility's community
- b Execution of the implementation strategy
- c Participation in the development of a community-wide community benefit plan
- d Participation in the execution of a community-wide community benefit plan
- e Inclusion of a community benefit section in operational plans
- f Adoption of a budget for provision of services that address the needs identified in the Needs Assessment
- g Prioritization of health needs in its community
- h Prioritization of services that the hospital facility will undertake to meet health needs in its community
- i Other (describe in Part VI)

7 Did the hospital facility address all of the needs identified in its most recently conducted Needs Assessment? If "No," explain in Part VI which needs it has not addressed and the reasons why it has not addressed such needs

Financial Assistance Policy

8 Did the hospital facility have in place during the tax year a written financial assistance policy that:

Explained eligibility criteria for financial assistance, and whether such assistance includes free or discounted care?

9 Used federal poverty guidelines (FPG) to determine eligibility for providing free care? If "Yes," indicate the FPG family income limit for eligibility for free care: 200 %

If "No," explain in Part VI the criteria the hospital facility used.

	Yes	No
1		
2		
3		
4		
5		
6		
7		
8	X	
9	X	

Part V Facility Information (continued) **St. Vincent Women's Hospital**

10 Used FPG to determine eligibility for providing *discounted care*?
 If "Yes," indicate the FPG family income limit for eligibility for discounted care: 400 %
 If "No," explain in Part VI the criteria the hospital facility used.

11 Explained the basis for calculating amounts charged to patients?
 If "Yes," indicate the factors used in determining such amounts (check all that apply):

- a Income level
- b Asset level
- c Medical indigency
- d Insurance status
- e Uninsured discount
- f Medicaid/Medicare
- g State regulation
- h Other (describe in Part VI)

12 Explained the method for applying for financial assistance?
 13 Included measures to publicize the policy within the community served by the hospital facility?

If "Yes," indicate how the hospital facility publicized the policy (check all that apply):

- a The policy was posted on the hospital facility's website
- b The policy was attached to billing invoices
- c The policy was posted in the hospital facility's emergency rooms or waiting rooms
- d The policy was posted in the hospital facility's admissions offices
- e The policy was provided, in writing, to patients on admission to the hospital facility
- f The policy was available on request
- g Other (describe in Part VI)

Billing and Collections

14 Did the hospital facility have in place during the tax year a separate billing and collections policy, or a written financial assistance policy (FAP) that explained actions the hospital facility may take upon non-payment?

15 Check all of the following actions against an individual that were permitted under the hospital facility's policies during the tax year before making reasonable efforts to determine patient's eligibility under the facility's FAP:

- a Reporting to credit agency
- b Lawsuits
- c Liens on residences
- d Body attachments
- e Other similar actions (describe in Part VI)

16 Did the hospital facility or an authorized third party perform any of the following actions during the tax year before making reasonable efforts to determine the patient's eligibility under the facility's FAP?

If "Yes," check all actions in which the hospital facility or a third party engaged:

- a Reporting to credit agency
- b Lawsuits
- c Liens on residences
- d Body attachments
- e Other similar actions (describe in Part VI)

17 Indicate which efforts the hospital facility made before initiating any of the actions checked in line 16 (check all that apply):

- a Notified patients of the financial assistance policy on admission
- b Notified patients of the financial assistance policy prior to discharge
- c Notified patients of the financial assistance policy in communications with the patients regarding the patients' bills
- d Documented its determination of whether patients were eligible for financial assistance under the hospital facility's financial assistance policy
- e Other (describe in Part VI)

	Yes	No
10	X	
11	X	
12	X	
13	X	

14	X	
15		
16		X

Part V Facility Information (continued) **St. Vincent Women's Hospital**

Policy Relating to Emergency Medical Care

18 Did the hospital facility have in place during the tax year a written policy relating to emergency medical care that requires the hospital facility to provide, without discrimination, care for emergency medical conditions to individuals regardless of their eligibility under the hospital facility's financial assistance policy?

	Yes	No
18	X	

If "No," indicate why:

- a The hospital facility did not provide care for any emergency medical conditions
- b The hospital facility's policy was not in writing
- c The hospital facility limited who was eligible to receive care for emergency medical conditions (describe in Part VI)
- d Other (describe in Part VI)

Individuals Eligible for Financial Assistance

19 Indicate how the hospital facility determined, during the tax year, the maximum amounts that can be charged to FAP-eligible individuals for emergency or other medically necessary care.

- a The hospital facility used its lowest negotiated commercial insurance rate when calculating the maximum amounts that can be charged
- b The hospital facility used the average of its three lowest negotiated commercial insurance rates when calculating the maximum amounts that can be charged
- c The hospital facility used the Medicare rates when calculating the maximum amounts that can be charged
- d Other (describe in Part VI)

20		X
21		X

20 Did the hospital facility charge any of its patients who were eligible for assistance under the hospital facility's financial assistance policy, and to whom the hospital facility provided emergency or other medically necessary services, more than the amounts generally billed to individuals who had insurance covering such care? If "Yes," explain in Part VI.

21 Did the hospital facility charge any of its FAP-eligible patients an amount equal to the gross charge for any service provided to that patient? If "Yes," explain in Part VI.

Part V Facility Information (continued)

Section B. Facility Policies and Practices
(Complete a separate Section B for each of the hospital facilities listed in Part V, Section A)

Name of Hospital Facility: St. Vincent Medical Center Northeast

Line Number of Hospital Facility (from Schedule H, Part V, Section A): 4

Community Health Needs Assessment (Lines 1 through 7 are optional for tax year 2011)

- 1 During the tax year or any prior tax year, did the hospital facility conduct a community health needs assessment (Needs Assessment)? If "No," skip to line 8
- If "Yes," indicate what the Needs Assessment describes (check all that apply):
 - a A definition of the community served by the hospital facility
 - b Demographics of the community
 - c Existing health care facilities and resources within the community that are available to respond to the health needs of the community
 - d How data was obtained
 - e The health needs of the community
 - f Primary and chronic disease needs and other health issues of uninsured persons, low-income persons, and minority groups
 - g The process for identifying and prioritizing community health needs and services to meet the community health needs
 - h The process for consulting with persons representing the community's interests
 - i Information gaps that limit the hospital facility's ability to assess the community's health needs
 - j Other (describe in Part VI)
- 2 Indicate the tax year the hospital facility last conducted a Needs Assessment: 20 _____
- 3 In conducting its most recent Needs Assessment, did the hospital facility take into account input from persons who represent the community served by the hospital facility? If "Yes," describe in Part VI how the hospital facility took into account input from persons who represent the community, and identify the persons the hospital facility consulted
- 4 Was the hospital facility's Needs Assessment conducted with one or more other hospital facilities? If "Yes," list the other hospital facilities in Part VI
- 5 Did the hospital facility make its Needs Assessment widely available to the public?
 - a Hospital facility's website
 - b Available upon request from the hospital facility
 - c Other (describe in Part VI)
- 6 If the hospital facility addressed needs identified in its most recently conducted Needs Assessment, indicate how (check all that apply):
 - a Adoption of an implementation strategy to address the health needs of the hospital facility's community
 - b Execution of the implementation strategy
 - c Participation in the development of a community-wide community benefit plan
 - d Participation in the execution of a community-wide community benefit plan
 - e Inclusion of a community benefit section in operational plans
 - f Adoption of a budget for provision of services that address the needs identified in the Needs Assessment
 - g Prioritization of health needs in its community
 - h Prioritization of services that the hospital facility will undertake to meet health needs in its community
 - i Other (describe in Part VI)
- 7 Did the hospital facility address all of the needs identified in its most recently conducted Needs Assessment? If "No," explain in Part VI which needs it has not addressed and the reasons why it has not addressed such needs

Financial Assistance Policy

- 8 Did the hospital facility have in place during the tax year a written financial assistance policy that:
Explained eligibility criteria for financial assistance, and whether such assistance includes free or discounted care?
 - a Yes
 - b No
- 9 Used federal poverty guidelines (FPG) to determine eligibility for providing free care?
 - a Yes
 - b No
 If "Yes," indicate the FPG family income limit for eligibility for free care: 200 %
 If "No," explain in Part VI the criteria the hospital facility used.

	Yes	No
1		
2		
3		
4		
5		
6		
7		
8		X
9		X

Part V Facility Information (continued) St. Vincent Medical Center Northeast

10 Used FPG to determine eligibility for providing *discounted care*?
 If "Yes," indicate the FPG family income limit for eligibility for discounted care: 400 %
 If "No," explain in Part VI the criteria the hospital facility used.

11 Explained the basis for calculating amounts charged to patients?
 If "Yes," indicate the factors used in determining such amounts (check all that apply):

- a Income level
- b Asset level
- c Medical indigency
- d Insurance status
- e Uninsured discount
- f Medicaid/Medicare
- g State regulation
- h Other (describe in Part VI)

	Yes	No
10	X	
11	X	
12	X	
13	X	

12 Explained the method for applying for financial assistance?

13 Included measures to publicize the policy within the community served by the hospital facility?
 If "Yes," indicate how the hospital facility publicized the policy (check all that apply):

- a The policy was posted on the hospital facility's website
- b The policy was attached to billing invoices
- c The policy was posted in the hospital facility's emergency rooms or waiting rooms
- d The policy was posted in the hospital facility's admissions offices
- e The policy was provided, in writing, to patients on admission to the hospital facility
- f The policy was available on request
- g Other (describe in Part VI)

Billing and Collections

14 Did the hospital facility have in place during the tax year a separate billing and collections policy, or a written financial assistance policy (FAP) that explained actions the hospital facility may take upon non-payment?

15 Check all of the following actions against an individual that were permitted under the hospital facility's policies during the tax year before making reasonable efforts to determine patient's eligibility under the facility's FAP:

- a Reporting to credit agency
- b Lawsuits
- c Liens on residences
- d Body attachments
- e Other similar actions (describe in Part VI)

16 Did the hospital facility or an authorized third party perform any of the following actions during the tax year before making reasonable efforts to determine the patient's eligibility under the facility's FAP?
 If "Yes," check all actions in which the hospital facility or a third party engaged:

- a Reporting to credit agency
- b Lawsuits
- c Liens on residences
- d Body attachments
- e Other similar actions (describe in Part VI)

17 Indicate which efforts the hospital facility made before initiating any of the actions checked in line 16 (check all that apply):

- a Notified patients of the financial assistance policy on admission
- b Notified patients of the financial assistance policy prior to discharge
- c Notified patients of the financial assistance policy in communications with the patients regarding the patients' bills
- d Documented its determination of whether patients were eligible for financial assistance under the hospital facility's financial assistance policy
- e Other (describe in Part VI)

14	X	
15		
16		X

Part V Facility Information (continued)

St. Vincent Medical Center Northeast

Policy Relating to Emergency Medical Care

18 Did the hospital facility have in place during the tax year a written policy relating to emergency medical care that requires the hospital facility to provide, without discrimination, care for emergency medical conditions to individuals regardless of their eligibility under the hospital facility's financial assistance policy?

	Yes	No
18	X	

If "No," indicate why:

- a The hospital facility did not provide care for any emergency medical conditions
- b The hospital facility's policy was not in writing
- c The hospital facility limited who was eligible to receive care for emergency medical conditions (describe in Part VI)
- d Other (describe in Part VI)

Individuals Eligible for Financial Assistance

19 Indicate how the hospital facility determined, during the tax year, the maximum amounts that can be charged to FAP-eligible individuals for emergency or other medically necessary care.

- a The hospital facility used its lowest negotiated commercial insurance rate when calculating the maximum amounts that can be charged
- b The hospital facility used the average of its three lowest negotiated commercial insurance rates when calculating the maximum amounts that can be charged
- c The hospital facility used the Medicare rates when calculating the maximum amounts that can be charged
- d Other (describe in Part VI)

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20 Did the hospital facility charge any of its patients who were eligible for assistance under the hospital facility's financial assistance policy, and to whom the hospital facility provided emergency or other medically necessary services, more than the amounts generally billed to individuals who had insurance covering such care?

20		X
----	--	---

21 Did the hospital facility charge any of its FAP-eligible patients an amount equal to the gross charge for any service provided to that patient?

If "Yes," explain in Part VI.

21		X
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Part V Facility Information (continued)

Section B. Facility Policies and Practices
(Complete a separate Section B for each of the hospital facilities listed in Part V, Section A)

Name of Hospital Facility: Peyton Manning Children's Hospital

Line Number of Hospital Facility (from Schedule H, Part V, Section A): 5

Community Health Needs Assessment (Lines 1 through 7 are optional for tax year 2011)

1 During the tax year or any prior tax year, did the hospital facility conduct a community health needs assessment (Needs Assessment)? If "No," skip to line 8

If "Yes," indicate what the Needs Assessment describes (check all that apply):

- a A definition of the community served by the hospital facility
- b Demographics of the community
- c Existing health care facilities and resources within the community that are available to respond to the health needs of the community
- d How data was obtained
- e The health needs of the community
- f Primary and chronic disease needs and other health issues of uninsured persons, low-income persons, and minority groups
- g The process for identifying and prioritizing community health needs and services to meet the community health needs
- h The process for consulting with persons representing the community's interests
- i Information gaps that limit the hospital facility's ability to assess the community's health needs
- j Other (describe in Part VI)

2 Indicate the tax year the hospital facility last conducted a Needs Assessment: 20 _____

3 In conducting its most recent Needs Assessment, did the hospital facility take into account input from persons who represent the community served by the hospital facility? If "Yes," describe in Part VI how the hospital facility took into account input from persons who represent the community, and identify the persons the hospital facility consulted

4 Was the hospital facility's Needs Assessment conducted with one or more other hospital facilities? If "Yes," list the other hospital facilities in Part VI

5 Did the hospital facility make its Needs Assessment widely available to the public?

If "Yes," indicate how the Needs Assessment was made widely available (check all that apply):

- a Hospital facility's website
- b Available upon request from the hospital facility
- c Other (describe in Part VI)

6 If the hospital facility addressed needs identified in its most recently conducted Needs Assessment, indicate how (check all that apply):

- a Adoption of an implementation strategy to address the health needs of the hospital facility's community
- b Execution of the implementation strategy
- c Participation in the development of a community-wide community benefit plan
- d Participation in the execution of a community-wide community benefit plan
- e Inclusion of a community benefit section in operational plans
- f Adoption of a budget for provision of services that address the needs identified in the Needs Assessment
- g Prioritization of health needs in its community
- h Prioritization of services that the hospital facility will undertake to meet health needs in its community
- i Other (describe in Part VI)

7 Did the hospital facility address all of the needs identified in its most recently conducted Needs Assessment? If "No," explain in Part VI which needs it has not addressed and the reasons why it has not addressed such needs

Financial Assistance Policy

8 Did the hospital facility have in place during the tax year a written financial assistance policy that explained eligibility criteria for financial assistance, and whether such assistance includes free or discounted care?

9 Used federal poverty guidelines (FPG) to determine eligibility for providing free care? If "Yes," indicate the FPG family income limit for eligibility for free care: 200 %
If "No," explain in Part VI the criteria the hospital facility used.

	Yes	No
1		
2		
3		
4		
5		
6		
7		
8	X	
9	X	

Part V Facility Information (continued)

10 Used FPG to determine eligibility for providing *discounted care*?
 If "Yes," indicate the FPG family income limit for eligibility for discounted care: 400 %
 If "No," explain in Part VI the criteria the hospital facility used.

11 Explained the basis for calculating amounts charged to patients?
 If "Yes," indicate the factors used in determining such amounts (check all that apply):

- a Income level
- b Asset level
- c Medical indigency
- d Insurance status
- e Uninsured discount
- f Medicaid/Medicare
- g State regulation
- h Other (describe in Part VI)

	Yes	No
10	X	
11	X	
12	X	
13	X	

12 Explained the method for applying for financial assistance?

13 Included measures to publicize the policy within the community served by the hospital facility?
 If "Yes," indicate how the hospital facility publicized the policy (check all that apply):

- a The policy was posted on the hospital facility's website
- b The policy was attached to billing invoices
- c The policy was posted in the hospital facility's emergency rooms or waiting rooms
- d The policy was posted in the hospital facility's admissions offices
- e The policy was provided, in writing, to patients on admission to the hospital facility
- f The policy was available on request
- g Other (describe in Part VI)

Billing and Collections

14 Did the hospital facility have in place during the tax year a separate billing and collections policy, or a written financial assistance policy (FAP) that explained actions the hospital facility may take upon non-payment?

15 Check all of the following actions against an individual that were permitted under the hospital facility's policies during the tax year before making reasonable efforts to determine patient's eligibility under the facility's FAP:

- a Reporting to credit agency
- b Lawsuits
- c Liens on residences
- d Body attachments
- e Other similar actions (describe in Part VI)

16 Did the hospital facility or an authorized third party perform any of the following actions during the tax year before making reasonable efforts to determine the patient's eligibility under the facility's FAP?

If "Yes," check all actions in which the hospital facility or a third party engaged:

- a Reporting to credit agency
- b Lawsuits
- c Liens on residences
- d Body attachments
- e Other similar actions (describe in Part VI)

17 Indicate which efforts the hospital facility made before initiating any of the actions checked in line 16 (check all that apply):

- a Notified patients of the financial assistance policy on admission
- b Notified patients of the financial assistance policy prior to discharge
- c Notified patients of the financial assistance policy in communications with the patients regarding the patients' bills
- d Documented its determination of whether patients were eligible for financial assistance under the hospital facility's financial assistance policy
- e Other (describe in Part VI)

14	X	
15		
16		X

Part V Facility Information (continued) Peyton Manning Children's Hospital

Policy Relating to Emergency Medical Care

18 Did the hospital facility have in place during the tax year a written policy relating to emergency medical care that requires the hospital facility to provide, without discrimination, care for emergency medical conditions to individuals regardless of their eligibility under the hospital facility's financial assistance policy?

	Yes	No
18	X	

If "No," indicate why:

- a The hospital facility did not provide care for any emergency medical conditions
- b The hospital facility's policy was not in writing
- c The hospital facility limited who was eligible to receive care for emergency medical conditions (describe in Part VI)
- d Other (describe in Part VI)

Individuals Eligible for Financial Assistance

19 Indicate how the hospital facility determined, during the tax year, the maximum amounts that can be charged to FAP-eligible individuals for emergency or other medically necessary care.

- a The hospital facility used its lowest negotiated commercial insurance rate when calculating the maximum amounts that can be charged
- b The hospital facility used the average of its three lowest negotiated commercial insurance rates when calculating the maximum amounts that can be charged
- c The hospital facility used the Medicare rates when calculating the maximum amounts that can be charged
- d Other (describe in Part VI)

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20 Did the hospital facility charge any of its patients who were eligible for assistance under the hospital facility's financial assistance policy, and to whom the hospital facility provided emergency or other medically necessary services, more than the amounts generally billed to individuals who had insurance covering such care?

20		X
----	--	---

21 Did the hospital facility charge any of its FAP-eligible patients an amount equal to the gross charge for any service provided to that patient?

If "Yes," explain in Part VI.

21		X
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Part VI Supplemental Information

Complete this part to provide the following information.

- 1 **Required descriptions.** Provide the descriptions required for Part I, lines 3c, 6a, and 7; Part II; Part III, lines 4, 8, and 9b; and Part V, Section B, lines 1j, 3, 4, 5c, 6i, 7, 9, 10, 11h, 13g, 15e, 16e, 17e, 18d, 19d, 20, and 21.
- 2 **Needs assessment.** Describe how the organization assesses the health care needs of the communities it serves, in addition to any needs assessments reported in Part V, Section B.
- 3 **Patient education of eligibility for assistance.** Describe how the organization informs and educates patients and persons who may be billed for patient care about their eligibility for assistance under federal, state, or local government programs or under the organization's financial assistance policy.
- 4 **Community information.** Describe the community the organization serves, taking into account the geographic area and demographic constituents it serves.
- 5 **Promotion of community health.** Provide any other information important to describing how the organization's hospital facilities or other health care facilities further its exempt purpose by promoting the health of the community (e.g., open medical staff, community board, use of surplus funds, etc.).
- 6 **Affiliated health care system.** If the organization is part of an affiliated health care system, describe the respective roles of the organization and its affiliates in promoting the health of the communities served.
- 7 **State filing of community benefit report.** If applicable, identify all states with which the organization, or a related organization, files a community benefit report.

Part I, Line 3c: The organization provides medically necessary care to all patients, regardless of race, color, creed, ethnic origin, gender, disability or economic status. The hospital uses a percentage of federal poverty level (FPL) to determine free and discounted care. At a minimum, patients with income less than or equal to 200% of the FPL, which may be adjusted for cost of living utilizing the local wage index compared to the national wage index, will be eligible for 100% charity care write off of charges for services that have been provided to them. Also, at a minimum, patients with incomes above 200% of the FPL but not exceeding 400% of the FPL, subject to adjustments for cost of living utilizing the local wage index compared to national wage index, will receive a discount on the services provided to them.

Part I, Line 7: The cost of providing charity care, means tested government programs, and community benefit programs is estimated using internal cost data, and is calculated in compliance with Catholic Health Association ("CHA") guidelines. The organization uses a cost accounting system that addresses all patient segments (for example, inpatient,

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outpatient, emergency room, private insurance, Medicaid, Medicare, uninsured, or self pay). The best available data was used to calculate the amounts reported in the table. For the information in the table, a cost-to-charge ratio was calculated and applied.

Part II: St. Vincent Hospital and Health Care Center promotes the health of its communities by striving to improve the quality of life within the community. Research has established that factors such as economic status, employment, housing, education level, and built environment can all be powerful social determinants of health. Additionally, helping to create greater capacity within the community to address a broad range of quality of life issues also impacts health. St. Vincent Hospital and Health Care Center meets regularly with local organizations in the community to learn what resources are available and plan community health improvement efforts. In fiscal year 2012, these organizations included: American Cancer Society, American Foundation for Suicide Prevention, American Heart Association, Asthma Alliance, Zionsville Schools, Indianapolis Public Schools, Hoosier Village, Health and Hospital Corporation, Gennesaret Free Clinic, Morning Dove, Fay Biccard Glick Neighborhood Center, Greater Indianapolis Chamber of Commerce, Indiana Youth Institute, Indianapolis Children's Choir, Holy Family Shelter, Horizon House, Julian Center, Lutheran Child and Family Services, United Way and YMCA.

Part III, Line 4: The organization is a part of the St. Vincent Health System consolidated audit. The provision for bad debts is based upon management's assessment of expected net collections considering economic conditions, historical experience, trends in health care coverage, and

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other collection indicators. Periodically throughout the year, management assesses the adequacy of the allowance for uncollectible accounts based upon historical write-off experience by payor category, including those amounts not covered by insurance. The results of this review are then used to make modifications to the provision for bad debts to establish an appropriate allowance for uncollectible accounts. After satisfaction of amounts due from insurance and reasonable efforts to collect from the patient have been exhausted, the Corporation follows established guidelines for placing certain past-due patient balances within collection agencies, subject to the terms of certain restrictions on collection efforts as determined by Ascension Health. Accounts receivable are written off after collection efforts have been followed in accordance with the Corporation's policies. The share of the bad debt expense in fiscal year 2012 was \$51,720,011 at charges (\$17,179,973 at cost).

Part III, Line 8: Ascension Health and related health ministries follow the Catholic Health Association ("CHA") guidelines for determining community benefit. CHA community benefit reporting guidelines suggest that Medicare shortfall is not treated as community benefit.

Part III, Line 9b: The organization has a written debt collection policy that also includes a provision on the collection practices to be followed for patients who are known to qualify for charity care or financial assistance. If a patient qualifies for charity or financial assistance certain collection practices do not apply.

St. Vincent Hospital and Health Care Cent:

Part V, Section B, Line 19d: The discount was determined by reviewing the

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lowest discount provided to managed care payers that comprise at least 3% of our volume with an added prompt pay discount to the highest paid discount provided to our managed care payers.

St. Vincent Stress Center:

Part V, Section B, Line 19d: The discount was determined by reviewing the lowest discount provided to managed care payers that comprise at least 3% of our volume with an added prompt pay discount to the highest paid discount provided to our managed care payers.

St. Vincent Women's Hospital:

Part V, Section B, Line 19d: The discount was determined by reviewing the lowest discount provided to managed care payers that comprise at least 3% of our volume with an added prompt pay discount to the highest paid discount provided to our managed care payers.

St. Vincent Medical Center Northeast:

Part V, Section B, Line 19d: The discount was determined by reviewing the lowest discount provided to managed care payers that comprise at least 3% of our volume with an added prompt pay discount to the highest paid discount provided to our managed care payers.

Peyton Manning Children's Hospital:

Part V, Section B, Line 19d: The discount was determined by reviewing the lowest discount provided to managed care payers that comprise at least 3% of our volume with an added prompt pay discount to the highest paid discount provided to our managed care payers.

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St. Vincent Hospital and Health Care Cent:

Part V, Section B, Line 20: The following steps were followed and considered reasonable efforts followed for purposes of identifying

patients eligible for assistance under the facility's FAP:

- Notified each individual of the Hospital's Financial Assistance Policy (FAP). This notification began on the date care was provided and ended on the 120th day after the first billing statement was provided to the individual.

- Individuals were notified of the FAP as noted in Question 13. This includes, but is not limited to, the following:

- Brief description of eligibility requirements and assistance provided

- Direct individuals to our website and physical location of application forms

- Provided instructions to obtain free copy of FAP and application by mail

- Provided contact information for an individual/nonprofit organization to assist if the individual has questions

- Provided statement of translations of FAP as well as plain language summaries

- Provided statement that no FAP-eligible individual will be charged more for emergency/medically necessary care than AGB

- For individuals who submitted an incomplete FAP, we provided that individual with information relevant to assist them with completion of the FAP.

- For individuals who submitted a complete FAP, we made and documented a

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determination as to whether that person was eligible under the facility's FAP.

- We determined eligibility based on other means such as establishing that the individual is eligible under one or more means tested programs (as noted in Question 11).

St. Vincent Stress Center:

Part V, Section B, Line 20: The following steps were followed and considered reasonable efforts followed for purposes of identifying patients eligible for assistance under the facility's FAP:

- Notified each individual of the Hospital's Financial Assistance Policy (FAP). This notification began on the date care was provided and ended on the 120th day after the first billing statement was provided to the individual.

- Individuals were notified of the FAP as noted in Question 13. This includes, but is not limited to, the following:

- Brief description of eligibility requirements and assistance provided

- Direct individuals to our website and physical location of application forms

- Provided instructions to obtain free copy of FAP and application by mail

- Provided contact information for an individual/nonprofit organization to assist if the individual has questions

- Provided statement of translations of FAP as well as plain language summaries

- Provided statement that no FAP-eligible individual will be charged more for emergency/medically necessary care than AGB

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- For individuals who submitted an incomplete FAP, we provided that individual with information relevant to assist them with completion of the FAP.

- For individuals who submitted a complete FAP, we made and documented a determination as to whether that person was eligible under the facility's FAP.

- We determined eligibility based on other means such as establishing that the individual is eligible under one or more means tested programs (as noted in Question 11).

St. Vincent Women's Hospital:

Part V, Section B, Line 20: The following steps were followed and considered reasonable efforts followed for purposes of identifying patients eligible for assistance under the facility's FAP:

- Notified each individual of the Hospital's Financial Assistance Policy (FAP). This notification began on the date care was provided and ended on the 120th day after the first billing statement was provided to the individual.

- Individuals were notified of the FAP as noted in Question 13. This includes, but is not limited to, the following:

- Brief description of eligibility requirements and assistance provided

- Direct individuals to our website and physical location of application forms

- Provided instructions to obtain free copy of FAP and application by mail

- Provided contact information for an individual/nonprofit organization to

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assist if the individual has questions

- Provided statement of translations of FAP as well as plain language summaries

- Provided statement that no FAP-eligible individual will be charged more for emergency/medically necessary care than AGB

- For individuals who submitted an incomplete FAP, we provided that individual with information relevant to assist them with completion of the FAP.

- For individuals who submitted a complete FAP, we made and documented a determination as to whether that person was eligible under the facility's FAP.

- We determined eligibility based on other means such as establishing that the individual is eligible under one or more means tested programs (as noted in Question 11).

St.Vincent Medical Center Northeast:

Part V, Section B, Line 20: The following steps were followed and considered reasonable efforts followed for purposes of identifying patients eligible for assistance under the facility's FAP:

- Notified each individual of the Hospital's Financial Assistance Policy (FAP). This notification began on the date care was provided and ended on the 120th day after the first billing statement was provided to the individual.

- Individuals were notified of the FAP as noted in Question 13. This includes, but is not limited to, the following:

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- Brief description of eligibility requirements and assistance provided
- Direct individuals to our website and physical location of application forms
- Provided instructions to obtain free copy of FAP and application by mail
- Provided contact information for an individual/nonprofit organization to assist if the individual has questions
- Provided statement of translations of FAP as well as plain language summaries
- Provided statement that no FAP-eligible individual will be charged more for emergency/medically necessary care than AGB
- For individuals who submitted an incomplete FAP, we provided that individual with information relevant to assist them with completion of the FAP.
- For individuals who submitted a complete FAP, we made and documented a determination as to whether that person was eligible under the facility's FAP.
- We determined eligibility based on other means such as establishing that the individual is eligible under one or more means tested programs (as noted in Question 11).

Peyton Manning Children's Hospital:

- Part V, Section B, Line 20: The following steps were followed and considered reasonable efforts followed for purposes of identifying patients eligible for assistance under the facility's FAP:
- Notified each individual of the Hospital's Financial Assistance Policy (FAP). This notification began on the date care was provided and ended on the 120th day after the first billing statement was provided to the

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individual.

- Individuals were notified of the FAP as noted in Question 13. This includes, but is not limited to, the following:

- Brief description of eligibility requirements and assistance provided

- Direct individuals to our website and physical location of application forms

- Provided instructions to obtain free copy of FAP and application by mail

- Provided contact information for an individual/nonprofit organization to assist if the individual has questions

- Provided statement of translations of FAP as well as plain language summaries

- Provided statement that no FAP-eligible individual will be charged more for emergency/medically necessary care than AGB

- For individuals who submitted an incomplete FAP, we provided that individual with information relevant to assist them with completion of the FAP.

- For individuals who submitted a complete FAP, we made and documented a determination as to whether that person was eligible under the facility's FAP.

- We determined eligibility based on other means such as establishing that the individual is eligible under one or more means tested programs (as noted in Question 11).

St. Vincent Hospital and Health Care Cent:

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Part V, Section B, Line 21: The following steps were followed and considered reasonable efforts followed for purposes of identifying patients eligible for assistance under the facility's FAP:

- Notified each individual of the Hospital's Financial Assistance Policy (FAP) as noted in Question 13. This includes, but is not limited to, the following:

- Brief description of eligibility requirements and assistance provided

- Direct individuals to our website and physical location of application forms

- Provided instructions to obtain free copy of FAP and application by mail

- Provided contact information for an individual/nonprofit organization to assist if the individual has questions

- Provided statement of translations of FAP as well as plain language summaries

- Provided statement that no FAP-eligible individual will be charged more for emergency/medically necessary care than AGB

- This notification began on the date care was provided and ended on the 120th day after the first billing statement was provided to the individual.

- For individuals who submitted an incomplete FAP, we provided that individual with information relevant to assist them with completion of the FAP.

- For individuals who submitted a complete FAP, we made and documented a determination as to whether that person was eligible under the facility's FAP.

- We determined eligibility based on other means such as establishing that

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the individual is eligible under one or more means tested programs (as noted in Question 11).

St. Vincent Stress Center:

Part V, Section B, Line 21: The following steps were followed and considered reasonable efforts followed for purposes of identifying patients eligible for assistance under the facility's FAP:

- Notified each individual of the Hospital's Financial Assistance Policy (FAP) as noted in Question 13. This includes, but is not limited to, the following:

- Brief description of eligibility requirements and assistance provided
- Direct individuals to our website and physical location of application forms
- Provided instructions to obtain free copy of FAP and application by mail
- Provided contact information for an individual/nonprofit organization to assist if the individual has questions
- Provided statement of translations of FAP as well as plain language summaries
- Provided statement that no FAP-eligible individual will be charged more for emergency/medically necessary care than AGB

- This notification began on the date care was provided and ended on the 120th day after the first billing statement was provided to the individual.

- For individuals who submitted an incomplete FAP, we provided that individual with information relevant to assist them with completion of the FAP.

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- For individuals who submitted a complete FAP, we made and documented a determination as to whether that person was eligible under the facility's FAP.

- We determined eligibility based on other means such as establishing that the individual is eligible under one or more means tested programs (as noted in Question 11).

St. Vincent Women's Hospital:

Part V, Section B, Line 21: The following steps were followed and considered reasonable efforts followed for purposes of identifying patients eligible for assistance under the facility's FAP:

- Notified each individual of the Hospital's Financial Assistance Policy (FAP) as noted in Question 13. This includes, but is not limited to, the following:

- Brief description of eligibility requirements and assistance provided
- Direct individuals to our website and physical location of application forms
- Provided instructions to obtain free copy of FAP and application by mail
- Provided contact information for an individual/nonprofit organization to assist if the individual has questions
- Provided statement of translations of FAP as well as plain language summaries
- Provided statement that no FAP-eligible individual will be charged more for emergency/medically necessary care than AGB

- This notification began on the date care was provided and ended on the 120th day after the first billing statement was provided to the

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individual.

- For individuals who submitted an incomplete FAP, we provided that individual with information relevant to assist them with completion of the FAP.

- For individuals who submitted a complete FAP, we made and documented a determination as to whether that person was eligible under the facility's FAP.

- We determined eligibility based on other means such as establishing that the individual is eligible under one or more means tested programs (as noted in Question 11).

St. Vincent Medical Center Northeast:

Part V, Section B, Line 21: The following steps were followed and considered reasonable efforts followed for purposes of identifying patients eligible for assistance under the facility's FAP:

- Notified each individual of the Hospital's Financial Assistance Policy (FAP) as noted in Question 13. This includes, but is not limited to, the following:

- Brief description of eligibility requirements and assistance provided

- Direct individuals to our website and physical location of application forms

- Provided instructions to obtain free copy of FAP and application by mail

- Provided contact information for an individual/nonprofit organization to assist if the individual has questions

- Provided statement of translations of FAP as well as plain language summaries

- Provided statement that no FAP-eligible individual will be charged more

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for emergency/medically necessary care than AGB

- This notification began on the date care was provided and ended on the 120th day after the first billing statement was provided to the individual.

- For individuals who submitted an incomplete FAP, we provided that individual with information relevant to assist them with completion of the FAP.

- For individuals who submitted a complete FAP, we made and documented a determination as to whether that person was eligible under the facility's FAP.

- We determined eligibility based on other means such as establishing that the individual is eligible under one or more means tested programs (as noted in Question 11).

Peyton Manning Children's Hospital:

Part V, Section B, Line 21: The following steps were followed and considered reasonable efforts followed for purposes of identifying patients eligible for assistance under the facility's FAP:

- Notified each individual of the Hospital's Financial Assistance Policy (FAP) as noted in Question 13. This includes, but is not limited to, the following:

- Brief description of eligibility requirements and assistance provided

- Direct individuals to our website and physical location of application forms

- Provided instructions to obtain free copy of FAP and application by mail

- Provided contact information for an individual/nonprofit organization to

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assist if the individual has questions

- Provided statement of translations of FAP as well as plain language summaries

- Provided statement that no FAP-eligible individual will be charged more for emergency/medically necessary care than AGB

- This notification began on the date care was provided and ended on the 120th day after the first billing statement was provided to the individual.

- For individuals who submitted an incomplete FAP, we provided that individual with information relevant to assist them with completion of the FAP.

- For individuals who submitted a complete FAP, we made and documented a determination as to whether that person was eligible under the facility's FAP.

- We determined eligibility based on other means such as establishing that the individual is eligible under one or more means tested programs (as noted in Question 11).

St. Vincent Hospital and Health Care Center:

Part V, Section B, Line 15:

The following steps were followed and considered reasonable efforts for purposes of Question 15:

- Notified each individual of the facility's Financial Assistance Policy (FAP). This notification began on the date care was provided and ended on the 120th day after the first billing statement was provided to the individual.

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- Individuals were notified of the FAP by methods as noted in Question 13. This includes, but is not limited to, providing the following:

- A brief description of eligibility requirements and assistance provided
- Directions on how to access the FAP and application on our website and physical location of application forms
- Instructions to obtain free copy of FAP and application by mail
- Contact information for an individual/nonprofit organization to assist if the individual has questions
- Statement of translations of FAP as well as plain language summaries
- Statement that no FAP-eligible individual will be charged more for emergency/medically necessary care than AGB

- For individuals who submitted an incomplete FAP, we provided that individual with information relevant to assist them with completion of the FAP.

- For individuals who submitted a complete FAP, we made and documented a determination as to whether that person was eligible under the facility's FAP.

- We determined eligibility based on other means such as establishing that the individual is eligible under one or more means tested programs (as noted in Question 11).

St. Vincent Stress Center:

Part V, Section B, Line 15:

The following steps were followed and considered reasonable efforts for

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purposes of Question 15:

- Notified each individual of the facility's Financial Assistance Policy (FAP). This notification began on the date care was provided and ended on the 120th day after the first billing statement was provided to the individual.

- Individuals were notified of the FAP by methods as noted in Question 13. This includes, but is not limited to, providing the following:

- A brief description of eligibility requirements and assistance provided
- Directions on how to access the FAP and application on our website and physical location of application forms
- Instructions to obtain free copy of FAP and application by mail
- Contact information for an individual/nonprofit organization to assist if the individual has questions
- Statement of translations of FAP as well as plain language summaries
- Statement that no FAP-eligible individual will be charged more for emergency/medically necessary care than AGB

- For individuals who submitted an incomplete FAP, we provided that individual with information relevant to assist them with completion of the FAP.

- For individuals who submitted a complete FAP, we made and documented a determination as to whether that person was eligible under the facility's FAP.

- We determined eligibility based on other means such as establishing that the individual is eligible under one or more means tested programs

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(as noted in Question 11).

St. Vincent Women's Hospital:

Part V, Section B, Line 15:

The following steps were followed and considered reasonable efforts for purposes of Question 15:

- Notified each individual of the facility's Financial Assistance Policy (FAP). This notification began on the date care was provided and ended on the 120th day after the first billing statement was provided to the individual.

- Individuals were notified of the FAP by methods as noted in Question 13. This includes, but is not limited to, providing the following:

- A brief description of eligibility requirements and assistance provided

- Directions on how to access the FAP and application on our website and physical location of application forms

- Instructions to obtain free copy of FAP and application by mail

- Contact information for an individual/nonprofit organization to assist if the individual has questions

- Statement of translations of FAP as well as plain language summaries

- Statement that no FAP-eligible individual will be charged more for emergency/medically necessary care than AGB

- For individuals who submitted an incomplete FAP, we provided that individual with information relevant to assist them with completion of the FAP.

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- For individuals who submitted a complete FAP, we made and documented a determination as to whether that person was eligible under the facility's FAP.

- We determined eligibility based on other means such as establishing that the individual is eligible under one or more means tested programs (as noted in Question 11).

St. Vincent Medical Center Northeast:

Part V, Section B, Line 15:

The following steps were followed and considered reasonable efforts for purposes of Question 15:

- Notified each individual of the facility's Financial Assistance Policy (FAP). This notification began on the date care was provided and ended on the 120th day after the first billing statement was provided to the individual.

- Individuals were notified of the FAP by methods as noted in Question 13. This includes, but is not limited to, providing the following:

- A brief description of eligibility requirements and assistance provided

- Directions on how to access the FAP and application on our website and physical location of application forms

- Instructions to obtain free copy of FAP and application by mail

- Contact information for an individual/nonprofit organization to assist if the individual has questions

- Statement of translations of FAP as well as plain language summaries

- Statement that no FAP-eligible individual will be charged more for

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emergency/medically necessary care than AGB

- For individuals who submitted an incomplete FAP, we provided that individual with information relevant to assist them with completion of the FAP.

- For individuals who submitted a complete FAP, we made and documented a determination as to whether that person was eligible under the facility's FAP.

- We determined eligibility based on other means such as establishing that the individual is eligible under one or more means tested programs (as noted in Question 11).

Peyton Manning Children's Hospital:

Part V, Section B, Line 15:

The following steps were followed and considered reasonable efforts for purposes of Question 15:

- Notified each individual of the facility's Financial Assistance Policy (FAP). This notification began on the date care was provided and ended on the 120th day after the first billing statement was provided to the individual.

- Individuals were notified of the FAP by methods as noted in Question 13. This includes, but is not limited to, providing the following:

- A brief description of eligibility requirements and assistance provided

- Directions on how to access the FAP and application on our website and physical location of application forms

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- Instructions to obtain free copy of FAP and application by mail
- Contact information for an individual/nonprofit organization to assist if the individual has questions
- Statement of translations of FAP as well as plain language summaries
- Statement that no FAP-eligible individual will be charged more for emergency/medically necessary care than AGB
- For individuals who submitted an incomplete FAP, we provided that individual with information relevant to assist them with completion of the FAP.
- For individuals who submitted a complete FAP, we made and documented a determination as to whether that person was eligible under the facility's FAP.
- We determined eligibility based on other means such as establishing that the individual is eligible under one or more means tested programs (as noted in Question 11).

St. Vincent Hospital and Health Care Center:

Part V, Section B, Line 16:

The following steps were followed and considered reasonable efforts for purposes of Question 16:

- Notified each individual of the Hospital's Financial Assistance Policy (FAP). This notification began on the date care was provided and ended on the 120th day after the first billing statement was provided to the individual.

- Individuals were notified of the FAP as noted in Question 13. This includes, but is not limited to, the following:

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- Brief description of eligibility requirements and assistance provided
- Direct individuals to our website and physical location of application forms
- Provided instructions to obtain free copy of FAP and application by mail
- Provided contact information for an individual/nonprofit organization to assist if the individual has questions
- Provided statement of translations of FAP as well as plain language summaries
- Provided statement that no FAP-eligible individual will be charged more for emergency/medically necessary care than AGB
- For individuals who submitted an incomplete FAP, we provided that individual with information relevant to assist them with completion of the FAP.
- For individuals who submitted a complete FAP, we made and documented a determination as to whether that person was eligible under the facility's FAP.
- We determined eligibility based on other means such as establishing that the individual is eligible under one or more means tested programs (as noted in Question 11).

St. Vincent Stress Center:

Part V, Section B, Line 16:

The following steps were followed and considered reasonable efforts for purposes of Question 16:

- Notified each individual of the Hospital's Financial Assistance

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Policy (FAP). This notification began on the date care was provided and ended on the 120th day after the first billing statement was provided to the individual.

- Individuals were notified of the FAP as noted in Question 13. This includes, but is not limited to, the following:

- Brief description of eligibility requirements and assistance provided

- Direct individuals to our website and physical location of application forms

- Provided instructions to obtain free copy of FAP and application by mail

- Provided contact information for an individual/nonprofit organization to assist if the individual has questions

- Provided statement of translations of FAP as well as plain language summaries

- Provided statement that no FAP-eligible individual will be charged more for emergency/medically necessary care than AGB

- For individuals who submitted an incomplete FAP, we provided that individual with information relevant to assist them with completion of the FAP.

- For individuals who submitted a complete FAP, we made and documented a determination as to whether that person was eligible under the facility's FAP.

- We determined eligibility based on other means such as establishing that the individual is eligible under one or more means tested programs (as noted in Question 11).

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St. Vincent Women's Hospital:

Part V, Section B, Line 16:

The following steps were followed and considered reasonable efforts for purposes of Question 16:

- Notified each individual of the Hospital's Financial Assistance Policy (FAP). This notification began on the date care was provided and ended on the 120th day after the first billing statement was provided to the individual.

- Individuals were notified of the FAP as noted in Question 13. This includes, but is not limited to, the following:

- Brief description of eligibility requirements and assistance provided

- Direct individuals to our website and physical location of application forms

- Provided instructions to obtain free copy of FAP and application by mail

- Provided contact information for an individual/nonprofit organization to assist if the individual has questions

- Provided statement of translations of FAP as well as plain language summaries

- Provided statement that no FAP-eligible individual will be charged more for emergency/medically necessary care than AGB

- For individuals who submitted an incomplete FAP, we provided that individual with information relevant to assist them with completion of the FAP.

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- For individuals who submitted a complete FAP, we made and documented a determination as to whether that person was eligible under the facility's FAP.

- We determined eligibility based on other means such as establishing that the individual is eligible under one or more means tested programs (as noted in Question 11).

St. Vincent Medical Center Northeast:

Part V, Section B, Line 16:

The following steps were followed and considered reasonable efforts for purposes of Question 16:

- Notified each individual of the Hospital's Financial Assistance Policy (FAP). This notification began on the date care was provided and ended on the 120th day after the first billing statement was provided to the individual.

- Individuals were notified of the FAP as noted in Question 13. This includes, but is not limited to, the following:

- Brief description of eligibility requirements and assistance provided

- Direct individuals to our website and physical location of application forms

- Provided instructions to obtain free copy of FAP and application by mail

- Provided contact information for an individual/nonprofit organization to assist if the individual has questions

- Provided statement of translations of FAP as well as plain language summaries

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- Provided statement that no FAP-eligible individual will be charged more for emergency/medically necessary care than AGB

- For individuals who submitted an incomplete FAP, we provided that individual with information relevant to assist them with completion of the FAP.

- For individuals who submitted a complete FAP, we made and documented a determination as to whether that person was eligible under the facility's FAP.

- We determined eligibility based on other means such as establishing that the individual is eligible under one or more means tested programs (as noted in Question 11).

Peyton Manning Children's Hospital:

Part V, Section B, Line 16:

The following steps were followed and considered reasonable efforts for purposes of Question 16:

- Notified each individual of the Hospital's Financial Assistance Policy (FAP). This notification began on the date care was provided and ended on the 120th day after the first billing statement was provided to the individual.

- Individuals were notified of the FAP as noted in Question 13. This includes, but is not limited to, the following:

- Brief description of eligibility requirements and assistance provided

- Direct individuals to our website and physical location of application forms

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- Provided instructions to obtain free copy of FAP and application by mail
- Provided contact information for an individual/nonprofit organization to assist if the individual has questions
- Provided statement of translations of FAP as well as plain language summaries
- Provided statement that no FAP-eligible individual will be charged more for emergency/medically necessary care than AGB
- For individuals who submitted an incomplete FAP, we provided that individual with information relevant to assist them with completion of the FAP.
- For individuals who submitted a complete FAP, we made and documented a determination as to whether that person was eligible under the facility's FAP.
- We determined eligibility based on other means such as establishing that the individual is eligible under one or more means tested programs (as noted in Question 11).

Part VI, Line 2: Communities are dynamic systems in which multiple factors interact to impact quality of life and health status. As part of the St. Vincent Health System, the goal of St. Vincent Hospital and Health Care Center is to work with its community to conduct an assessment at least every three years. Assessments may include primary survey data, secondary data, focus group input, community leaders' survey and other data. Results are made available to organizations and individuals throughout the community. These needs assessments are also utilized in

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creating the hospital's Integrated Strategic Financial and Operational Plan. To that end, St. Vincent Hospital and Health Care Center brought together a community roundtable with the purpose of determining the assets and needs, prioritizing action and working in partnership to address identified challenges within a designated area surrounding the hospital. This effort is a collaboration among several nonprofits in the Crooked Creek area that today is driving the work of many community organizations toward improving the lives of residents of Marion County.

Part VI, Line 3: St. Vincent Hospital and Health Care Center communicates with patients in multiple ways to ensure that those who are billed for services are aware of the hospital's charity care program as well as their potential eligibility for local, state or federal programs. Signs are prominently posted in each service area, and bills contain a formal notice explaining the hospital's charity care program. In addition, the hospital employs financial counselors, health access workers, and enrollment specialists who consult with patients about their eligibility for financial assistance programs and help patients in applying for any public programs for which they may qualify.

Part VI, Line 4: St. Vincent Hospital and Health Care Center is located in Indianapolis, Indiana and serves Marion and contiguous counties, in Central Indiana. Marion County is the largest county in the state with a population of over 900,000, a median household income below the state average and an annual unemployment rate slightly above the state average. The poverty rate in Marion County is well above the state average, making it the 4th highest in the state. Additionally, the poverty rate among children under age 18 is the highest in the state.

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Part VI, Line 5: To provide the highest quality healthcare to all persons in the community, and in keeping with its not-for-profit status, St. Vincent Hospital and Health Care Center:

- delivers patient services, including emergency department services, to all individuals requiring healthcare, without regard to patient race, ethnicity, economic status, insurance status or ability to pay
- maintains an open medical staff that allows credentialed physicians to practice at its facilities
- participates in medical and scientific research
- trains and educates health care professionals
- participates in government-sponsored programs such as Medicaid and Medicare to provide healthcare to the poor and elderly
- is governed by a board in which independent persons who are representative of the community comprise a majority

Part VI, Line 6: As part of the St. Vincent Health System, St. Vincent Hospital and Health Care Center is dedicated to improving the health status and quality of life for the communities it serves. While designated associates at St. Vincent Hospital and Health Care Center devote all or a significant portion of their time to leading and administering local community-based programs and partnerships, associates throughout the organization are active participants in community outreach. They are assisted and supported by designated St. Vincent Health community development and service staff who work with each of its healthcare facilities to advocate for and provide technical assistance for community outreach, needs assessments and partnerships as well as to support regional and state-wide programs, community programs sponsored by

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St. Vincent Health in which St. Vincent Hospital and Health Care Center participates.

Part VI, Line 7, List of States Receiving Community Benefit Report:

IN