

**SCHEDULE H  
(Form 990)**

**Hospitals**

OMB No. 1545-0047

**2018**

**Open to Public Inspection**

▶ **Complete if the organization answered "Yes" on Form 990, Part IV, question 20.**

▶ **Attach to Form 990.**

▶ **Go to [www.irs.gov/Form990](http://www.irs.gov/Form990) for instructions and the latest information.**

Department of the Treasury  
Internal Revenue Service

Name of the organization **INDIANA UNIVERSITY HEALTH BALL MEMORIAL HOSPITAL, INC.**

Employer identification number  
**35-0867958**

**Part I Financial Assistance and Certain Other Community Benefits at Cost**

	Yes	No
<b>1a</b> Did the organization have a financial assistance policy during the tax year? If "No," skip to question 6a . . . . .	X	
<b>1b</b> If "Yes," was it a written policy? . . . . .	X	
<b>2</b> 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. <input checked="" type="checkbox"/> Applied uniformly to all hospital facilities <input type="checkbox"/> Applied uniformly to most hospital facilities <input type="checkbox"/> Generally tailored to individual hospital facilities		
<b>3</b> 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.		
<b>a</b> Did the organization use Federal Poverty Guidelines (FPG) as a factor in determining eligibility for providing <i>free care</i> ? If "Yes," indicate which of the following was the FPG family income limit for eligibility for free care: <input type="checkbox"/> 100% <input type="checkbox"/> 150% <input checked="" type="checkbox"/> 200% <input type="checkbox"/> Other _____ %	X	
<b>b</b> Did the organization use FPG as a factor in determining eligibility for providing <i>discounted care</i> ? If "Yes," indicate which of the following was the family income limit for eligibility for discounted care: . . . . . <input type="checkbox"/> 200% <input type="checkbox"/> 250% <input type="checkbox"/> 300% <input type="checkbox"/> 350% <input type="checkbox"/> 400% <input type="checkbox"/> Other _____ %		X
<b>c</b> If the organization used factors other than FPG in determining eligibility, describe in Part VI the criteria used 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, as a factor in determining eligibility for free or discounted care.		
<b>4</b> 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"? . . . . .	X	
<b>5a</b> Did the organization budget amounts for free or discounted care provided under its financial assistance policy during the tax year?	X	
<b>5b</b> If "Yes," did the organization's financial assistance expenses exceed the budgeted amount? . . . . .	X	
<b>5c</b> 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? . . . . .		X
<b>6a</b> Did the organization prepare a community benefit report during the tax year? . . . . .	X	
<b>6b</b> If "Yes," did the organization make it available to the public? . . . . .	X	

**7 Financial Assistance and Certain Other Community Benefits at Cost**

Financial Assistance and Means-Tested Government Programs	(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
<b>a</b> Financial Assistance at cost (from Worksheet 1) . . . . .		5984	8,243,390.		8,243,390.	2.13
<b>b</b> Medicaid (from Worksheet 3, column a) . . . . .		8198	84,271,089.	71,449,118.	12,821,971.	3.31
<b>c</b> Costs of other means-tested government programs (from Worksheet 3, column b) . . . . .						
<b>d Total.</b> Financial Assistance and Means-Tested Government Programs . . . . .		14182	92,514,479.	71,449,118.	21,065,361.	5.44
<b>Other Benefits</b>						
<b>e</b> Community health improvement services and community benefit operations (from Worksheet 4) . . . . .	29	79634	2,544,543.	39,263.	2,505,280.	.65
<b>f</b> Health professions education (from Worksheet 5) . . . . .	4	2487	15,216,485.	3,900,139.	11,316,346.	2.92
<b>g</b> Subsidized health services (from Worksheet 6) . . . . .						
<b>h</b> Research (from Worksheet 7) . . . . .	1	299	1,743,207.	332,500.	1,410,707.	.36
<b>i</b> Cash and in-kind contributions for community benefit (from Worksheet 8) . . . . .	2	5741	927,600.	1,280.	926,320.	.24
<b>j Total.</b> Other Benefits . . . . .	36	88161	20,431,835.	4,273,182.	16,158,653.	4.17
<b>k Total.</b> Add lines 7d and 7j . . . . .	36	102343	112,946,314.	75,722,300.	37,224,014.	9.61

**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	2	260	62,647.	640.	62,007.	.02
3 Community support	1	124	7,404.		7,404.	
4 Environmental improvements						
5 Leadership development and training for community members						
6 Coalition building	1	3865	111,584.		111,584.	.03
7 Community health improvement advocacy	2	350	6,909.		6,909.	
8 Workforce development	1	224	672,956.		672,956.	.17
9 Other						
10 Total	7	4823	861,500.	640.	860,860.	.22

**Part III Bad Debt, Medicare, & Collection Practices**

**Section A. Bad Debt Expense**

	Yes	No
1 Did the organization report bad debt expense in accordance with Healthcare Financial Management Association Statement No. 15? . . . . .	1	X
2 Enter the amount of the organization's bad debt expense. Explain in Part VI the methodology used by the organization to estimate this amount. . . . .	2	4,665,822.
3 Enter the estimated amount of the organization's bad debt expense attributable to patients eligible under the organization's financial assistance policy. Explain in Part VI the methodology used by the organization to estimate this amount and the rationale, if any, for including this portion of bad debt as community benefit . . . . .	3	
4 Provide in Part VI the text of the footnote to the organization's financial statements that describes bad debt expense or the page number on which this footnote is contained in the attached financial statements.		

**Section B. Medicare**

5 Enter total revenue received from Medicare (including DSH and IME) . . . . .	5	130,751,509.
6 Enter Medicare allowable costs of care relating to payments on line 5 . . . . .	6	130,082,396.
7 Subtract line 6 from line 5. This is the surplus (or shortfall) . . . . .	7	669,113.
8 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: <input type="checkbox"/> Cost accounting system <input checked="" type="checkbox"/> Cost to charge ratio <input type="checkbox"/> Other		

**Section C. Collection Practices**

9a Did the organization have a written debt collection policy during the tax year? . . . . .	9a	X
b 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** (owned 10% or more by officers, directors, trustees, key employees, and physicians - 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				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				



**Part V Facility Information** (continued)

**Section B. Facility Policies and Practices**

(complete a separate Section B for each of the hospital facilities or facility reporting groups listed in Part V, Section A)

Name of hospital facility or letter of facility reporting group IU HEALTH BALL MEMORIAL HOSPITAL

Line number of hospital facility, or line numbers of hospital facilities in a facility reporting group (from Part V, Section A): 1

**Community Health Needs Assessment**

		Yes	No
1	Was the hospital facility first licensed, registered, or similarly recognized by a state as a hospital facility in the current tax year or the immediately preceding tax year? . . . . .		X
2	Was the hospital facility acquired or placed into service as a tax-exempt hospital in the current tax year or the immediately preceding tax year? If "Yes," provide details of the acquisition in Section C . . . . .		X
3	During the tax year or either of the two immediately preceding tax years, did the hospital facility conduct a community health needs assessment (CHNA)? If "No," skip to line 12 . . . . . If "Yes," indicate what the CHNA report describes (check all that apply):	X	
a	<input checked="" type="checkbox"/> A definition of the community served by the hospital facility		
b	<input checked="" type="checkbox"/> Demographics of the community		
c	<input checked="" type="checkbox"/> Existing health care facilities and resources within the community that are available to respond to the health needs of the community		
d	<input checked="" type="checkbox"/> How data was obtained		
e	<input checked="" type="checkbox"/> The significant health needs of the community		
f	<input checked="" type="checkbox"/> Primary and chronic disease needs and other health issues of uninsured persons, low-income persons, and minority groups		
g	<input checked="" type="checkbox"/> The process for identifying and prioritizing community health needs and services to meet the community health needs		
h	<input checked="" type="checkbox"/> The process for consulting with persons representing the community's interests		
i	<input checked="" type="checkbox"/> The impact of any actions taken to address the significant health needs identified in the hospital facility's prior CHNA(s)		
j	<input type="checkbox"/> Other (describe in Section C)		
4	Indicate the tax year the hospital facility last conducted a CHNA: 20 <u>18</u>		
5	In conducting its most recent CHNA, did the hospital facility take into account input from persons who represent the broad interests of the community served by the hospital facility, including those with special knowledge of or expertise in public health? If "Yes," describe in Section C how the hospital facility took into account input from persons who represent the community, and identify the persons the hospital facility consulted . . . . .	X	
6a	Was the hospital facility's CHNA conducted with one or more other hospital facilities? If "Yes," list the other hospital facilities in Section C . . . . .		X
6b	Was the hospital facility's CHNA conducted with one or more organizations other than hospital facilities? If "Yes," list the other organizations in Section C . . . . .		X
7	Did the hospital facility make its CHNA report widely available to the public? . . . . . If "Yes," indicate how the CHNA report was made widely available (check all that apply):	X	
a	<input checked="" type="checkbox"/> Hospital facility's website (list url): <u>SEE PART V, SECTION C</u>		
b	<input type="checkbox"/> Other website (list url): _____		
c	<input checked="" type="checkbox"/> Made a paper copy available for public inspection without charge at the hospital facility		
d	<input type="checkbox"/> Other (describe in Section C)		
8	Did the hospital facility adopt an implementation strategy to meet the significant community health needs identified through its most recently conducted CHNA? If "No," skip to line 11 . . . . .	X	
9	Indicate the tax year the hospital facility last adopted an implementation strategy: 20 <u>19</u>		
10	Is the hospital facility's most recently adopted implementation strategy posted on a website? . . . . .	X	
a	If "Yes," (list url): <u>SEE PART V, SECTION C</u>		
b	If "No," is the hospital facility's most recently adopted implementation strategy attached to this return? . . . . .		
11	Describe in Section C how the hospital facility is addressing the significant needs identified in its most recently conducted CHNA and any such needs that are not being addressed together with the reasons why such needs are not being addressed.		
12a	Did the organization incur an excise tax under section 4959 for the hospital facility's failure to conduct a CHNA as required by section 501(r)(3)? . . . . .		X
b	If "Yes" to line 12a, did the organization file Form 4720 to report the section 4959 excise tax? . . . . .		
c	If "Yes" to line 12b, what is the total amount of section 4959 excise tax the organization reported on Form 4720 for all of its hospital facilities? \$		

**Part V Facility Information** (continued)

**Financial Assistance Policy (FAP)**

Name of hospital facility or letter of facility reporting group IU HEALTH BALL MEMORIAL HOSPITAL

		Yes	No
Did the hospital facility have in place during the tax year a written financial assistance policy that:			
<b>13</b>	Explained eligibility criteria for financial assistance, and whether such assistance included free or discounted care? If "Yes," indicate the eligibility criteria explained in the FAP:	X	
<b>a</b>	<input checked="" type="checkbox"/> Federal poverty guidelines (FPG), with FPG family income limit for eligibility for free care of <u>200.0000</u> % and FPG family income limit for eligibility for discounted care of _____ %		
<b>b</b>	<input checked="" type="checkbox"/> Income level other than FPG (describe in Section C)		
<b>c</b>	<input checked="" type="checkbox"/> Asset level		
<b>d</b>	<input checked="" type="checkbox"/> Medical indigency		
<b>e</b>	<input checked="" type="checkbox"/> Insurance status		
<b>f</b>	<input type="checkbox"/> Underinsurance status		
<b>g</b>	<input checked="" type="checkbox"/> Residency		
<b>h</b>	<input checked="" type="checkbox"/> Other (describe in Section C)		
<b>14</b>	Explained the basis for calculating amounts charged to patients? . . . . .	X	
<b>15</b>	Explained the method for applying for financial assistance? . . . . . If "Yes," indicate how the hospital facility's FAP or FAP application form (including accompanying instructions) explained the method for applying for financial assistance (check all that apply):	X	
<b>a</b>	<input checked="" type="checkbox"/> Described the information the hospital facility may require an individual to provide as part of his or her application		
<b>b</b>	<input checked="" type="checkbox"/> Described the supporting documentation the hospital facility may require an individual to submit as part of his or her application		
<b>c</b>	<input checked="" type="checkbox"/> Provided the contact information of hospital facility staff who can provide an individual with information about the FAP and FAP application process		
<b>d</b>	<input type="checkbox"/> Provided the contact information of nonprofit organizations or government agencies that may be sources of assistance with FAP applications		
<b>e</b>	<input type="checkbox"/> Other (describe in Section C)		
<b>16</b>	Was widely publicized within the community served by the hospital facility? . . . . . If "Yes," indicate how the hospital facility publicized the policy (check all that apply):	X	
<b>a</b>	<input checked="" type="checkbox"/> The FAP was widely available on a website (list url): <u>SEE PART V, SECTION C</u>		
<b>b</b>	<input checked="" type="checkbox"/> The FAP application form was widely available on a website (list url): <u>SEE PART V, SECTION C</u>		
<b>c</b>	<input checked="" type="checkbox"/> A plain language summary of the FAP was widely available on a website (list url): <u>SEE PART V, SECTION C</u>		
<b>d</b>	<input checked="" type="checkbox"/> The FAP was available upon request and without charge (in public locations in the hospital facility and by mail)		
<b>e</b>	<input checked="" type="checkbox"/> The FAP application form was available upon request and without charge (in public locations in the hospital facility and by mail)		
<b>f</b>	<input checked="" type="checkbox"/> A plain language summary of the FAP was available upon request and without charge (in public locations in the hospital facility and by mail)		
<b>g</b>	<input checked="" type="checkbox"/> Individuals were notified about the FAP by being offered a paper copy of the plain language summary of the FAP, by receiving a conspicuous written notice about the FAP on their billing statements, and via conspicuous public displays or other measures reasonably calculated to attract patients' attention		
<b>h</b>	<input checked="" type="checkbox"/> Notified members of the community who are most likely to require financial assistance about availability of the FAP		
<b>i</b>	<input checked="" type="checkbox"/> The FAP, FAP application form, and plain language summary of the FAP were translated into the primary language(s) spoken by Limited English Proficiency (LEP) populations		
<b>j</b>	<input checked="" type="checkbox"/> Other (describe in Section C)		

**Part V Facility Information** (continued)

**Billing and Collections**

Name of hospital facility or letter of facility reporting group IU HEALTH BALL MEMORIAL HOSPITAL

		Yes	No
<b>17</b>	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 all of the actions the hospital facility or other authorized party may take upon nonpayment? . . . . .	X	
<b>18</b>	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 the individual's eligibility under the facility's FAP:		
<b>a</b>	<input type="checkbox"/> Reporting to credit agency(ies)		
<b>b</b>	<input type="checkbox"/> Selling an individual's debt to another party		
<b>c</b>	<input type="checkbox"/> Deferring, denying, or requiring a payment before providing medically necessary care due to nonpayment of a previous bill for care covered under the hospital facility's FAP		
<b>d</b>	<input type="checkbox"/> Actions that require a legal or judicial process		
<b>e</b>	<input type="checkbox"/> Other similar actions (describe in Section C)		
<b>f</b>	<input checked="" type="checkbox"/> None of these actions or other similar actions were permitted		
<b>19</b>	Did the hospital facility or other authorized party perform any of the following actions during the tax year before making reasonable efforts to determine the individual's eligibility under the facility's FAP? . . . . . If "Yes," check all actions in which the hospital facility or a third party engaged:		X
<b>a</b>	<input type="checkbox"/> Reporting to credit agency(ies)		
<b>b</b>	<input type="checkbox"/> Selling an individual's debt to another party		
<b>c</b>	<input type="checkbox"/> Deferring, denying, or requiring a payment before providing medically necessary care due to nonpayment of a previous bill for care covered under the hospital facility's FAP		
<b>d</b>	<input type="checkbox"/> Actions that require a legal or judicial process		
<b>e</b>	<input type="checkbox"/> Other similar actions (describe in Section C)		
<b>20</b>	Indicate which efforts the hospital facility or other authorized party made before initiating any of the actions listed (whether or not checked) in line 19 (check all that apply):		
<b>a</b>	<input checked="" type="checkbox"/> Provided a written notice about upcoming ECAs (Extraordinary Collection Action) and a plain language summary of the FAP at least 30 days before initiating those ECAs (if not, describe in Section C)		
<b>b</b>	<input checked="" type="checkbox"/> Made a reasonable effort to orally notify individuals about the FAP and FAP application process (if not, describe in Section C)		
<b>c</b>	<input checked="" type="checkbox"/> Processed incomplete and complete FAP applications (if not, describe in Section C)		
<b>d</b>	<input checked="" type="checkbox"/> Made presumptive eligibility determinations (if not, describe in Section C)		
<b>e</b>	<input type="checkbox"/> Other (describe in Section C)		
<b>f</b>	<input type="checkbox"/> None of these efforts were made		

**Policy Relating to Emergency Medical Care**

		Yes	No
<b>21</b>	Did the hospital facility have in place during the tax year a written policy relating to emergency medical care that required 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? . . . . .	X	
If "No," indicate why:			
<b>a</b>	<input type="checkbox"/> The hospital facility did not provide care for any emergency medical conditions		
<b>b</b>	<input type="checkbox"/> The hospital facility's policy was not in writing		
<b>c</b>	<input type="checkbox"/> The hospital facility limited who was eligible to receive care for emergency medical conditions (describe in Section C)		
<b>d</b>	<input type="checkbox"/> Other (describe in Section C)		

**Part V Facility Information** *(continued)*

**Charges to Individuals Eligible for Assistance Under the FAP (FAP-Eligible Individuals)**

Name of hospital facility or letter of facility reporting group IU HEALTH BALL MEMORIAL HOSPITAL

		Yes	No
<b>22</b>	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.		
	<b>a</b> <input type="checkbox"/> The hospital facility used a look-back method based on claims allowed by Medicare fee-for-service during a prior 12-month period		
	<b>b</b> <input checked="" type="checkbox"/> The hospital facility used a look-back method based on claims allowed by Medicare fee-for-service and all private health insurers that pay claims to the hospital facility during a prior 12-month period		
	<b>c</b> <input type="checkbox"/> The hospital facility used a look-back method based on claims allowed by Medicaid, either alone or in combination with Medicare fee-for-service and all private health insurers that pay claims to the hospital facility during a prior 12-month period		
	<b>d</b> <input type="checkbox"/> The hospital facility used a prospective Medicare or Medicaid method		
<b>23</b>	During the tax year, did the hospital facility charge any FAP-eligible individual 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 Section C.		X
<b>24</b>	During the tax year, did the hospital facility charge any FAP-eligible individual an amount equal to the gross charge for any service provided to that individual? . . . . . If "Yes," explain in Section C.		X

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

SCHEDULE H, PART V, SECTION B, LINE 5 - INPUT FROM COMMUNITY

IN CONDUCTING ITS MOST RECENT COMMUNITY HEALTH NEEDS ASSESSMENT ("CHNA")

IU HEALTH BALL MEMORIAL HOSPITAL TOOK INTO ACCOUNT INPUT FROM PERSONS WHO

REPRESENT THE BROAD INTERESTS OF THE COMMUNITIES IT SERVES. PRIMARY DATA

WERE GATHERED IN THREE DIFFERENT METHODOLOGIES FOR THIS ASSESSMENT:

COMMUNITY MEETINGS, KEY STAKEHOLDER INTERVIEWS, AND A COMMUNITY SURVEY.

FOR PURPOSES OF THIS CHNA, IU HEALTH BALL MEMORIAL HOSPITAL'S COMMUNITY

IS DEFINED AS DELAWARE, JAY, AND RANDOLPH COUNTIES, INDIANA. THESE THREE

COUNTIES ACCOUNTED FOR 80.9 PERCENT OF THE HOSPITAL'S INPATIENT CASES IN

2016.

COMMUNITY MEETINGS - DELAWARE COUNTY

ON MAY 10, 2018, TWO MEETINGS OF COMMUNITY REPRESENTATIVES WERE HELD AT

THE IU HEALTH BALL MEMORIAL HOSPITAL IN MUNCIE, THE COUNTY SEAT OF

DELAWARE COUNTY. THE FIRST MEETING WAS ATTENDED BY 23 COMMUNITY MEMBERS,

AND THE SECOND MEETING WAS ATTENDED BY 14 COMMUNITY MEMBERS. THE

COMMUNITY MEMBERS WERE INVITED BY IU HEALTH BECAUSE THEY REPRESENT

IMPORTANT COMMUNITY ORGANIZATIONS AND SECTORS SUCH AS: LOCAL HEALTH

DEPARTMENTS, NON-PROFIT ORGANIZATIONS, LOCAL BUSINESS, HEALTH CARE

PROVIDERS, AND SCHOOLS.

THROUGH THIS MEETING, IU HEALTH SOUGHT A BREADTH OF PERSPECTIVES ON THE

COMMUNITY'S HEALTH NEEDS. THE SPECIFIC ORGANIZATIONS REPRESENTED AT THE

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

MEETINGS ARE LISTED BELOW.

- ALPHA CENTER
- BY5
- BALL STATE UNIVERSITY
- BETHEL POINT REHAB
- BRIDGES COMMUNITY SERVICES
- BOYS AND GIRLS CLUB OF MUNCIE
- BUILDING BETTER COMMUNITIES/BALL STATE UNIVERSITY
- CANCER SERVICES OF EAST CENTRAL INDIANA
- CITY OF MUNCIE
- DELAWARE COUNTY GOVERNMENT
- DELAWARE COUNTY HEALTH DEPARTMENT
- DELAWARE COUNTY SENIOR CENTER
- IU HEALTH BALL MEMORIAL HOSPITAL
- IU HEALTH EAST CENTRAL REGION
- MERIDIAN HEALTH SERVICES
- MUNCIE/DELAWARE COUNTY CHAMBER OF COMMERCE
- OPEN DOOR HEALTH SERVICES
- PURDUE EXTENSION
- SECOND HARVEST FOOD BANK
- TRANSITION RESOURCES CORPORATION - HEAD START
- WESTMINSTER VILLAGE
- YWCA OF MUNCIE
- YOUTH OPPORTUNITY CENTER

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

THE MEETING BEGAN WITH A PRESENTATION THAT DISCUSSED THE GOALS AND STATUS OF THE CHNA PROCESS AND THE PURPOSE OF THE COMMUNITY MEETINGS. THEN, SECONDARY DATA WERE PRESENTED, ALONG WITH A SUMMARY OF THE MOST UNFAVORABLE COMMUNITY HEALTH INDICATORS. FOR DELAWARE COUNTY, THOSE INDICATORS WERE (IN ALPHABETICAL ORDER):

- ADULT SMOKING
- HOUSING PROBLEMS IN DELAWARE COUNTY
- INFANT MORTALITY AND LOW BIRTH WEIGHT BIRTHS
- MENTAL HEALTH AND SUPPLY OF MENTAL HEALTH PROVIDERS
- PHYSICAL INACTIVITY AND ACCESS TO HEALTHY FOOD
- POVERTY RATES AND CHILDREN IN POVERTY
- SUPPLY OF PRIMARY CARE PHYSICIANS AND DENTISTS

PARTICIPANTS THEN WERE ASKED TO DISCUSS WHETHER THE IDENTIFIED, UNFAVORABLE INDICATORS ACCURATELY IDENTIFIED THE MOST SIGNIFICANT COMMUNITY HEALTH ISSUES AND WERE ENCOURAGED TO ADD ISSUES THAT THEY BELIEVED WERE SIGNIFICANT. SEVERAL ISSUES WERE ADDED AT THE MEETINGS, SUCH AS: CHRONIC DISEASE, CANCER, SERVICES FOR THE ELDERLY, ADVERSE CHILDHOOD EXPERIENCES, SOCIAL ASSOCIATIONS/ CONNECTEDNESS, OBESITY, HEALTH LITERACY, ADDICTIONS, ACCESS TO SPECIALTY PHYSICIANS, BUILT ENVIRONMENT, LEAD PROBLEMS, AND SUPPLY OF PRIMARY CARE PHYSICIANS AND DENTISTS. IN ADDITION, PHYSICAL INACTIVITY AND ACCESS TO HEALTHY FOOD WERE SPLIT INTO THEIR OWN LINE ITEMS, INSTEAD OF BEING COMBINED.

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

DURING THE MEETINGS, A RANGE OF OTHER TOPICS WAS DISCUSSED, INCLUDING:

- DIFFERENCES IN SECONDARY DATA FOR MENTAL HEALTH INDICATORS
- INTER-RELATEDNESS OF NEEDS
- SERVICES FOR THE ELDERLY
- DIFFERENCE BETWEEN OBESITY, PHYSICAL ACTIVITY, AND ACCESS TO HEALTHY FOOD

AFTER DISCUSSING THE NEEDS IDENTIFIED THROUGH SECONDARY DATA AND ADDING OTHERS TO THE LIST, EACH PARTICIPANT WAS ASKED THROUGH A VOTING PROCESS TO IDENTIFY "THREE TO FIVE" THEY CONSIDER TO BE MOST SIGNIFICANT. FROM THIS PROCESS, THE GROUPS IDENTIFIED THE FOLLOWING NEEDS AS MOST SIGNIFICANT FOR DELAWARE COUNTY:

THE RESULTS FROM THE FIRST MEETING WERE AS FOLLOWS:

- MENTAL HEALTH AND SUPPLY OF MENTAL HEALTH PROVIDERS
- POVERTY RATES AND CHILDREN IN POVERTY
- OBESITY
- TIED FOR FOURTH: ADULT SMOKING AND ADVERSE CHILDHOOD EXPERIENCES

THE RESULTS FROM THE SECOND MEETING WERE AS FOLLOWS:

- ADDICTIONS
- PHYSICAL ACTIVITY/OBESITY
- ACCESS TO HEALTHY FOODS
- ADULT SMOKING

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

- INFANT MORTALITY

INTERVIEWS - DELAWARE COUNTY

AN INTERVIEW WAS ALSO CONDUCTED WITH A REPRESENTATIVE OF THE DELAWARE COUNTY HEALTH DEPARTMENT. THE INTERVIEW WAS CONDUCTED TO ASSURE THAT APPROPRIATE AND ADDITIONAL INPUT WAS RECEIVED FROM GOVERNMENTAL PUBLIC HEALTH OFFICIALS. THE RESULTS OF THE COMMUNITY MEETINGS WERE DISCUSSED AND INSIGHTS WERE SOUGHT REGARDING SIGNIFICANT COMMUNITY HEALTH NEEDS, WHY SUCH NEEDS ARE PRESENT, AND HOW THEY CAN BE ADDRESSED. THE INTERVIEW WAS GUIDED BY A STRUCTURED PROTOCOL.

THE INTERVIEW WAS GUIDED BY A STRUCTURED PROTOCOL THAT FOCUSED ON OPINIONS REGARDING SIGNIFICANT COMMUNITY HEALTH NEEDS, DESCRIBING WHY SUCH NEEDS ARE PRESENT, AND SEEKING IDEAS FOR HOW TO ADDRESS THEM.

THE INTERVIEWEE CONFIRMED THAT SOME OF THE TOP NEEDS IDENTIFIED BY THE COMMUNITY MEETING GROUP WERE SOME OF THE MOST SIGNIFICANT IN THE COMMUNITY. THESE NEEDS WERE:

- MENTAL HEALTH, ADDICTIONS, AND SUPPLY OF MENTAL HEALTH PROVIDERS (INCLUDING REHABILITATION AND ADDICTION SERVICES)
- POVERTY RATES AND CHILDREN IN POVERTY
- OBESITY
- PHYSICAL INACTIVITY
- ACCESS TO HEALTHY FOODS

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

DRUG ADDICTION WAS IDENTIFIED AS A MAJOR ISSUE, AND IT WAS BELIEVED THAT RECEIVING LONG-TERM TREATMENT IS NOT AN OPTION FOR MANY SEEKING TREATMENT. FEW RESOURCES WERE BELIEVED TO EXIST IN THE COUNTY, AND RESOURCES OUTSIDE OF THE COUNTY WERE THOUGHT TO HAVE LONG WAIT LISTS.

POVERTY IS A SIGNIFICANT ISSUE, WITH DELAWARE COUNTY RANKING AS ONE OF THE HIGHEST POVERTY COUNTIES IN THE STATE. THE COMMUNITY WAS THOUGHT TO BE IN A DIFFICULT PERIOD AFTER THE DECLINE OF INDUSTRY IN THE REGION, WITH ISSUES STEMMING FROM THIS INCLUDING:

- LOSING POPULATION AND TAX BASE
- POOR INFRASTRUCTURE, PARTICULARLY FOR ROADS
- FAILURE TO ATTRACT EMPLOYERS TO THE AREA DUE TO INFRASTRUCTURE CONCERNS
- FAILURE TO RETAIN A LOCALLY-EDUCATED POPULATION FROM THE LOCAL BALL STATE UNIVERSITY

ACCESS TO HEALTHY FOOD WAS IDENTIFIED AS A KEY CONTRIBUTOR TO THE SIGNIFICANT OBESITY ISSUE, EXACERBATED BY POVERTY AND THE GROWING RATE OF FAST FOOD RESTAURANTS IN THE COUNTY. WHILE HEALTHY OPTIONS WERE THOUGHT TO EXIST ON A SMALLER SCALE, CHEAPER UNHEALTHY FOOD IS MORE READILY ACCESSIBLE.

A LACK OF REGULAR EXERCISE WAS ALSO IDENTIFIED AS A MAIN CONTRIBUTOR TO

**Part V Facility Information** *(continued)*

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

THE ISSUE OF OBESITY, PARTICULARLY AMONG POORER COMMUNITIES. MANY NEIGHBORHOODS DID NOT HAVE A BUILT ENVIRONMENT TO SUPPORT REGULAR EXERCISE, WITH ISSUES SUCH AS CRIME, LACK OF SIDEWALKS, HEAVY TRAFFIC, AND OTHERS CONTRIBUTING TO AN UNSAFE PHYSICAL ENVIRONMENT.

INFANT MORTALITY WAS IDENTIFIED AS A SIGNIFICANT ISSUE, WITH A LACK OF PARENT EDUCATION ON CHILD SAFETY (SUCH AS INFANTS SLEEPING IN THE SAME BED AS PARENTS OR OTHER CHILDREN) CONTRIBUTING.

A LACK OF SOCIAL ASSOCIATIONS, CONNECTEDNESS, AND SUPPORT SYSTEMS WAS THOUGHT TO PLAY A ROLE IN MANY OF THE COUNTY ISSUES, PARTICULARLY WITH MENTAL HEALTH AND ADDICTION PROBLEMS.

COMMUNICABLE DISEASES, PARTICULARLY HEPATITIS C AND HIV, ARE INCREASINGLY COMMON DUE TO INTRAVENOUS DRUG USE IN THE COMMUNITY.

THE NEED FOR A CENTRAL RESOURCE TO REFER RESIDENTS WITH MENTAL HEALTH, BEHAVIORAL HEALTH, AND ADDICTION NEEDS WAS IDENTIFIED AS A SIGNIFICANT NEED.

THE NEED FOR MORE PUBLIC OUTREACH AND EDUCATION PROGRAMS ON NUTRITION AND PHYSICAL ACTIVITY, IN PLACES OTHER THAN A CLINICAL SETTING, WAS IDENTIFIED.

ADULT SMOKING AND RESULTANT CHRONIC DISEASES WERE ALSO IDENTIFIED AS

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

ISSUES.

COMMUNITY MEETINGS - JAY COUNTY

ON MAY 23, 2018, TWO MEETINGS OF COMMUNITY REPRESENTATIVES WERE HELD AT THE IU HEALTH JAY HOSPITAL IN PORTLAND, THE COUNTY SEAT OF JAY COUNTY. THE MEETINGS WERE ATTENDED BY 28 COMMUNITY MEMBERS INVITED BY IU HEALTH BECAUSE THEY REPRESENT IMPORTANT COMMUNITY ORGANIZATIONS AND SECTORS SUCH AS: LOCAL HEALTH DEPARTMENTS, POLICE/ FIRE DEPARTMENTS, NON-PROFIT ORGANIZATIONS, LOCAL BUSINESS, HEALTH CARE PROVIDERS, LOCAL POLICYMAKERS, FAITH-BASED ORGANIZATIONS, AND SCHOOLS.

THROUGH THE MEETINGS, IU HEALTH SOUGHT A BREADTH OF PERSPECTIVES ON THE COMMUNITY'S HEALTH NEEDS. THE SPECIFIC ORGANIZATIONS REPRESENTED AT THE MEETINGS ARE LISTED BELOW.

- COMMUNITY & FAMILY SERVICES
- CROWN POINTE SENIOR LIVING
- FIRST MERCHANTS BANK
- FORT RECOVERY INDUSTRIES
- GENEVA TOWN COUNCIL
- IU HEALTH JAY HOSPITAL
- JAY-RANDOLPH DEVELOPMENTAL SERVICES, INC.
- JAY COUNTY CHAMBER
- JAY COUNTY CHILD SERVICES
- JAY COUNTY COMMUNITY DEVELOPMENT

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

- JAY COUNTY COUNCIL
- JAY COUNTY HEALTH DEPARTMENT
- JAY COUNTY MINISTERIAL ASSOCIATION
- JAY COUNTY TOURISM
- JAY SCHOOLS
- JOHN JAY CENTER FOR LEARNING
- LIFE STREAM
- MERIDIAN HEALTH SERVICES
- PENNVILLE TOWN COUNCIL
- PERSIMMON RIDGE REHAB
- PORTLAND FIRE DEPARTMENT
- PORTLAND FOUNDATION
- PORTLAND POLICE DEPARTMENT
- SWISS VILLAGE, INC.
- UNITED WAY OF JAY

THE MEETING BEGAN WITH A PRESENTATION THAT DISCUSSED THE GOALS AND STATUS OF THE CHNA PROCESS AND THE PURPOSE OF THE COMMUNITY MEETINGS. THEN, SECONDARY DATA WERE PRESENTED, ALONG WITH A SUMMARY OF THE MOST UNFAVORABLE COMMUNITY HEALTH INDICATORS. FOR JAY COUNTY, THOSE INDICATORS WERE (IN ALPHABETICAL ORDER):

- ADULT SMOKING AND SMOKING DURING PREGNANCY
- AIR POLLUTION
- DIABETES MORTALITY RATE
- FOOD ENVIRONMENT

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

- INFANT MORTALITY RATES
- LOW EDUCATIONAL ATTAINMENT LEVELS
- OBESITY, PHYSICAL INACTIVITY, AND ACCESS TO EXERCISE OPPORTUNITIES
- POVERTY RATES
- UNDERSUPPLY OF PRIMARY CARE PHYSICIANS AND MENTAL HEALTH

## PROFESSIONALS

MEETING PARTICIPANTS THEN WERE ASKED TO DISCUSS WHETHER THE IDENTIFIED, UNFAVORABLE INDICATORS ACCURATELY IDENTIFIED THE MOST SIGNIFICANT COMMUNITY HEALTH ISSUES AND WERE ENCOURAGED TO ADD ISSUES THAT THEY BELIEVED WERE SIGNIFICANT. SEVERAL ISSUES WERE ADDED, SUCH AS: SUBSTANCE ABUSE, PREVENTATIVE CARE FOR CHILDREN, LOW HEALTH LITERACY, LACK OF PARENTING SKILL, PRESCRIPTION MEDICATION COST BARRIERS, CANCER, MENTAL HEALTH, CHILDHOOD OBESITY, FAITH AND SPIRITUALITY, SENIOR PROGRAMMING, AND BREASTFEEDING INITIATIVES.

DURING THE MEETINGS, A RANGE OF OTHER TOPICS WERE DISCUSSED, INCLUDING:

- NEONATAL ABSTINENCE SYNDROME
- GENERATIONAL POVERTY
- SINGLE PARENT FAMILIES
- RESPONSIBILITY AND ACCOUNTABILITY
- QUALITY OF JOB APPLICANTS
- LACK OF OPTIONS FOR HEALTHY FOOD

AFTER DISCUSSING THE NEEDS IDENTIFIED THROUGH SECONDARY DATA AND ADDING

**Part V Facility Information** *(continued)*

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

OTHERS TO THE LIST, EACH PARTICIPANT WAS ASKED THROUGH A VOTING PROCESS TO IDENTIFY "THREE TO FIVE" THEY CONSIDER TO BE MOST SIGNIFICANT. FROM THIS PROCESS, THE GROUPS IDENTIFIED THE FOLLOWING NEEDS AS MOST SIGNIFICANT FOR JAY COUNTY:

- SUBSTANCE ABUSE
- MENTAL HEALTH
- UNDERSUPPLY OF PRIMARY CARE PHYSICIANS AND MENTAL HEALTH PROFESSIONALS
- PHYSICAL INACTIVITY
- PARENTING SKILLS

INTERVIEWS - JAY COUNTY

AN INTERVIEW WAS ALSO CONDUCTED WITH A REPRESENTATIVE OF THE JAY COUNTY HEALTH DEPARTMENT. THE INTERVIEW WAS CONDUCTED TO ASSURE THAT APPROPRIATE AND ADDITIONAL INPUT WAS RECEIVED FROM GOVERNMENTAL PUBLIC HEALTH OFFICIALS. THE RESULTS OF THE COMMUNITY MEETINGS WERE DISCUSSED AND INSIGHTS WERE SOUGHT REGARDING SIGNIFICANT COMMUNITY HEALTH NEEDS, WHY SUCH NEEDS ARE PRESENT, AND HOW THEY CAN BE ADDRESSED.

THE INTERVIEW WAS GUIDED BY A STRUCTURED PROTOCOL THAT FOCUSED ON OPINIONS REGARDING SIGNIFICANT COMMUNITY HEALTH NEEDS, DESCRIBING WHY SUCH NEEDS ARE PRESENT, AND SEEKING IDEAS FOR HOW TO ADDRESS THEM.

THE INTERVIEWEE IDENTIFIED THE FOLLOWING THREE NEEDS AS THE MOST

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

SIGNIFICANT, WITH EACH OF THESE NEEDS HAVING ALSO BEEN PRIORITIZED BY THE COMMUNITY MEETING PARTICIPANTS AS SIGNIFICANT:

- SUBSTANCE ABUSE
- MENTAL HEALTH
- PHYSICAL INACTIVITY

POVERTY AND DRUG ABUSE WERE THOUGHT TO BE SIGNIFICANT ISSUES IN THE COMMUNITY, AND CONTRIBUTING FACTORS IN THE NEED FOR IMPROVED PARENTING EDUCATION AND SKILLS DEVELOPMENT.

FEW OPTIONS AND PROVIDERS ARE AVAILABLE FOR SUBSTANCE ABUSE AND MENTAL HEALTH TREATMENT, AND THERE IS ALSO LITTLE INFORMATION ABOUT WHERE TO GO OUTSIDE OF THE COUNTY FOR TREATMENT. THE NEED FOR INCREASED ACCESS TO REHABILITATION THAT IS CLOSER TO HOME AND AFFORDABLE WAS IDENTIFIED AS A PRIORITY.

OBESITY WAS IDENTIFIED AS A SIGNIFICANT CONCERN, WITH PHYSICAL INACTIVITY A PRIMARY CONTRIBUTOR TO OBESITY AND RELATED CHRONIC CONDITIONS. WHILE THERE WAS THOUGHT TO BE AN ADEQUATE AMOUNT OF OUTDOOR SPACE FOR RECREATION, MORE EDUCATION FOR YOUNGER RESIDENTS ABOUT HEALTHY LIVING WAS IDENTIFIED AS A NEED TO ENSURE THAT MOTIVATION FOR PHYSICAL ACTIVITY REMAINS INTO ADULTHOOD.

POOR DIET WAS ALSO THOUGHT TO BE AN ISSUE IN THE COMMUNITY, PARTICULARLY WITH THE MAJORITY OF RESTAURANT OPTIONS IN THE COMMUNITY BEING FAST FOOD.

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

INVOLVEMENT AND COLLABORATION WITHIN THE BUSINESS COMMUNITY FOR HEALTHY LIVING INITIATIVES WAS IDENTIFIED AS A PROGRAMMATIC NEED. IF ORGANIZATIONS CAME TOGETHER FOR PHYSICAL FITNESS GOALS AND INSURANCE INCENTIVES FOR HEALTHY EATING AND EXERCISE, THERE COULD BE A LARGE REDUCTION OF OBESITY IN THE COMMUNITY.

SMOKING WAS ALSO THOUGHT TO STILL BE AN ISSUE DESPITE PROGRESS BEING MADE, AND MORE SMOKING CESSATION EFFORTS WERE THOUGHT TO BE NEEDED.

THE NEED FOR A CENTRAL RESOURCE THAT COULD DIRECT RESIDENTS TO ANY RESOURCE NEEDED IN THE COMMUNITY - WHETHER HEALTH OR BASIC LIVING NEEDS - WAS IDENTIFIED AS A NEEDED SERVICE.

POVERTY WAS IDENTIFIED AS AN ISSUE, AND WHILE JOBS WERE THOUGHT TO BE AVAILABLE, SOME RESIDENTS WERE NOT PURSUING THESE OPPORTUNITIES DUE TO PERSONAL MOTIVATION, LOW PAY, OR MENTAL HEALTH REASONS.

TRANSPORTATION WAS ALSO IDENTIFIED AS AN ISSUE IN BOTH ACCESSING HEALTHCARE SERVICES AND FOR EMPLOYMENT PURPOSES.

COMMUNITY MEETINGS - RANDOLPH COUNTY

A SEPARATE COMMUNITY MEETING WAS NOT HELD FOR RANDOLPH COUNTY; HOWEVER,

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

FEEDBACK WAS OBTAINED FROM SEVERAL REPRESENTATIVES FROM THE RANDOLPH COUNTY HEALTH DEPARTMENT. THIS FEEDBACK APPEARS IN THE INTERVIEWS SECTION OF THIS REPORT.

## INTERVIEWS - RANDOLPH COUNTY

AN INTERVIEW WAS ALSO CONDUCTED WITH REPRESENTATIVES OF THE RANDOLPH COUNTY HEALTH DEPARTMENT. THE INTERVIEW WAS CONDUCTED TO ASSURE THAT APPROPRIATE AND ADDITIONAL INPUT WAS RECEIVED FROM GOVERNMENTAL PUBLIC HEALTH OFFICIALS. THE RESULTS OF THE COMMUNITY MEETINGS WERE DISCUSSED AND INSIGHTS WERE SOUGHT REGARDING SIGNIFICANT COMMUNITY HEALTH NEEDS, WHY SUCH NEEDS ARE PRESENT, AND HOW THEY CAN BE ADDRESSED.

THE INTERVIEW WAS GUIDED BY A STRUCTURED PROTOCOL THAT FOCUSED ON OPINIONS REGARDING SIGNIFICANT COMMUNITY HEALTH NEEDS, DESCRIBING WHY SUCH NEEDS ARE PRESENT, AND SEEKING IDEAS FOR HOW TO ADDRESS THEM.

THE INTERVIEWEES CONFIRMED THAT THE FOLLOWING ISSUES, IDENTIFIED FROM PROBLEMATIC SECONDARY DATA INDICATORS, WERE SIGNIFICANT IN THE COMMUNITY:

- ADULT SMOKING
- INFANT MORTALITY AND LOW BIRTH WEIGHT BIRTHS
- MENTAL HEALTH AND SUPPLY OF MENTAL HEALTH PROVIDERS
- PHYSICAL INACTIVITY AND ACCESS TO HEALTHY FOOD
- POVERTY RATES AND CHILDREN IN POVERTY

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

- SUPPLY OF PRIMARY CARE PHYSICIANS AND DENTISTS

DRUG OVERDOSES WERE ALSO IDENTIFIED AS AN ISSUE, AND THOUGHT TO BE A PRIMARY CONTRIBUTOR TO THE POOR OUTCOMES IN ACCIDENT MORTALITY RATES FOR RANDOLPH COUNTY.

WHILE RANDOLPH COUNTY HAD A LOWER INFANT MORTALITY RATE THAN BORDERING JAY AND DELAWARE COUNTIES, INTERVIEWEES BELIEVED THIS MAY BE BECAUSE COMPLICATED INFANT HEALTH CASES WERE BEING SENT TO IU HEALTH BALL MEMORIAL HOSPITAL IN DELAWARE COUNTY.

SUBSTANCE ABUSE AND ACCESS TO ADDICTION TREATMENT PROGRAMS WERE THOUGHT TO BE A SIGNIFICANT NEED.

TRANSPORTATION WAS ALSO IDENTIFIED AS A SIGNIFICANT ISSUE.

BOTH DRUG USE AND A RELATED RISE IN HEPATITIS C CASES WERE IDENTIFIED AS CURRENT ISSUES AND AS ISSUES THAT MAY INCREASE IN SEVERITY IN THE NEAR FUTURE.

IN RESPONSE TO PROGRAMS MOST NEEDED IN THE COMMUNITY, INTERVIEWEES IDENTIFIED FUNDING FOR SMOKING CESSATION PROGRAMS, FREE GLUCOMETER PROGRAMS, EXPANDED IMMUNIZATION CAPABILITIES, AND VACCINES FOR THE PUBLIC AS PARTICULAR NEEDS.

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

COMMUNITY SURVEY

TO INFORM THE CHNA, A COMMUNITY SURVEY WAS CONDUCTED BY THE INDIANA HOSPITAL COLLABORATIVE.

ACROSS INDIANA, 9,161 COMPLETED QUESTIONNAIRES WERE RECEIVED BY ALL PARTICIPATING HOSPITALS IN THE INDIANA HOSPITAL COLLABORATIVE, FOR AN OVERALL RESPONSE RATE OF 11.6 PERCENT; 5,030 QUESTIONNAIRES WERE RECEIVED FROM THE 17 INDIANA COUNTIES SERVED BY ONE OR MORE IU HEALTH HOSPITALS.

FOR IU HEALTH BALL MEMORIAL HOSPITAL, SURVEYS WERE RECEIVED FROM 851 COMMUNITY HOUSEHOLDS. ACCORDING TO THE RESPONSES, THESE HOUSEHOLDS INCLUDED 1,587 ADULTS.

THE COMMUNITY SURVEY INDICATES THAT SUBSTANCE USE OR ABUSE, OBESITY, POVERTY, AND CHRONIC DISEASES REPRESENT TOP CONCERNS IN THE COMMUNITY SERVED BY IU HEALTH BALL MEMORIAL HOSPITAL.

SCHEDULE H, PART V, SECTION B, LINE 7A - CHNA WEBSITE

A COPY OF IU HEALTH BALL MEMORIAL HOSPITAL'S CHNA IS AVAILABLE ON ITS WEBSITE AT THE FOLLOWING URL:

[HTTPS://IUHEALTH.ORG/ABOUT-IU-HEALTH/IN-THE-COMMUNITY/](https://iuhealth.org/about-iu-health/in-the-community/)

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

SCHEDULE H, PART V, SECTION B, LINE 10A - IMPLEMENTATION STRATEGY WEBSITE

A COPY OF IU HEALTH BALL MEMORIAL HOSPITAL'S CHNA IMPLEMENTATION STRATEGY

IS AVAILABLE ON ITS WEBSITE AT THE FOLLOWING URL:

[HTTPS://IUHEALTH.ORG/ABOUT-IU-HEALTH/IN-THE-COMMUNITY/](https://iuhealth.org/about-iu-health/in-the-community/)

SCHEDULE H, PART V, SECTION B, LINE 11 - ADDRESSING IDENTIFIED NEEDS

IN CONJUNCTION WITH THE CHNA, IU HEALTH BALL MEMORIAL HOSPITAL'S BOARD

ADOPTED AN IMPLEMENTATION STRATEGY IN APRIL 2019 RELATED TO THE 2018

CHNA. IU HEALTH BALL MEMORIAL HOSPITAL PRIORITIZED AND DETERMINED WHICH

OF THE COMMUNITY HEALTH NEEDS IDENTIFIED IN ITS MOST RECENTLY CONDUCTED

CHNA WERE MOST CRITICAL FOR IT TO ADDRESS.

IU HEALTH BALL MEMORIAL HOSPITAL WILL ADDRESS THE FOLLOWING COMMUNITY

HEALTH NEEDS BETWEEN 2019 AND 2021:

- ACCESS TO HEALTHCARE SERVICES
- DRUG AND SUBSTANCE ABUSE (INCLUDING OPIOIDS AND ALCOHOL)
- FOOD INSECURITY AND HEALTHY EATING
- MENTAL HEALTH
- OBESITY, DIABETES, AND PHYSICAL INACTIVITY
- SMOKING AND TOBACCO USAGE
- SOCIAL DETERMINANTS OF HEALTH

IU HEALTH USES THE TERM "BEHAVIORAL HEALTH" TO REFER TO MENTAL HEALTH AND

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

DRUG AND SUBSTANCE ABUSE (INCLUDING OPIOIDS AND ALCOHOL).

ACCESS TO HEALTHCARE

IU HEALTH BALL MEMORIAL HOSPITAL'S IMPLEMENTATION STRATEGY TO ADDRESS THE IDENTIFIED NEED OF ACCESS TO HEALTHCARE INCLUDES THE FOLLOWING:

- RECRUIT NEW PRIMARY CARE, OBSTETRIC AND MENTAL HEALTH MEDICAL DOCTORS TO PRACTICE IN EAST CENTRAL REGION.
- UTILIZE IU HEALTH'S INTERNAL RECRUITMENT RESOURCES.
- LEVERAGE IU HEALTH BALL MEMORIAL RESIDENCY PROGRAMS FOR POTENTIAL RECRUITS.
- MAINTAIN AND UPDATE FACILITIES' PLAN AND INITIATIVES TO SUPPORT INCOMING PRACTICES.
- PROVIDE TWO FAMILY MEDICINE DIRECTORS AND A RESIDENT ROTATION AT A SUBSIDIZED RATE TO LOCAL FEDERALLY QUALIFIED HEALTH CENTER (FQHC) OPEN DOOR HEALTH SERVICES TO EXPAND OBSTETRICS CAPACITY TO SERVE LOW-INCOME RESIDENTS.
- COLLABORATE WITH BALL STATE UNIVERSITY REGARDING HEALTH IMPROVEMENT INITIATIVES AT MUNCIE COMMUNITY SCHOOLS.
- FORM WORK GROUPS AROUND IDENTIFIED HEALTH NEEDS FOR REGION.
- COMPOSITION OF WORK GROUPS TO INCLUDE IDENTIFIED BALL STATE UNIVERSITY STAKEHOLDERS AND OTHER RELEVANT COMMUNITY PARTNERS.
- DEVELOP COLLABORATION PLAN TO SUPPORT/ENHANCE/EXPAND IU HEALTH BALL MEMORIAL HOSPITAL COMMUNITY HEALTH NEEDS ASSESSMENT STRATEGIES AROUND

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

IDENTIFIED HEALTH NEEDS.

BEHAVIORAL HEALTH (INCLUDES DRUG & SUBSTANCE ABUSE AND MENTAL HEALTH)

IU HEALTH BALL MEMORIAL HOSPITAL'S IMPLEMENTATION STRATEGY TO ADDRESS THE

IDENTIFIED NEED OF BEHAVIORAL HEALTH INCLUDES THE FOLLOWING:

- PROVIDE STRUCTURED THERAPEUTIC RECOVERY PROGRAM.
- APPLY FOR GRANT FUNDING TO EXPAND VIRTUAL IOP TO SERVE OTHER EAST CENTRAL REGION FACILITIES.
- ASSIST IN THE ESTABLISHMENT OF A COMMUNITY NETWORK OF EXISTING SUBSTANCE USE DISORDERS (SUD) RELATED CONCERNS.
- EMPLOY PEER RECOVERY COACHES IN THE IU HEALTH BALL MEMORIAL HOSPITAL EMERGENCY DEPARTMENT (ED).
- APPLY FOR HEALTH RESOURCES AND SERVICES ADMINISTRATION (HRSA) GRANT FUNDING FOR A FULL TIME PSYCHOLOGIST AND POSTDOCTORAL FELLOW TO BE PLACED IN THE INTERNAL MEDICINE RESIDENCY.
- PROVIDE SCREENING, BRIEF INTERVENTION, AND REFERRAL TO TREATMENT (SBIRT) PROCESS FOR FAMILY MEDICINE CLINIC PATIENTS.
- PROVIDE PRESCRIPTION MEDICATION DISPOSAL KIOSKS AT IU HEALTH EAST CENTRAL REGION FACILITIES.
- PROVIDE PERINATAL COORDINATOR TO FACILITATE AND COLLABORATE WITHIN THE HOSPITAL AND WITH OUTSIDE PHYSICIAN OFFICES AND COMMUNITY AGENCIES TO ENHANCE EFFORTS TO DECREASE INFANT MORTALITY IN THE IU HEALTH EAST CENTRAL REGION.

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

- COLLABORATE WITH BALL STATE UNIVERSITY REGARDING HEALTH IMPROVEMENT INITIATIVES AT MUNCIE COMMUNITY SCHOOLS.

- FORM WORK GROUPS AROUND IDENTIFIED HEALTH NEEDS FOR REGION.

- COMPOSITION OF WORK GROUPS TO INCLUDE IDENTIFIED BALL STATE UNIVERSITY STAKEHOLDERS AND OTHER RELEVANT COMMUNITY PARTNERS.

- DEVELOP COLLABORATION PLAN TO SUPPORT/ENHANCE/EXPAND IU HEALTH BALL MEMORIAL HOSPITAL COMMUNITY HEALTH NEEDS ASSESSMENT STRATEGIES AROUND IDENTIFIED HEALTH NEEDS.

FOOD INSECURITY AND HEALTHY EATING

IU HEALTH BALL MEMORIAL HOSPITAL'S IMPLEMENTATION STRATEGY TO ADDRESS THE IDENTIFIED NEED OF FOOD INSECURITY AND HEALTHY EATING INCLUDES THE FOLLOWING:

- SUPPORT COMMUNICATION, ORGANIZATION AND FACILITATION OF LOCAL COLLABORATION TO ADVANCE NEW FOOD POLICY, FOOD WASTE REDUCTION, AND FOOD ACCESS.

- FACILITATE ORGANIZATION RECRUITMENT AND ENGAGEMENT USING THE COLLECTIVE IMPACT MODEL AROUND IMPROVED NUTRITION, INCREASED PHYSICAL ACTIVITY AND TOBACCO CESSATION.

- ORGANIZE WORKGROUPS AND DEVELOP PARTNER TOOLS FOR AUDIENCE ENGAGEMENT.

- BUILD AND MAINTAIN HEALTHY COMMUNITY ALLIANCE (HCA) WEBSITE AND OTHER COMMUNICATION TOOLS TO SUPPORT PARTNER ENGAGEMENT.

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

- ENGAGE LOCAL ORGANIZATIONS TO RECRUIT LOW-INCOME FAMILIES TO PARTICIPATE.
  - PROVIDE OPPORTUNITIES FOR FAMILIES TO LEARN ABOUT NUTRITION VALUE OF FRESH PRODUCE, PHYSICAL ACTIVITY AND TOBACCO CESSATION.
  - OFFER IU HEALTH BUCKS TO PARTICIPANTS SO THEY MAY FULLY ENGAGE IN FARMERS' MARKET EXPERIENCE.
  - COLLABORATE WITH BALL STATE UNIVERSITY REGARDING HEALTH IMPROVEMENT INITIATIVES AT MUNCIE COMMUNITY SCHOOLS.
  - FORM WORK GROUPS AROUND IDENTIFIED HEALTH NEEDS FOR REGION.
  - COMPOSITION OF WORK GROUPS TO INCLUDE IDENTIFIED BALL STATE UNIVERSITY STAKEHOLDERS AND OTHER RELEVANT COMMUNITY PARTNERS.
  - DEVELOP COLLABORATION PLAN TO SUPPORT/ENHANCE/EXPAND IU HEALTH BALL MEMORIAL HOSPITAL COMMUNITY HEALTH NEEDS ASSESSMENT STRATEGIES AROUND IDENTIFIED HEALTH NEEDS.
- OBESITY, DIABETES, AND PHYSICAL INACTIVITY
- IU HEALTH BALL MEMORIAL HOSPITAL'S IMPLEMENTATION STRATEGY TO ADDRESS THE IDENTIFIED NEED OF OBESITY, DIABETES, AND PHYSICAL INACTIVITY INCLUDE THE FOLLOWING:
- SUPPORT COMMUNICATION, ORGANIZATION AND FACILITATION OF LOCAL COLLABORATION TO ADVANCE NEW FOOD POLICY, FOOD WASTE REDUCTION, AND FOOD ACCESS.
  - FACILITATE ORGANIZATION RECRUITMENT AND ENGAGEMENT USING THE

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

COLLECTIVE IMPACT MODEL AROUND IMPROVED NUTRITION, INCREASED PHYSICAL ACTIVITY AND TOBACCO CESSATION.

- ORGANIZE WORKGROUPS AND DEVELOP PARTNER TOOLS FOR AUDIENCE ENGAGEMENT.
- BUILD AND MAINTAIN HEALTHY COMMUNITY ALLIANCE (HCA) WEBSITE AND OTHER COMMUNICATION TOOLS TO SUPPORT PARTNER ENGAGEMENT.
- ENGAGE LOCAL ORGANIZATIONS TO RECRUIT LOW-INCOME FAMILIES TO PARTICIPATE.
- PROVIDE OPPORTUNITIES FOR FAMILIES TO LEARN ABOUT NUTRITION VALUE OF FRESH PRODUCE, PHYSICAL ACTIVITY AND TOBACCO CESSATION.
- OFFER IU HEALTH BUCKS TO PARTICIPANTS SO THEY MAY FULLY ENGAGE IN FARMERS' MARKET EXPERIENCE.
- COLLABORATE WITH BALL STATE UNIVERSITY REGARDING HEALTH IMPROVEMENT INITIATIVES AT MUNCIE COMMUNITY SCHOOLS.
- FORM WORK GROUPS AROUND IDENTIFIED HEALTH NEEDS FOR REGION.
- COMPOSITION OF WORK GROUPS TO INCLUDE IDENTIFIED BALL STATE UNIVERSITY STAKEHOLDERS AND OTHER RELEVANT COMMUNITY PARTNERS.
- DEVELOP COLLABORATION PLAN TO SUPPORT/ENHANCE/EXPAND IU HEALTH BALL MEMORIAL HOSPITAL COMMUNITY HEALTH NEEDS ASSESSMENT STRATEGIES AROUND IDENTIFIED HEALTH NEEDS.

SMOKING AND TOBACCO USAGE

IU HEALTH BALL MEMORIAL HOSPITAL'S IMPLEMENTATION STRATEGY TO ADDRESS THE IDENTIFIED NEED OF SMOKING AND TOBACCO USAGE INCLUDE THE FOLLOWING:

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

- FACILITATE ORGANIZATION RECRUITMENT AND ENGAGEMENT USING THE COLLECTIVE IMPACT MODEL AROUND IMPROVED NUTRITION, INCREASED PHYSICAL ACTIVITY AND TOBACCO CESSATION.
- ORGANIZE WORKGROUPS AND DEVELOP PARTNER TOOLS FOR AUDIENCE ENGAGEMENT.
- BUILD AND MAINTAIN HEALTHY COMMUNITY ALLIANCE (HCA) WEBSITE AND OTHER COMMUNICATION TOOLS TO SUPPORT PARTNER ENGAGEMENT.
- ENGAGE LOCAL ORGANIZATIONS TO RECRUIT LOW-INCOME FAMILIES TO PARTICIPATE.
- PROVIDE OPPORTUNITIES FOR FAMILIES TO LEARN ABOUT NUTRITION VALUE OF FRESH PRODUCE, PHYSICAL ACTIVITY AND TOBACCO CESSATION.
- OFFER IU HEALTH BUCKS TO PARTICIPANTS SO THEY MAY FULLY ENGAGE IN FARMERS' MARKET EXPERIENCE.
- EDUCATE STAFF REGARDING "ASK, ADVISE, REFER" PROCESS TO REFER PATIENTS AND FAMILY MEMBERS TO THE INDIANA TOBACCO QUITLINE.
- PROVIDE PERINATAL COORDINATOR TO FACILITATE AND COLLABORATE WITHIN THE HOSPITAL AND WITH OUTSIDE PHYSICIAN OFFICES AND COMMUNITY AGENCIES TO ENHANCE EFFORTS TO DECREASE INFANT MORTALITY IN THE IU HEALTH EAST CENTRAL REGION.
- COLLABORATE WITH BALL STATE UNIVERSITY REGARDING HEALTH IMPROVEMENT INITIATIVES AT MUNCIE COMMUNITY SCHOOLS.
- FORM WORK GROUPS AROUND IDENTIFIED HEALTH NEEDS FOR REGION.
- COMPOSITION OF WORK GROUPS TO INCLUDE IDENTIFIED BALL STATE UNIVERSITY STAKEHOLDERS AND OTHER RELEVANT COMMUNITY PARTNERS.

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

- DEVELOP COLLABORATION PLAN TO SUPPORT/ENHANCE/EXPAND IU HEALTH BALL MEMORIAL HOSPITAL COMMUNITY HEALTH NEEDS ASSESSMENT STRATEGIES AROUND IDENTIFIED HEALTH NEEDS.

SOCIAL DETERMINANTS OF HEALTH

IU HEALTH BALL MEMORIAL HOSPITAL'S IMPLEMENTATION STRATEGY TO ADDRESS THE IDENTIFIED NEED OF SOCIAL DETERMINANTS OF HEALTH INCLUDE THE FOLLOWING:

- SUPPORT COMMUNICATION, ORGANIZATION AND FACILITATION OF LOCAL COLLABORATION TO ADVANCE NEW FOOD POLICY, FOOD WASTE REDUCTION, AND FOOD ACCESS.

- COLLABORATE WITH LOCAL LAUNDROMAT TO OFFER COUPON PROGRAM.

- OFFER COUPONS TO THOSE EXPERIENCING HOMELESSNESS AND LOW-INCOME AUDIENCES IN CONJUNCTION WITH LOCAL FOOD PANTRY PROGRAM.

- INVESTIGATE POTENTIAL PARTNERSHIP LEVELS AND INVESTMENTS WITH COMMUNITY-BUILDING ACTIVITIES RELATED TO FOOD ACCESS, HOUSING, AND EMPLOYMENT FOR UNDERSERVED AUDIENCES.

- COLLABORATE WITH BALL STATE UNIVERSITY REGARDING HEALTH IMPROVEMENT INITIATIVES AT MUNCIE COMMUNITY SCHOOLS.

- FORM WORK GROUPS AROUND IDENTIFIED HEALTH NEEDS FOR REGION.

- COMPOSITION OF WORK GROUPS TO INCLUDE IDENTIFIED BALL STATE UNIVERSITY STAKEHOLDERS AND OTHER RELEVANT COMMUNITY PARTNERS.

- DEVELOP COLLABORATION PLAN TO SUPPORT/ENHANCE/EXPAND IU HEALTH BALL MEMORIAL HOSPITAL COMMUNITY HEALTH NEEDS ASSESSMENT STRATEGIES AROUND

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

IDENTIFIED HEALTH NEEDS.

IU HEALTH BALL MEMORIAL HOSPITAL WILL ADDRESS ALL COMMUNITY HEALTH NEEDS BASED ON THEIR 2018 COMMUNITY HEALTH NEEDS ASSESSMENT. THERE WERE NO IDENTIFIED NEEDS THAT WILL NOT BE ADDRESSED.

SCHEDULE H, PART V, SECTION B, LINE 13B - INCOME LEVEL OTHER THAN FPG  
IN ADDITION TO FPG, IU HEALTH BALL MEMORIAL HOSPITAL MAY TAKE INTO CONSIDERATION A PATIENT'S INCOME AND/OR ABILITY TO PAY IN CALCULATION OF A FINANCIAL ASSISTANCE AWARD.

SCHEDULE H, PART V, SECTION B, LINE 13H - OTHER FAP FACTORS  
IU HEALTH BALL MEMORIAL HOSPITAL TAKES INTO CONSIDERATION SEVERAL OTHER FACTORS IN DETERMINING PATIENT ELIGIBILITY FOR FINANCIAL ASSISTANCE.  
THESE FACTORS INCLUDE THE FOLLOWING:

1. IU HEALTH BALL MEMORIAL HOSPITAL'S INDIVIDUAL SOLUTIONS DEPARTMENT

PRIOR TO SEEKING FINANCIAL ASSISTANCE UNDER THE FAP, ALL PATIENTS OR THEIR GUARANTORS MUST CONSULT WITH A MEMBER OF IU HEALTH BALL MEMORIAL HOSPITAL'S INDIVIDUAL SOLUTIONS DEPARTMENT TO DETERMINE IF HEALTHCARE COVERAGE MAY BE OBTAINED FROM A GOVERNMENT INSURANCE/ASSISTANCE PRODUCT OR FROM THE HEALTH INSURANCE EXCHANGE MARKETPLACE.

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

## 2. ALTERNATE SOURCES OF ASSISTANCE

WHEN TECHNICALLY FEASIBLE, A PATIENT WILL EXHAUST ALL OTHER STATE AND FEDERAL ASSISTANCE PROGRAMS PRIOR TO RECEIVING AN AWARD FROM IU HEALTH BALL MEMORIAL HOSPITAL'S FINANCIAL ASSISTANCE PROGRAM.

PATIENTS WHO MAY BE ELIGIBLE FOR COVERAGE UNDER AN APPLICABLE INSURANCE POLICY, INCLUDING, BUT NOT LIMITED TO, HEALTH, AUTOMOBILE, AND HOMEOWNER'S, MUST EXHAUST ALL INSURANCE BENEFITS PRIOR TO RECEIVING AN AWARD FROM IU HEALTH BALL MEMORIAL HOSPITAL'S FINANCIAL ASSISTANCE PROGRAM. THIS INCLUDES PATIENTS COVERED UNDER THEIR OWN POLICY AND THOSE WHO MAY BE ENTITLED TO BENEFITS FROM A THIRD-PARTY POLICY. PATIENTS MAY BE ASKED TO SHOW PROOF THAT SUCH A CLAIM WAS PROPERLY SUBMITTED TO THE PROPER INSURANCE PROVIDER AT THE REQUEST OF IU HEALTH BALL MEMORIAL HOSPITAL.

ELIGIBLE PATIENTS WHO RECEIVE MEDICAL CARE FROM IU HEALTH BALL MEMORIAL HOSPITAL AS A RESULT OF AN INJURY PROXIMATELY CAUSED BY A THIRD PARTY, AND LATER RECEIVE A MONETARY SETTLEMENT OR AWARD FROM SAID THIRD PARTY, MAY RECEIVE FINANCIAL ASSISTANCE FOR ANY OUTSTANDING BALANCE NOT COVERED BY THE SETTLEMENT OR AWARD TO WHICH IU HEALTH BALL MEMORIAL HOSPITAL IS ENTITLED. IN THE EVENT A FINANCIAL ASSISTANCE AWARD HAS ALREADY BEEN GRANTED IN SUCH CIRCUMSTANCES, IU HEALTH BALL MEMORIAL HOSPITAL RESERVES THE RIGHT TO REVERSE THE AWARD IN AN AMOUNT EQUAL TO THE AMOUNT IU HEALTH BALL MEMORIAL HOSPITAL WOULD BE ENTITLED TO RECEIVE HAD NO FINANCIAL

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

ASSISTANCE BEEN AWARDED.

3. ALTERNATE METHODS OF ELIGIBILITY DETERMINATION

IU HEALTH BALL MEMORIAL HOSPITAL WILL CONDUCT A QUARTERLY REVIEW OF ALL ACCOUNTS PLACED WITH A COLLECTION AGENCY PARTNER FOR A PERIOD OF NO LESS THAN ONE HUNDRED AND TWENTY (120) DAYS AFTER THE ACCOUNT IS ELIGIBLE FOR AN EXTRAORDINARY COLLECTION ACTION ("ECA"). SAID ACCOUNTS MAY BE ELIGIBLE FOR ASSISTANCE UNDER THE FAP BASED ON THE PATIENT'S INDIVIDUAL SCORING CRITERIA.

TO ENSURE ALL PATIENTS POTENTIALLY ELIGIBLE FOR FINANCIAL ASSISTANCE UNDER THE FAP MAY RECEIVE FINANCIAL ASSISTANCE, IU HEALTH BALL MEMORIAL HOSPITAL WILL DEEM PATIENTS/GUARANTORS TO BE PRESUMPTIVELY ELIGIBLE FOR FINANCIAL ASSISTANCE IF THEY ARE FOUND TO BE ELIGIBLE FOR ONE OF THE FOLLOWING PROGRAMS, RECEIVED EMERGENCY OR DIRECT ADMIT CARE, AND SATISFIED HIS/HER REQUIRED CO-PAY/DEDUCTIBLE:

- INDIANA CHILDREN'S SPECIAL HEALTH CARE SERVICES
- MEDICAID
- HEALTHY INDIANA PLAN
- PATIENTS WHO ARE AWARDED HOSPITAL PRESUMPTIVE ELIGIBILITY (HPE)
- ENROLLED IN A STATE AND/OR FEDERAL PROGRAM THAT VERIFIES THE PATIENT'S GROSS HOUSEHOLD INCOME IS LESS THAN OR EQUAL TO 200% OF THE FEDERAL POVERTY LEVEL

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

## 4. ADDITIONAL CONSIDERATIONS

FINANCIAL ASSISTANCE MAY BE GRANTED TO A DECEASED PATIENT'S ACCOUNT IF SAID PATIENT IS FOUND TO HAVE NO ESTATE. ADDITIONALLY, IU HEALTH BALL MEMORIAL HOSPITAL WILL DENY OR REVOKE FINANCIAL ASSISTANCE FOR ANY PATIENT OR GUARANTOR WHO FALSIFIES ANY PORTION OF A FINANCIAL ASSISTANCE APPLICATION.

## 5. NON-EMERGENT SERVICES DOWN PAYMENT

UNINSURED PATIENTS PRESENTING FOR SCHEDULED OR OTHER NON-EMERGENT SERVICES WILL NOT BE CHARGED MORE THAN THE AMOUNTS GENERALLY BILLED ("AGB") FOR THEIR SERVICES.

PATIENTS WILL RECEIVE AN ESTIMATED AGB COST OF THEIR CARE PRIOR TO IU HEALTH BALL MEMORIAL HOSPITAL RENDERING THE SERVICES AND WILL BE ASKED TO PAY A DOWN-PAYMENT PERCENTAGE OF THE AGB ADJUSTED COST PRIOR TO RECEIVING SERVICES. IN THE EVENT A PATIENT IS UNABLE TO FULFILL THE DOWN-PAYMENT, THEIR SERVICE MAY BE RESCHEDULED FOR A LATER DATE AS MEDICALLY PRUDENT AND IN ACCORDANCE WITH ALL APPLICABLE FEDERAL AND STATE LAWS AND/OR REGULATIONS.

## 6. EMERGENCY SERVICES NON-REFUNDABLE DEPOSIT

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

THIS SECTION WILL BE IMPLEMENTED WITH A STRICT ADHERENCE TO EMTALA AND IU HEALTH POLICY ADM 1.32, SCREENING AND TRANSFER OF EMERGENCY OR UNSTABLE PATIENTS.

AMOUNT OF NON-REFUNDABLE DEPOSIT

ALL UNINSURED PATIENTS PRESENTING FOR SERVICES AT IU HEALTH BALL MEMORIAL HOSPITAL'S EMERGENCY DEPARTMENT, VIA TRANSFER FROM ANOTHER HOSPITAL FACILITY, OR DIRECT ADMISSION, WILL BE RESPONSIBLE FOR A ONE-HUNDRED DOLLAR (\$100.00) NON-REFUNDABLE DEPOSIT FOR SERVICES RENDERED.

PATIENTS/GUARANTORS WILL BE RESPONSIBLE FOR ANY COPAYS AND/OR DEDUCTIBLES REQUIRED BY THEIR PLAN PRIOR TO FULL FINANCIAL ASSISTANCE BEING APPLIED.

UNINSURED PATIENTS WISHING TO MAKE AN APPLICATION FOR FINANCIAL ASSISTANCE GREATER THAN THE AGB MUST FULFILL THEIR NON-REFUNDABLE DEPOSIT PRIOR TO IU HEALTH BALL MEMORIAL HOSPITAL PROCESSING SAID APPLICATION.

UNINSURED PATIENTS MAKING PAYMENTS TOWARD THEIR OUTSTANDING NON-REFUNDABLE DEPOSIT BALANCE WILL HAVE SAID PAYMENTS APPLIED TO THEIR OLDEST APPLICATION ON FILE, IF APPLICABLE.

SCHEDULE H, PART V, SECTION B, LINE 16A - FAP WEBSITE

A COPY OF IU HEALTH BALL MEMORIAL HOSPITAL'S FAP IS AVAILABLE AT THE FOLLOWING URL:

[HTTPS://IUHEALTH.ORG/PAY-A-BILL/FINANCIAL-ASSISTANCE](https://iuhealth.org/pay-a-bill/financial-assistance)

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

SCHEDULE H, PART V, SECTION B, LINE 16B - FAP APPLICATION WEBSITE

A COPY OF IU HEALTH BALL MEMORIAL HOSPITAL'S FAP APPLICATION IS AVAILABLE

AT THE FOLLOWING URL:

[HTTPS://IUHEALTH.ORG/PAY-A-BILL/FINANCIAL-ASSISTANCE](https://iuhealth.org/pay-a-bill/financial-assistance)

SCHEDULE H, PART V, SECTION B, LINE 16C - FAP PLS WEBSITE

A PLAIN LANGUAGE SUMMARY OF THE FAP, INCLUDING TRANSLATED COPIES, IS

AVAILABLE ON THE FOLLOWING WEBSITE:

[HTTPS://IUHEALTH.ORG/PAY-A-BILL/FINANCIAL-ASSISTANCE](https://iuhealth.org/pay-a-bill/financial-assistance)

SCHEDULE H, PART V, SECTION B, LINE 16J - OTHER MEASURES TO PUBLICIZE

IU HEALTH BALL MEMORIAL HOSPITAL TAKES SEVERAL OTHER MEASURES TO

PUBLICIZE ITS FAP WITHIN THE COMMUNITY. THESE MEASURES INCLUDE THE

FOLLOWING:

1. CONSPICUOUS PUBLIC DISPLAYS WILL BE POSTED IN APPROPRIATE ACUTE CARE SETTINGS SUCH AS THE EMERGENCY DEPARTMENT AND REGISTRATION AREAS DESCRIBING THE AVAILABLE ASSISTANCE AND DIRECTING ELIGIBLE PATIENTS TO THE FINANCIAL ASSISTANCE APPLICATION.

2. IU HEALTH BALL MEMORIAL HOSPITAL WILL INCLUDE A CONSPICUOUS WRITTEN NOTICE ON ALL PATIENT BILLING STATEMENTS THAT NOTIFIES THE PATIENT ABOUT THE AVAILABILITY OF THIS POLICY, AND THE TELEPHONE NUMBER

**Part V Facility Information** (continued)

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

OF ITS CUSTOMER SERVICE DEPARTMENT WHICH CAN ASSIST PATIENTS WITH ANY QUESTIONS THEY MAY HAVE REGARDING THIS POLICY.

3. IU HEALTH BALL MEMORIAL HOSPITAL CUSTOMER SERVICE REPRESENTATIVES WILL BE AVAILABLE VIA TELEPHONE MONDAY THROUGH FRIDAY, EXCLUDING MAJOR HOLIDAYS, FROM 8:00 A.M. TO 7:00 P.M. EASTERN TIME TO ADDRESS QUESTIONS RELATED TO THIS POLICY.

4. IU HEALTH BALL MEMORIAL HOSPITAL WILL BROADLY COMMUNICATE THIS POLICY AS PART OF ITS GENERAL OUTREACH EFFORTS.

5. IU HEALTH BALL MEMORIAL HOSPITAL WILL EDUCATE ITS PATIENT FACING TEAM MEMBERS OF THE FAP AND THE PROCESS FOR REFERRING PATIENTS TO THE PROGRAM.

SCHEDULE H, PART V, SECTION B, LINE 3E - PRIORITIZED HEALTH NEEDS  
IU HEALTH BALL MEMORIAL HOSPITAL'S 2018 COMMUNITY HEALTH NEEDS ASSESSMENT (CHNA) REPORT INCLUDES A PRIORITIZED DESCRIPTION OF SIGNIFICANT HEALTH NEEDS IN THE COMMUNITY. THE CHNA REPORT IDENTIFIED THE FOLLOWING SEVEN NEEDS AS PRIORITIES FOR IU HEALTH BALL MEMORIAL HOSPITAL:

- ACCESS TO HEALTH CARE SERVICES
- DRUG AND SUBSTANCE ABUSE
- FOOD INSECURITY AND HEALTHY EATING

**Part V Facility Information** *(continued)*

**Section C. Supplemental Information for Part V, Section B.** Provide descriptions required for Part V, Section B, lines 2, 3j, 5, 6a, 6b, 7d, 11, 13b, 13h, 15e, 16j, 18e, 19e, 20a, 20b, 20c, 20d, 20e, 21c, 21d, 23, and 24. If applicable, provide separate descriptions for each hospital facility in a facility reporting group, designated by facility reporting group letter and hospital facility line number from Part V, Section A ("A, 1," "A, 4," "B, 2," "B, 3," etc.) and name of hospital facility.

- MENTAL HEALTH
  
- OBESITY, DIABETES, AND LACK OF PHYSICAL ACTIVITY
  
- SMOKING AND TOBACCO USAGE
  
- SOCIAL DETERMINANTS OF HEALTH

SCHEDULE H, PART V, SECTION A, LINE 1 - PRIMARY WEBSITE ADDRESS

[HTTPS://IUHEALTH.ORG/FIND-LOCATIONS/IU-HEALTH-BALL-MEMORIAL-HOSPITAL](https://iuhealth.org/find-locations/iu-health-ball-memorial-hospital)

**Part V Facility Information** (continued)**Section D. Other Health Care Facilities That Are Not Licensed, Registered, or Similarly Recognized as a Hospital Facility**  
(list in order of size, from largest to smallest)How many non-hospital health care facilities did the organization operate during the tax year? 16

Name and address	Type of Facility (describe)
<b>1</b> BALL CANCER CENTER 2200 FOREST RIDGE RD., STE. 120 NEW CASTLE IN 47362	DIAGNOSTIC AND OTHER OUTPATIENT
<b>2</b> BALL MEMORIAL HOSPITAL SLEEP LAB 6000 W. KILGORE AVE. MUNCIE IN 47304	DIAGNOSTIC AND OTHER OUTPATIENT
<b>3</b> BREAST CENTER SERVICE 2598 W. WHITE RIVER MUNCIE IN 47303	DIAGNOSTIC AND OTHER OUTPATIENT
<b>4</b> CANCER CENTER AT JAY COUNTY HOSPITAL 510 W. VOTAW ST., STE. A PORTLAND IN 47371	DIAGNOSTIC AND OTHER OUTPATIENT
<b>5</b> IUH BALL MEM. HOSP. RADIOLOGY @ YORKTOWN 1420 S. PILGRM BLVD. YORKTOWN IN 47396	DIAGNOSTIC AND OTHER OUTPATIENT
<b>6</b> IUH BALL MEM. HOSP. REHABILITATION SVCS. 3600 W. BETHEL AVE. MUNCIE IN 47303	DIAGNOSTIC AND OTHER OUTPATIENT
<b>7</b> BMH PEDIATRIC REHABILITATION CENTER 205 N. TILLOTSON AVE. MUNCIE IN 47304	DIAGNOSTIC AND OTHER OUTPATIENT
<b>8</b> PAIN MGMT. CTR. & FAM. HEALTHCARE PHARM 5501 W. BETHEL AVE. MUNCIE IN 47304	DIAGNOSTIC AND OTHER OUTPATIENT
<b>9</b> WOUND HEALING CENTER & BARIATRIC CENTER 2901 W. JACKSON ST. MUNCIE IN 47303	DIAGNOSTIC AND OTHER OUTPATIENT
<b>10</b> BALL STATE HEALTHCENTER PHARMACY 1500 NEELY AVE. MUNCIE IN 47303	PHARMACY

Schedule H (Form 990) 2018

**Part V Facility Information** *(continued)*

**Section D. Other Health Care Facilities That Are Not Licensed, Registered, or Similarly Recognized as a Hospital Facility**  
 (list in order of size, from largest to smallest)

How many non-hospital health care facilities did the organization operate during the tax year? \_\_\_\_\_

Name and address	Type of Facility (describe)
<b>1</b> BLACKFORD COMMUNITY HEALTHCARE PHARMACY 400 PILGRIM BLVD. HARTFORD CITY IN 47348	PHARMACY
<b>2</b> PAVILION COMMUNITY PHARMACY 2401 W. UNIVERSITY AVE., OMP 1635 MUNCIE IN 47303	PHARMACY
<b>3</b> SOUTHWAY HEALTHCARE PHARMACY 3813 S. MADISON ST. MUNCIE IN 47302	PHARMACY
<b>4</b> YORKTOWN HEALTHCARE PHARMACY 1420 S. PILGRIM BLVD. YORKTOWN IN 47396	PHARMACY
<b>5</b> BMH REHABILITATION SERVICES 3300 W. COMMUNITY DR. MUNCIE IN 47304	DIAGNOSTIC AND OTHER OUTPATIENT
<b>6</b> EAST CENTRAL RADIOLOGY 2598 W WHITE RIVER BLVD MUNCIE IN 47303	DIAGNOSTIC AND OTHER OUTPATIENT
<b>7</b>  	
<b>8</b>  	
<b>9</b>  	
<b>10</b>  	

**Part VI** Supplemental Information

Provide the following information.

- 1 Required descriptions.** Provide the descriptions required for Part I, lines 3c, 6a, and 7; Part II and Part III, lines 2, 3, 4, 8 and 9b.
- 2 Needs assessment.** Describe how the organization assesses the health care needs of the communities it serves, in addition to any CHNAs 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.

SCHEDULE H, PART I, LINE 3C - OTHER FACTORS USED IN DETERMINING ELIG.

IU HEALTH BALL MEMORIAL HOSPITAL USES SEVERAL FACTORS OTHER THAN FEDERAL POVERTY GUIDELINES ("FPGS") IN DETERMINING ELIGIBILITY FOR FREE CARE UNDER ITS FAP. THESE FACTORS INCLUDE THE FOLLOWING:

1. INDIANA RESIDENCY REQUIREMENT

FINANCIAL ASSISTANCE WILL ONLY BE MADE AVAILABLE TO RESIDENTS OF THE STATE OF INDIANA AND THOSE ELIGIBLE FOR ASSISTANCE UNDER 42 U.S.C.A. § 1396B(V).

IU HEALTH BALL MEMORIAL HOSPITAL WILL EMPLOY THE SAME RESIDENCY TEST AS SET FORTH IN INDIANA CODE 6-3-1-12 TO DEFINE AN INDIANA RESIDENT. THE TERM RESIDENT INCLUDES ANY INDIVIDUAL WHO WAS DOMICILED IN INDIANA DURING THE TAXABLE YEAR, OR ANY INDIVIDUAL WHO MAINTAINS A PERMANENT PLACE OF RESIDENCE IN INDIANA AND SPENDS MORE THAN ONE HUNDRED EIGHT-THREE (183) DAYS OF THE TAXABLE YEAR IN INDIANA.

**Part VI** Supplemental Information

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- 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.

PATIENTS RESIDING IN THE STATE OF INDIANA WHILE ATTENDING AN INSTITUTION OF HIGHER EDUCATION MAY BE ELIGIBLE FOR ASSISTANCE UNDER THE FAP IF THEY MEET THE AFOREMENTIONED RESIDENCY TEST AND ARE NOT CLAIMED AS A DEPENDENT ON A PARENT'S OR GUARDIAN'S FEDERAL INCOME TAX RETURN.

2. IU HEALTH BALL MEMORIAL HOSPITAL'S INDIVIDUAL SOLUTIONS DEPARTMENT

PRIOR TO SEEKING FINANCIAL ASSISTANCE UNDER THE FAP, ALL PATIENTS OR THEIR GUARANTORS MUST CONSULT WITH A MEMBER OF IU HEALTH BALL MEMORIAL HOSPITAL'S INDIVIDUAL SOLUTIONS DEPARTMENT TO DETERMINE IF HEALTHCARE COVERAGE MAY BE OBTAINED FROM A GOVERNMENT INSURANCE/ASSISTANCE PRODUCT OR FROM THE HEALTH INSURANCE EXCHANGE MARKETPLACE.

3. UNINSURED PATIENTS

ALL UNINSURED PATIENTS PRESENTING FOR SERVICES AT IU HEALTH BALL MEMORIAL HOSPITAL ELIGIBLE UNDER THE FAP WILL NOT BE CHARGED MORE THAN THE AGB AS

**Part VI Supplemental Information**

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DESCRIBED IN THE FAP.

4. SERVICES RENDERED BY INDIVIDUAL PROVIDERS

THE FAP DOES NOT COVER SERVICES RENDERED BY INDIVIDUAL PROVIDERS. A FULL LISTING OF PROVIDERS AND SERVICES NOT COVERED BY THE FAP IS AVAILABLE AT [HTTPS://IUHEALTH.ORG/PAY-A-BILL/FINANCIAL-ASSISTANCE](https://iuhealth.org/pay-a-bill/financial-assistance) AND IS UPDATED ON A QUARTERLY BASIS.

5. ALTERNATE SOURCES OF ASSISTANCE

WHEN TECHNICALLY FEASIBLE, A PATIENT WILL EXHAUST ALL OTHER STATE AND FEDERAL ASSISTANCE PROGRAMS PRIOR TO RECEIVING AN AWARD FROM IU HEALTH BALL MEMORIAL HOSPITAL'S FINANCIAL ASSISTANCE PROGRAM.

PATIENTS WHO MAY BE ELIGIBLE FOR COVERAGE UNDER AN APPLICABLE INSURANCE POLICY, INCLUDING, BUT NOT LIMITED TO, HEALTH, AUTOMOBILE, AND HOMEOWNER'S, MUST EXHAUST ALL INSURANCE BENEFITS PRIOR TO RECEIVING AN

**Part VI** Supplemental Information

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AWARD FROM IU HEALTH BALL MEMORIAL HOSPITAL'S FINANCIAL ASSISTANCE PROGRAM. THIS INCLUDES PATIENTS COVERED UNDER THEIR OWN POLICY AND THOSE WHO MAY BE ENTITLED TO BENEFITS FROM A THIRD-PARTY POLICY. PATIENTS MAY BE ASKED TO SHOW PROOF THAT SUCH A CLAIM WAS PROPERLY SUBMITTED TO THE PROPER INSURANCE PROVIDER AT THE REQUEST OF IU HEALTH BALL MEMORIAL HOSPITAL.

ELIGIBLE PATIENTS WHO RECEIVE MEDICAL CARE FROM IU HEALTH BALL MEMORIAL HOSPITAL AS A RESULT OF AN INJURY PROXIMATELY CAUSED BY A THIRD PARTY, AND LATER RECEIVE A MONETARY SETTLEMENT OR AWARD FROM SAID THIRD PARTY, MAY RECEIVE FINANCIAL ASSISTANCE FOR ANY OUTSTANDING BALANCE NOT COVERED BY THE SETTLEMENT OR AWARD TO WHICH IU HEALTH BALL MEMORIAL HOSPITAL IS ENTITLED. IN THE EVENT A FINANCIAL ASSISTANCE AWARD HAS ALREADY BEEN GRANTED IN SUCH CIRCUMSTANCES, IU HEALTH BALL MEMORIAL HOSPITAL RESERVES THE RIGHT TO REVERSE THE AWARD IN AN AMOUNT EQUAL TO THE AMOUNT IU HEALTH BALL MEMORIAL HOSPITAL WOULD BE ENTITLED TO RECEIVE HAD NO FINANCIAL ASSISTANCE BEEN AWARDED.

**Part VI** Supplemental Information

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- 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.

6. ALTERNATE METHODS OF ELIGIBILITY DETERMINATION

IU HEALTH BALL MEMORIAL HOSPITAL WILL CONDUCT A QUARTERLY REVIEW OF ALL ACCOUNTS PLACED WITH A COLLECTION AGENCY PARTNER FOR A PERIOD OF NO LESS THAN ONE HUNDRED AND TWENTY (120) DAYS AFTER THE ACCOUNT IS ELIGIBLE FOR AN ECA. SAID ACCOUNTS MAY BE ELIGIBLE FOR ASSISTANCE UNDER THE FAP BASED ON THE PATIENT'S INDIVIDUAL SCORING CRITERIA.

TO ENSURE ALL PATIENTS POTENTIALLY ELIGIBLE FOR FINANCIAL ASSISTANCE UNDER THE FAP MAY RECEIVE FINANCIAL ASSISTANCE, IU HEALTH BALL MEMORIAL HOSPITAL WILL DEEM PATIENTS/GUARANTORS TO BE PRESUMPTIVELY ELIGIBLE FOR FINANCIAL ASSISTANCE IF THEY ARE FOUND TO BE ELIGIBLE FOR ONE OF THE FOLLOWING PROGRAMS, RECEIVED EMERGENCY OR DIRECT ADMIT CARE, AND SATISFIED HIS/HER REQUIRED CO-PAY/DEDUCTIBLE:

- INDIANA CHILDREN'S SPECIAL HEALTH CARE SERVICES
- MEDICAID
- HEALTHY INDIANA PLAN

**Part VI Supplemental Information**

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- PATIENTS WHO ARE AWARDED HOSPITAL PRESUMPTIVE ELIGIBILITY (HPE)

- ENROLLED IN A STATE AND/OR FEDERAL PROGRAM THAT VERIFIES THE PATIENT'S

GROSS HOUSEHOLD INCOME IS LESS THAN OR EQUAL TO 200% OF THE FEDERAL

POVERTY LEVEL.

7. ADDITIONAL CONSIDERATIONS

FINANCIAL ASSISTANCE MAY BE GRANTED TO A DECEASED PATIENT'S ACCOUNT IF SAID PATIENT IS FOUND TO HAVE NO ESTATE. ADDITIONALLY, IU HEALTH BALL MEMORIAL HOSPITAL WILL DENY OR REVOKE FINANCIAL ASSISTANCE FOR ANY PATIENT OR GUARANTOR WHO FALSIFIES ANY PORTION OF A FINANCIAL ASSISTANCE APPLICATION.

8. PATIENT ASSETS

IU HEALTH BALL MEMORIAL HOSPITAL MAY CONSIDER PATIENT/GUARANTOR ASSETS IN THE CALCULATION OF A PATIENT'S TRUE FINANCIAL BURDEN. A PATIENT'S/GUARANTOR'S PRIMARY RESIDENCE AND ONE (1) MOTOR VEHICLE WILL BE

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EXEMPTED FROM CONSIDERATION IN MOST CASES.

A PATIENT'S PRIMARY RESIDENCE IS DEFINED AS THE PATIENT'S PRINCIPAL PLACE OF RESIDENCE AND WILL BE EXCLUDED FROM A PATIENT'S EXTRAORDINARY ASSET CALCULATION SO LONG AS THE PATIENT'S EQUITY IS LESS THAN FIVE-HUNDRED THOUSAND DOLLARS (\$500,000) AND THE HOME IS OCCUPIED BY THE PATIENT/GUARANTOR, PATIENT'S/GUARANTOR'S SPOUSE OR CHILD UNDER TWENTY-ONE (21) YEARS OF AGE. ONE (1) MOTOR VEHICLE MAY BE EXCLUDED AS LONG AS THE PATIENT'S EQUITY IN THE VEHICLE IS LESS THAN FIFTY-THOUSAND DOLLARS (\$50,000).

IU HEALTH BALL MEMORIAL HOSPITAL RESERVES THE RIGHT TO REQUEST A LIST OF ALL PROPERTY OWNED BY THE PATIENT/GUARANTOR AND ADJUST A PATIENT'S AWARD OF FINANCIAL ASSISTANCE IF THE PATIENT DEMONSTRATES A CLAIM OR CLEAR TITLE TO ANY EXTRAORDINARY ASSET NOT EXCLUDED FROM CONSIDERATION UNDER THE ABOVE GUIDANCE.

9. NON-EMERGENT SERVICES DOWN PAYMENT

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- 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.

UNINSURED PATIENTS PRESENTING FOR SCHEDULED OR OTHER NON-EMERGENT SERVICES WILL NOT BE CHARGED MORE THAN THE AGB FOR THEIR SERVICES.

PATIENTS WILL RECEIVE AN ESTIMATED AGB COST OF THEIR CARE PRIOR TO IU HEALTH BALL MEMORIAL HOSPITAL RENDERING THE SERVICES AND WILL BE ASKED TO PAY A DOWN-PAYMENT PERCENTAGE OF THE AGB ADJUSTED COST PRIOR TO RECEIVING SERVICES. IN THE EVENT A PATIENT IS UNABLE TO FULFILL THE DOWN-PAYMENT, THEIR SERVICE MAY BE RESCHEDULED FOR A LATER DATE AS MEDICALLY PRUDENT AND IN ACCORDANCE WITH ALL APPLICABLE FEDERAL AND STATE LAWS AND/OR REGULATIONS.

10. EMERGENCY SERVICES NON-REFUNDABLE DEPOSIT

THIS SECTION WILL BE IMPLEMENTED WITH A STRICT ADHERENCE TO EMTALA AND IU HEALTH POLICY ADM 1.32, SCREENING AND TRANSFER OF EMERGENCY OR UNSTABLE PATIENTS.

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AMOUNT OF NON-REFUNDABLE DEPOSIT

ALL UNINSURED PATIENTS PRESENTING FOR SERVICES AT IU HEALTH BALL MEMORIAL HOSPITAL'S EMERGENCY DEPARTMENT, VIA TRANSFER FROM ANOTHER HOSPITAL FACILITY, OR DIRECT ADMISSION, WILL BE RESPONSIBLE FOR A ONE-HUNDRED DOLLAR (\$100.00) NON-REFUNDABLE DEPOSIT FOR SERVICES RENDERED.

PATIENTS/GUARANTORS WILL BE RESPONSIBLE FOR ANY COPAYS AND/OR DEDUCTIBLES REQUIRED BY THEIR PLAN PRIOR TO FULL FINANCIAL ASSISTANCE BEING APPLIED.

UNINSURED PATIENTS WISHING TO MAKE AN APPLICATION FOR FINANCIAL ASSISTANCE GREATER THAN THE AGB MUST FULFILL THEIR NON-REFUNDABLE DEPOSIT PRIOR TO IU HEALTH BALL MEMORIAL HOSPITAL PROCESSING SAID APPLICATION.

UNINSURED PATIENTS MAKING PAYMENTS TOWARD THEIR OUTSTANDING NON-REFUNDABLE DEPOSIT BALANCE WILL HAVE SAID PAYMENTS APPLIED TO THEIR OLDEST APPLICATION ON FILE, IF APPLICABLE.

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SCHEDULE H, PART I, LINE 6A - C.B. REPORT PREPARED BY A RELATED ORG.

IU HEALTH BALL MEMORIAL HOSPITAL'S COMMUNITY BENEFIT AND OTHER INVESTMENTS, ENCOMPASSING ITS TOTAL COMMUNITY INVESTMENT, ARE INCLUDED IN THE IU HEALTH COMMUNITY BENEFIT REPORT WHICH IS PREPARED ON BEHALF OF AND INCLUDES IU HEALTH AND ITS RELATED HOSPITAL ENTITIES IN THE STATE OF INDIANA ("IU HEALTH STATEWIDE SYSTEM").

THE IU HEALTH COMMUNITY BENEFIT REPORT IS MADE AVAILABLE TO THE PUBLIC ON IU HEALTH'S WEBSITE AT: [HTTPS://IUHEALTH.ORG/IN-THE-COMMUNITY](https://iuhealth.org/in-the-community)

THE IU HEALTH COMMUNITY BENEFIT REPORT IS ALSO DISTRIBUTED TO NUMEROUS KEY ORGANIZATIONS THROUGHOUT THE STATE OF INDIANA IN ORDER TO BROADLY SHARE THE IU HEALTH STATEWIDE SYSTEM'S COMMUNITY BENEFIT EFFORTS. IT IS ALSO AVAILABLE BY REQUEST THROUGH THE INDIANA STATE DEPARTMENT OF HEALTH OR IU HEALTH.

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SCHEDULE H, PART I, LINE 7, COLUMN (F) - BAD DEBT EXPENSE

THE AMOUNT OF BAD DEBT EXPENSE INCLUDED ON FORM 990, PART IX, LINE 25, COLUMN (A), BUT SUBTRACTED FOR PURPOSES OF CALCULATING THE PERCENTAGE OF TOTAL EXPENSE ON LINE 7, COLUMN (F) IS \$24,002,888.

BAD DEBT EXPENSE IS REPORTED AT COST BASED ON THE COST-TO-CHARGE RATIO DERIVED FROM WORKSHEET 2, RATIO OF PATIENT CARE COST-TO-CHARGES.

SCHEDULE H, PART I, LINE 7 - TOTAL COMMUNITY BENEFIT EXPENSE

SCHEDULE H, PART I, LINE 7, COLUMN (F), PERCENT OF TOTAL EXPENSE, IS BASED ON COLUMN (E) NET COMMUNITY BENEFIT EXPENSE. THE PERCENT OF TOTAL EXPENSE BASED ON COLUMN (C) TOTAL COMMUNITY BENEFIT EXPENSE, WHICH DOES NOT INCLUDE DIRECT OFFSETTING REVENUE, IS 29.14%.

SCHEDULE H, PART III, LINE 2 - METHODOLOGY USED TO EST. BAD DEBT EXP.

THE BAD DEBT EXPENSE OF \$4,665,822 REPORTED ON SCHEDULE H, PART III, LINE 2 IS REPORTED AT COST, AS CALCULATED USING THE COST TO CHARGE RATIO METHODOLOGY.

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- 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.

SCHEDULE H, PART III, LINE 3 - EST. BAD DEBT ATTR. TO PATIENTS UNDER FAP  
 AN UNINSURED PATIENT AND/OR GUARANTOR WHO WAS ADMITTED THROUGH AN  
 ELIGIBLE FACILITY'S EMERGENCY DEPARTMENT VIA A DIRECT ADMISSION FROM A  
 PHYSICIAN'S OFFICE, OR TRANSFER FROM ANOTHER HOSPITAL FACILITY, AND WHOSE  
 HOUSEHOLD INCOME IS LESS THAN OR EQUAL TO 200% OF THE FEDERAL POVERTY  
 LEVEL MAY BE ELIGIBLE FOR FULL CHARITY ASSISTANCE AFTER THE SUCCESSFUL  
 COMPLETION OF THE FINANCIAL ASSISTANCE APPLICATION AND SATISFACTION OF  
 HIS/HER NON-REFUNDABLE DEPOSIT.

TO CAPTURE ALL PATIENTS WHO ARE POTENTIALLY ELIGIBLE FOR FINANCIAL  
 ASSISTANCE UNDER THE IU HEALTH FINANCIAL ASSISTANCE POLICY, IU HEALTH  
 WILL DEEM PATIENTS/GUARANTORS TO BE PRESUMPTIVELY ELIGIBLE FOR FINANCIAL  
 ASSISTANCE IF THEY ARE FOUND TO BE ELIGIBLE FOR ONE OF THE FOLLOWING  
 PROGRAMS, RECEIVED EMERGENCY OR DIRECT ADMIT CARE, AND SATISFIED THE  
 REQUIRED CO-PAY/DEDUCTIBLE:

1. INDIANA CHILDREN'S SPECIAL HEALTH CARE SERVICES

**Part VI Supplemental Information**

Provide the following information.

- 1 Required descriptions.** Provide the descriptions required for Part I, lines 3c, 6a, and 7; Part II and Part III, lines 2, 3, 4, 8 and 9b.
- 2 Needs assessment.** Describe how the organization assesses the health care needs of the communities it serves, in addition to any CHNAs 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.

2. MEDICAID

3. HEALTHY INDIANA PLAN

4. PATIENTS WHO ARE AWARDED HOSPITAL PRESUMPTIVE ELIGIBILITY

5. ENROLLED IN A STATE AND/OR FEDERAL PROGRAM THAT VERIFIES THE

PATIENT'S GROSS HOUSEHOLD INCOME IS LESS THAN OR EQUAL TO 200% OF THE  
FEDERAL POVERTY LEVEL (FPL).

IU HEALTH ALSO CONDUCTS A QUARTERLY REVIEW OF ALL ACCOUNTS PLACED WITH A  
COLLECTION AGENCY PARTNER FOR A PERIOD OF NO LESS THAN ONE HUNDRED AND  
TWENTY (120) DAYS AFTER THE ACCOUNT IS ELIGIBLE FOR AN EXTRAORDINARY  
COLLECTION ACTIONS. SAID ACCOUNTS MAY BE ELIGIBLE FOR ASSISTANCE UNDER  
THE FINANCIAL ASSISTANCE POLICY BASED ON THE PATIENT'S INDIVIDUAL SCORING  
CRITERIA AND ARE NOT INCLUDED IN BAD DEBT. DUE TO THIS COMPREHENSIVE  
METHODOLOGY, IU HEALTH DOES NOT BELIEVE ANY AMOUNT OF BAD DEBT IS  
ATTRIBUTABLE TO PATIENTS WHO MAY BE ELIGIBLE UNDER THE FINANCIAL  
ASSISTANCE POLICY AND NO PORTION OF BAD DEBT IS INCLUDED AS COMMUNITY  
BENEFIT.

**Part VI Supplemental Information**

Provide the following information.

- 1 Required descriptions.** Provide the descriptions required for Part I, lines 3c, 6a, and 7; Part II and Part III, lines 2, 3, 4, 8 and 9b.
- 2 Needs assessment.** Describe how the organization assesses the health care needs of the communities it serves, in addition to any CHNAs reported in Part V, Section B.
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- 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.

SCHEDULE H, PART III, LINE 4 - BAD DEBT EXPENSE

IU HEALTH'S CONSOLIDATED FINANCIAL STATEMENTS, FOOTNOTE 4, ADDRESSES BAD

DEBT EXPENSE AS FOLLOWS:

THE INDIANA UNIVERSITY HEALTH SYSTEM DOES NOT REQUIRE COLLATERAL OR OTHER SECURITY FROM ITS PATIENTS, SUBSTANTIALLY ALL OF WHOM ARE RESIDENTS OF THE STATE, FOR THE DELIVERY OF HEALTH CARE SERVICES. HOWEVER, CONSISTENT WITH INDUSTRY PRACTICE, THE INDIANA UNIVERSITY HEALTH SYSTEM ROUTINELY OBTAINS ASSIGNMENT OF (OR IS OTHERWISE ENTITLED TO RECEIVE) PATIENTS' BENEFITS PAYABLE UNDER THEIR HEALTH INSURANCE PROGRAMS, PLANS OR POLICIES (E.G., MEDICARE, MEDICAID, MANAGED CARE PAYERS, AND COMMERCIAL INSURANCE POLICIES).

THE INDIANA UNIVERSITY HEALTH SYSTEM USES A PORTFOLIO APPROACH TO ACCOUNT FOR CATEGORIES OF PATIENT CONTRACTS AS A COLLECTIVE GROUP, RATHER THAN RECOGNIZING REVENUE ON AN INDIVIDUAL CONTRACT BASIS. THE PORTFOLIOS CONSIST OF MAJOR PAYER CLASSES FOR INPATIENT REVENUE AND OUTPATIENT REVENUE. BASED ON THE HISTORICAL COLLECTION TRENDS AND OTHER ANALYSIS,

**Part VI Supplemental Information**

Provide the following information.

- 1 Required descriptions.** Provide the descriptions required for Part I, lines 3c, 6a, and 7; Part II and Part III, lines 2, 3, 4, 8 and 9b.
- 2 Needs assessment.** Describe how the organization assesses the health care needs of the communities it serves, in addition to any CHNAs reported in Part V, Section B.
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- 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.

THE INDIANA UNIVERSITY HEALTH SYSTEM BELIEVES THAT REVENUE RECOGNIZED BY UTILIZING THE PORTFOLIO APPROACH APPROXIMATES THE REVENUE THAT WOULD HAVE BEEN RECOGNIZED IF AN INDIVIDUAL CONTRACT APPROACH WERE USED.

IN SUPPORT OF ITS MISSION, THE INDIANA UNIVERSITY HEALTH SYSTEM PROVIDES CARE TO UNINSURED AND UNDERINSURED PATIENTS. THE INDIANA UNIVERSITY HEALTH SYSTEM PROVIDES CHARITY CARE TO PATIENTS WHO LACK FINANCIAL RESOURCES AND ARE DEEMED TO BE MEDICALLY INDIGENT. UNDER ITS FINANCIAL ASSISTANCE POLICY, THE INDIANA UNIVERSITY HEALTH SYSTEM PROVIDES MEDICALLY NECESSARY CARE TO UNINSURED PATIENTS WITH INADEQUATE FINANCIAL RESOURCES AT CHARITABLE DISCOUNTS EQUIVALENT TO THE AMOUNTS GENERALLY BILLED, AND IT PROVIDES ELIGIBILITY FOR FULL CHARITY FOR EMERGENT ENCOUNTERS FOR UNINSURED PATIENTS WHO EARN LESS THAN 200% OF THE FEDERAL POVERTY LEVEL AND WHO MEET APPLICATION CRITERIA. PATIENTS WHOSE LIABILITY IS DEEMED CATASTROPHIC RELATIVE TO THEIR ANNUAL HOUSEHOLD INCOME ARE ALSO ELIGIBLE FOR REDUCED CHARGES. SINCE THE INDIANA UNIVERSITY HEALTH SYSTEM DOES NOT PURSUE COLLECTION OF THESE AMOUNTS, THE DISCOUNTED AMOUNTS ARE NOT REPORTED AS PATIENT SERVICE REVENUE. THE INDIANA UNIVERSITY HEALTH

**Part VI Supplemental Information**

Provide the following information.

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- 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.

SYSTEM USES PRESUMPTIVE ELIGIBILITY SCREENING PROCEDURES FOR FREE CARE AND RECOGNIZES NET PATIENT SERVICE REVENUE ON SERVICES PROVIDED TO SELF-PAY PATIENTS AT THE DISCOUNTED RATE AT THE TIME SERVICES ARE RENDERED. THE ESTIMATED COST OF CHARITY CARE, USING THE CONSOLIDATED COST TO CHARGE RATIO, WAS \$94,886,000 AND \$85,295,000 IN 2018 AND 2017, RESPECTIVELY.

SCHEDULE H, PART III, LINE 8 - MEDICARE SHORTFALL

IU HEALTH BALL MEMORIAL HOSPITAL DID NOT HAVE A MEDICARE SHORTFALL FOR 2018. IU HEALTH BALL MEMORIAL HOSPITAL'S MEDICARE REIMBURSEMENTS, HOWEVER, ARE LESS THAN THE COST OF PROVIDING PATIENT CARE AND SERVICES TO MEDICARE BENEFICIARIES AND DO NOT INCLUDE ANY AMOUNTS THAT RESULT FROM INEFFICIENCIES OR POOR MANAGEMENT IN 2018. IU HEALTH BALL MEMORIAL HOSPITAL ACCEPTS ALL MEDICARE PATIENTS KNOWING THAT THERE MAY BE SHORTFALLS; THEREFORE IT HAS TAKEN THE POSITION THAT ANY SHORTFALL SHOULD BE COUNTED AS PART OF ITS COMMUNITY BENEFIT. ADDITIONALLY, IT IS IMPLIED IN INTERNAL REVENUE SERVICE REVENUE RULING 69-545 THAT TREATING MEDICARE PATIENTS IS A COMMUNITY BENEFIT. REVENUE RULING 69-545, WHICH ESTABLISHED

**Part VI** Supplemental Information

Provide the following information.

- 1 Required descriptions.** Provide the descriptions required for Part I, lines 3c, 6a, and 7; Part II and Part III, lines 2, 3, 4, 8 and 9b.
- 2 Needs assessment.** Describe how the organization assesses the health care needs of the communities it serves, in addition to any CHNAs reported in Part V, Section B.
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- 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.

THE COMMUNITY BENEFIT STANDARD FOR NONPROFIT HOSPITALS, STATES THAT IF A HOSPITAL SERVES PATIENTS WITH GOVERNMENTAL HEALTH BENEFITS, INCLUDING MEDICARE, THEN THIS IS AN INDICATION THAT THE HOSPITAL OPERATES TO PROMOTE THE HEALTH OF THE COMMUNITY.

THE AMOUNT REPORTED ON SCHEDULE H, PART III, LINE 6 IS CALCULATED, IN ACCORDANCE WITH THE FORM 990 INSTRUCTIONS, USING "ALLOWABLE COSTS" FROM THE IU HEALTH BALL MEMORIAL HOSPITAL MEDICARE COST REPORT. "ALLOWABLE COSTS" FOR MEDICARE COST REPORT PURPOSES, HOWEVER, ARE NOT REFLECTIVE OF ALL COSTS ASSOCIATED WITH IU HEALTH BALL MEMORIAL HOSPITAL'S PARTICIPATION IN MEDICARE PROGRAMS. FOR EXAMPLE, THE MEDICARE COST REPORT EXCLUDES CERTAIN COSTS SUCH AS BILLED PHYSICIAN SERVICES, THE COSTS OF MEDICARE PARTS C AND D, FEE SCHEDULE REIMBURSED SERVICES, AND DURABLE MEDICAL EQUIPMENT SERVICES. INCLUSION OF ALL COSTS ASSOCIATED WITH IU HEALTH BALL MEMORIAL HOSPITAL PARTICIPATION IN MEDICARE PROGRAMS WOULD SIGNIFICANTLY REDUCE THE MEDICARE SURPLUS REPORTED ON SCHEDULE H, PART III, LINE 7.

**Part VI Supplemental Information**

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- 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.

SCHEDULE H, PART III, LINE 9B - WRITTEN DEBT COLLECTION POLICY

IU HEALTH BALL MEMORIAL HOSPITAL'S FAP AND WRITTEN DEBT COLLECTION POLICY

DESCRIBE THE COLLECTION PRACTICES APPLICABLE TO PATIENTS, INCLUDING THOSE

WHO MAY QUALIFY FOR FINANCIAL ASSISTANCE.

1. FINANCIAL ASSISTANCE APPLICATION

PATIENTS OR THEIR GUARANTORS WISHING TO APPLY FOR FINANCIAL ASSISTANCE ARE ENCOURAGED TO SUBMIT A FINANCIAL ASSISTANCE APPLICATION WITHIN NINETY (90) DAYS OF THEIR DISCHARGE. PATIENTS OR THEIR GUARANTORS MAY SUBMIT AN APPLICATION UP TO TWO-HUNDRED AND FORTY (240) DAYS FROM THE DATE OF THEIR FIRST BILLING STATEMENT FROM IU HEALTH, HOWEVER, ACCOUNTS MAY BE SUBJECT TO ECA AS SOON AS ONE HUNDRED AND TWENTY (120) DAYS AFTER HAVING RECEIVED THEIR FIRST BILLING STATEMENT.

PATIENTS OR THEIR GUARANTORS SUBMITTING AN INCOMPLETE APPLICATION WILL RECEIVE WRITTEN NOTIFICATION OF THE APPLICATION'S DEFICIENCY UPON DISCOVERY BY IU HEALTH. THE APPLICATION WILL BE PENDED FOR A PERIOD OF

**Part VI** Supplemental Information

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- 2 Needs assessment.** Describe how the organization assesses the health care needs of the communities it serves, in addition to any CHNAs reported in Part V, Section B.
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- 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.

FORTY-FIVE (45) DAYS FROM THE DATE THE NOTIFICATION IS MAILED. IU HEALTH  
WILL SUSPEND ANY ECA UNTIL THE APPLICATION IS COMPLETE, OR THE PATIENT  
FAILS TO CURE ANY DEFICIENCIES IN THEIR APPLICATION IN THE ALLOTTED  
PERIOD.

PATIENTS WITH LIMITED ENGLISH PROFICIENCY MAY REQUEST TO HAVE A COPY OF  
THE FAP, A FAP APPLICATION, AND FAP PLAIN LANGUAGE SUMMARY IN ONE OF THE  
BELOW LANGUAGES:

- ARABIC
- BURMESE
- BURMESE-FALAM
- BURMESE-HAKHA CHIN
- MANDARIN/CHINESE
- SPANISH

THE PATIENT, AND/OR THEIR REPRESENTATIVE, SUCH AS THE PATIENT'S  
PHYSICIAN, FAMILY MEMBERS, LEGAL COUNSEL, COMMUNITY OR RELIGIOUS GROUPS,

**Part VI** Supplemental Information

Provide the following information.

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- 2 Needs assessment.** Describe how the organization assesses the health care needs of the communities it serves, in addition to any CHNAs reported in Part V, Section B.
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- 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.

SOCIAL SERVICES OR HOSPITAL PERSONNEL MAY REQUEST A FAP APPLICATION TO BE  
MAILED TO A PATIENT'S PRIMARY MAILING ADDRESS FREE OF CHARGE.

IU HEALTH BALL MEMORIAL HOSPITAL KEEPS ALL APPLICATIONS AND SUPPORTING  
DOCUMENTATION CONFIDENTIAL.

PATIENTS APPLYING FOR ASSISTANCE UNDER THE FAP WILL BE REQUIRED TO  
COMPLETE A FINANCIAL ASSISTANCE APPLICATION. PATIENTS MUST INCLUDE THE  
FOLLOWING DOCUMENTATION WITH THEIR FINANCIAL ASSISTANCE APPLICATION:

- ALL SOURCES OF INCOME FOR THE LAST THREE (3) MONTHS;
- MOST RECENT THREE (3) MONTHS OF PAY STUBS OR SUPPLEMENTAL SECURITY  
INCOME VIA SOCIAL SECURITY;
- MOST RECENT THREE (3) STATEMENTS FROM CHECKING AND SAVINGS  
ACCOUNTS, CERTIFICATES OF DEPOSIT, STOCKS, BONDS AND MONEY MARKET  
ACCOUNTS;
- MOST RECENT STATE AND FEDERAL INCOME TAX FORMS INCLUDING SCHEDULES  
C, D, E, AND F. IN THE EVENT A PATIENT'S AND/OR GUARANTOR'S INCOME DOES

**Part VI Supplemental Information**

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- 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.

NOT WARRANT THE FILING OF A FEDERAL TAX RETURN, THE PATIENT MAY SUBMIT A

NOTARIZED AFFIDAVIT ATTESTING TO THE FOREGOING;

- MOST RECENT W-2 STATEMENT;
- FOR PATIENTS OR MEMBERS OF THE HOUSEHOLD WHO ARE CURRENTLY UNEMPLOYED, WAGE INQUIRY FROM WORKONE; AND
- IF APPLICABLE, DIVORCE/DISSOLUTION DECREES AND CHILD CUSTODY ORDER

2. ELIGIBILITY DETERMINATION

IU HEALTH BALL MEMORIAL HOSPITAL WILL INFORM PATIENTS OR GUARANTORS OF THE RESULTS OF THEIR APPLICATION BY PROVIDING THE PATIENT OR GUARANTOR WITH A FINANCIAL ASSISTANCE DETERMINATION WITHIN NINETY (90) DAYS OF RECEIVING A COMPLETED APPLICATION AND ALL REQUESTED DOCUMENTATION.

IF A PATIENT OR GUARANTOR IS GRANTED LESS THAN FULL CHARITY ASSISTANCE AND THE PATIENT OR GUARANTOR PROVIDES ADDITIONAL INFORMATION FOR RECONSIDERATION, IU HEALTH REVENUE CYCLE SERVICES MAY AMEND A PRIOR FINANCIAL ASSISTANCE DETERMINATION.

**Part VI Supplemental Information**

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- 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.

IF A PATIENT OR GUARANTOR SEEKS TO APPEAL THE FINANCIAL ASSISTANCE DETERMINATION FURTHER, A WRITTEN REQUEST MUST BE SUBMITTED, ALONG WITH THE SUPPORTING DOCUMENTATION, TO THE FINANCIAL ASSISTANCE COMMITTEE FOR ADDITIONAL REVIEW/RECONSIDERATION. ALL DECISIONS OF THE FINANCIAL ASSISTANCE COMMITTEE ARE FINAL.

A PATIENT'S FINANCIAL ASSISTANCE APPLICATION AND ELIGIBILITY DETERMINATION ARE SPECIFIC TO EACH INDIVIDUAL DATE(S) OF SERVICE AND RELATED ENCOUNTERS.

3. EXTRAORDINARY COLLECTION ACTIONS

IU HEALTH BALL MEMORIAL HOSPITAL MAY REFER DELINQUENT PATIENT ACCOUNTS TO A THIRD-PARTY COLLECTION AGENCY AFTER UTILIZING REASONABLE EFFORTS TO DETERMINE A PATIENT'S ELIGIBILITY FOR ASSISTANCE UNDER THE FAP.

IU HEALTH BALL MEMORIAL HOSPITAL AND ITS THIRD-PARTY COLLECTION AGENCIES

**Part VI Supplemental Information**

Provide the following information.

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- 2 Needs assessment.** Describe how the organization assesses the health care needs of the communities it serves, in addition to any CHNAs reported in Part V, Section B.
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- 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.

MAY INITIATE ECA AGAINST A PATIENT OR THEIR GUARANTOR IN ACCORDANCE WITH THIS POLICY AND 26 C.F.R. § 1.501(R). SAID ECA MAY INCLUDE THE FOLLOWING:

- SELLING A PATIENT'S OR THEIR GUARANTOR'S OUTSTANDING FINANCIAL RESPONSIBILITY TO A THIRD PARTY.
- REPORTING ADVERSE INFORMATION ABOUT THE PATIENT OR THEIR GUARANTOR TO CONSUMER CREDIT REPORTING AGENCIES OR CREDIT BUREAUS.
- DEFERRING OR DENYING, OR REQUIRING A PAYMENT BEFORE PROVIDING, MEDICALLY NECESSARY CARE BECAUSE OF A PATIENT'S OR THEIR GUARANTOR'S NONPAYMENT OF ONE OR MORE BILLS FOR PREVIOUSLY PROVIDED CARE COVERED UNDER THE FAP.
- ACTIONS REQUIRING A LEGAL OR JUDICIAL PROCESS, INCLUDING BUT NOT LIMITED TO PLACING A LIEN ON PATIENT'S OR THEIR GUARANTOR'S PROPERTY, FORECLOSING ON A PATIENT'S OR THEIR GUARANTOR'S REAL PROPERTY ATTACHING OR SEIZING A PATIENT'S OR THEIR GUARANTOR'S BANK ACCOUNT OR OTHER PERSONAL PROPERTY, COMMENCING A CIVIL ACTION AGAINST A PATIENT OR THEIR GUARANTOR, CAUSING A PATIENT OR GUARANTOR'S ARREST, CAUSING A PATIENT

**Part VI Supplemental Information**

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AND/OR GUARANTOR TO BE SUBJECT TO A WRIT OF BODY ATTACHMENT, AND

GARNISHING A PATIENT OR GUARANTOR'S WAGES.

WHEN IT IS NECESSARY TO ENGAGE IN SUCH ACTION, IU HEALTH BALL MEMORIAL HOSPITAL AND ITS THIRD PARTY COLLECTION AGENCIES, WILL ENGAGE IN FAIR, RESPECTFUL AND TRANSPARENT COLLECTIONS ACTIVITIES.

PATIENTS OR GUARANTORS CURRENTLY SUBJECT TO AN ECA WHO HAVE NOT PREVIOUSLY APPLIED FOR FINANCIAL ASSISTANCE MAY APPLY FOR ASSISTANCE UP TO TWO-HUNDRED AND FORTY (240) DAYS OF THE DATE OF THEIR FIRST BILLING STATEMENT FROM IU HEALTH BALL MEMORIAL HOSPITAL. IU HEALTH BALL MEMORIAL HOSPITAL AND THEIR THIRD-PARTY COLLECTION AGENCIES WILL SUSPEND ANY ECA ENGAGED ON A PATIENT OR THEIR GUARANTOR WHILE AN APPLICATION IS BEING PROCESSED AND CONSIDERED.

4. REFUNDS

PATIENTS ELIGIBLE FOR ASSISTANCE UNDER THE FAP WHO REMITTED PAYMENT TO IU

**Part VI Supplemental Information**

Provide the following information.

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- 2 Needs assessment.** Describe how the organization assesses the health care needs of the communities it serves, in addition to any CHNAs reported in Part V, Section B.
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- 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.

HEALTH BALL MEMORIAL HOSPITAL IN EXCESS OF THEIR PATIENT RESPONSIBILITY  
WILL BE ALERTED TO THE OVERPAYMENT AS PROMPTLY AFTER DISCOVERY AS IS  
REASONABLE GIVEN THE NATURE OF THE OVERPAYMENT.

PATIENTS WITH AN OUTSTANDING ACCOUNT BALANCE ON A SEPARATE ACCOUNT NOT  
ELIGIBLE FOR ASSISTANCE UNDER THE FAP WILL HAVE THEIR REFUND APPLIED TO  
THE OUTSTANDING BALANCE.

PATIENTS WITHOUT AN OUTSTANDING ACCOUNT BALANCE DESCRIBED ABOVE WILL BE  
ISSUED A REFUND CHECK FOR THEIR OVERPAYMENT AS SOON AS TECHNICALLY  
FEASIBLE.

SCHEDULE H, PART VI, LINE 2 - NEEDS ASSESSMENT

COMMUNITIES ARE MULTIFACETED AND SO ARE THEIR HEALTH NEEDS. IU HEALTH  
BALL MEMORIAL HOSPITAL UNDERSTANDS THAT THE HEALTH OF INDIVIDUALS AND  
COMMUNITIES ARE SHAPED BY VARIOUS SOCIAL AND ENVIRONMENTAL FACTORS, ALONG  
WITH HEALTH BEHAVIORS AND ADDITIONAL INFLUENCES.

**Part VI Supplemental Information**

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IU HEALTH BALL MEMORIAL HOSPITAL ASSESSES THE HEALTH CARE NEEDS OF THE COMMUNITIES IT SERVES BY CONDUCTING A COMMUNITY HEALTH NEEDS ASSESSMENT (CHNA). FOR THE 2018 CHNA, IU HEALTH BALL MEMORIAL HOSPITAL CONDUCTED THE COMMUNITY SURVEY DATA COLLECTION IN COLLABORATION WITH INDIANA UNIVERSITY, UNIVERSITY OF EVANSVILLE AND AN INDIANA HOSPITAL COLLABORATIVE, INCLUDING COMMUNITY HEALTH NETWORK, FRANCISCAN ALLIANCE, ST. VINCENT HEALTH AND OTHER HOSPITAL PARTNERS.

AFTER COMPLETION OF THE CHNA, IU HEALTH BALL MEMORIAL HOSPITAL REVIEWED SECONDARY DATA, FINDINGS FROM OTHER COMMUNITY HEALTH ASSESSMENTS OF AREAS SERVED BY THE HOSPITAL, INPUT OBTAINED FROM INDIVIDUALS WHO PARTICIPATED IN COMMUNITY MEETINGS, INPUT OBTAINED FROM KEY STAKEHOLDERS, AND A COMMUNITY SURVEY TO IDENTIFY AND ANALYZE THE NEEDS IDENTIFIED BY EACH SOURCE. THE TOP HEALTH NEEDS OF THE IU HEALTH BALL MEMORIAL HOSPITAL COMMUNITY ARE THOSE THAT ARE SUPPORTED BY MULTIPLE DATA SOURCES. ADDITIONALLY, THE EFFECTIVENESS OF AN INTERVENTION FOR EACH NEED AND IU HEALTH'S ABILITY TO IMPACT POSITIVE CHANGE WAS EVALUATED.

**Part VI Supplemental Information**

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SCHEDULE H, PART VI, LINE 3 - PATIENT EDUCATION OF ELIGIBILITY FOR ASSIST.

IU HEALTH BALL MEMORIAL HOSPITAL IS COMMITTED TO SERVING THE HEALTHCARE NEEDS OF ALL OF ITS PATIENTS REGARDLESS OF THEIR ABILITY TO PAY FOR SUCH SERVICES. TO ASSIST IN MEETING THOSE NEEDS, IU HEALTH BALL MEMORIAL HOSPITAL HAS ESTABLISHED A FAP TO PROVIDE FINANCIAL ASSISTANCE TO UNINSURED PATIENTS. IU HEALTH BALL MEMORIAL HOSPITAL IS COMMITTED TO ENSURING ITS PATIENTS ARE COMPLIANT WITH ALL PROVISIONS OF THE PATIENT PROTECTION & AFFORDABLE CARE ACT. TO THAT END, IU HEALTH BALL MEMORIAL HOSPITAL WILL MAKE A GOOD FAITH EFFORT TO LOCATE AND OBTAIN HEALTH INSURANCE COVERAGE FOR PATIENTS PRIOR TO CONSIDERING PATIENTS FOR COVERAGE UNDER THE FAP.

IU HEALTH BALL MEMORIAL HOSPITAL TAKES SEVERAL MEASURES TO INFORM ITS PATIENTS OF THE FAP AND FAP-ELIGIBILITY. THESE MEASURES INCLUDE THE FOLLOWING:

1. CONSPICUOUS PUBLIC DISPLAYS WILL BE POSTED IN APPROPRIATE ACUTE CARE SETTINGS SUCH AS THE EMERGENCY DEPARTMENT AND REGISTRATION AREAS

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DESCRIBING THE AVAILABLE ASSISTANCE AND DIRECTING ELIGIBLE PATIENTS TO  
THE FINANCIAL ASSISTANCE APPLICATION.

2. IU HEALTH BALL MEMORIAL HOSPITAL WILL INCLUDE A CONSPICUOUS  
WRITTEN NOTICE ON ALL PATIENT BILLING STATEMENTS THAT NOTIFIES THE  
PATIENT ABOUT THE AVAILABILITY OF THIS POLICY, AND THE TELEPHONE NUMBER  
OF ITS CUSTOMER SERVICE DEPARTMENT WHICH CAN ASSIST PATIENTS WITH ANY  
QUESTIONS THEY MAY HAVE REGARDING THIS POLICY.

3. IU HEALTH CUSTOMER SERVICE REPRESENTATIVES WILL BE AVAILABLE VIA  
TELEPHONE MONDAY THROUGH FRIDAY, EXCLUDING MAJOR HOLIDAYS, FROM 8:00 A.M.  
TO 7:00 P.M. EASTERN TIME TO ADDRESS QUESTIONS RELATED TO THIS POLICY.

4. IU HEALTH BALL MEMORIAL HOSPITAL WILL BROADLY COMMUNICATE THIS  
POLICY AS PART OF ITS GENERAL OUTREACH EFFORTS.

5. IU HEALTH BALL MEMORIAL HOSPITAL WILL EDUCATE ITS PATIENT FACING  
TEAM MEMBERS OF THE FAP AND THE PROCESS FOR REFERRING PATIENTS TO THE

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PROGRAM.

SCHEDULE H, PART VI, LINE 4 - COMMUNITY INFORMATION

IU HEALTH BALL MEMORIAL HOSPITAL IS LOCATED IN DELAWARE COUNTY, INDIANA, A COUNTY LOCATED IN CENTRAL INDIANA. DELAWARE COUNTY INCLUDES ZIP CODES WITHIN THE TOWNS OF MUNCIE, EATON, GASTON, SELMA, ALBANY, DALEVILLE AND YORKTOWN.

BASED ON THE MOST RECENT CENSUS BUREAU (2018) STATISTICS, DELAWARE COUNTY'S POPULATION IS 114,772 PERSONS WITH APPROXIMATELY 51.7% BEING FEMALE AND 48.3% MALE. THE COUNTY'S POPULATION ESTIMATES BY RACE ARE 86.7% WHITE, 2.6% HISPANIC OR LATINO, 7.2% BLACK, 1.4% ASIAN, 0.3% AMERICAN INDIAN OR ALASKA NATIVE, AND 2.3% PERSONS REPORTING TWO OR MORE RACES.

DELAWARE COUNTY HAS RELATIVELY LOW LEVELS OF EDUCATIONAL ATTAINMENT. THE LEVEL OF EDUCATION MOST OF THE POPULATION HAS ACHIEVED IS A HIGH SCHOOL

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DEGREE (89.5%). AS OF 2018, 23.9% OF THE POPULATION HAD A BACHELOR'S  
DEGREE OR HIGHER.

SCHEDULE H, PART VI, LINE 5 - PROMOTION OF COMMUNITY HEALTH

IU HEALTH BALL MEMORIAL HOSPITAL IS A SUBSIDIARY OF INDIANA UNIVERSITY  
HEALTH, INC., A TAX-EXEMPT HEALTHCARE ORGANIZATION, WHOSE BOARD OF  
DIRECTORS IS COMPOSED OF MEMBERS, OF WHICH SUBSTANTIALLY ALL ARE  
INDEPENDENT COMMUNITY MEMBERS.

IU HEALTH BALL MEMORIAL HOSPITAL SERVES AS THE BACKBONE ORGANIZATION  
PROVIDING RESOURCES TO OPERATE A THREE-COUNTY HEALTH COALITION FOCUSED ON  
OBESITY PREVENTION AND TOBACCO CESSATION AS A MEANS TO REDUCE THE IMPACT  
OF CHRONIC DISEASE INCLUDING CANCER AND HEART DISEASE. MORE THAN 135  
ORGANIZATIONS ARE PARTNERS IN THE "HEALTHY COMMUNITY ALLIANCE OF EAST  
CENTRAL INDIANA" COALITION AND EACH PLEDGES TO INFLUENCE AUDIENCES TO  
MAKE POSITIVE CHOICES REGARDING IMPROVED NUTRITION, INCREASED PHYSICAL  
ACTIVITY OR TOBACCO CESSATION. COALITION PARTNERS REPORT A COLLECTIVE  
TOTAL AUDIENCE SIZE OF MORE THAN 50,000 PEOPLE.

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IN 2018, THE HOSPITAL PARTICIPATED IN THE FORMATION AND FACILITATION OF A LOCAL FOOD COUNCIL WHICH BRINGS COLLABORATIVE PARTNERS TOGETHER AROUND IMPROVEMENTS IN FOOD POLICY, FOOD WASTE AND FOOD ACCESS.

AS AN ADDITIONAL OBESITY PREVENTION INITIATIVE, IU HEALTH BALL MEMORIAL HOSPITAL PARTNERS WITH MUNCIE'S MINNETRISTA FARMERS MARKET AND NEARLY TEN OTHER COMMUNITY PARTNERS TO OFFER "FAMILIES AT THE FARMERS MARKET." THIS PROGRAM CONSISTS OF THREE MONTHLY SATURDAY WORKSHOPS THAT OFFER A WELLNESS-BASED PRESENTATION ON UTILIZING TASTY NATURAL HERBS, IDEAL HEALTHY RECIPES FOR CHILDREN, OR A DIABETES COMPONENT. GROCERY SHOPPING TIPS ARE OFTEN A PART OF THE EDUCATIONAL LECTURES, INCLUDING A BETTER UNDERSTANDING OF NUTRITIONAL LABELS AND FOOD STORAGE. PARTICIPATING FAMILIES ALSO RECEIVE FREE "IU HEALTH BUCKS" TO SHOP FOR PRODUCE IN THE FARMERS MARKET. IN 2018, MORE THAN 75 FAMILIES, MOSTLY FROM UNDERSERVED AREAS OF THE COMMUNITY PARTICIPATED IN THE PROGRAM.

ADDITIONALLY, TO ASSIST WITH THE COMMUNITY ACCESSING HEALTHCARE, IU

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HEALTH BALL MEMORIAL HOSPITAL OFFERS COMPREHENSIVE CERVICAL CANCER SCREENINGS FREE OF CHARGE. IN 2018, SCREENERS PERFORMED 71 CERVICAL EXAMS. BECAUSE THE AVERAGE ADULT SMOKING RATE IS NEARLY 25% AND PEAKS AT OVER 40% IN SOME AREAS OF THE COMMUNITY SERVED, THE HOSPITAL ALSO OFFERS A LOW COST LUNG CANCER SCREENING FOR HEAVY SMOKERS INTENDED TO IDENTIFY CANCER AT AN EARLY STAGE. 284 PERSONS WERE SCREENED IN 2018.

IN 2018, IU HEALTH BALL MEMORIAL HOSPITAL PARTNERED WITH BALL STATE UNIVERSITY, THE PURDUE EXTENSION, HARVEST CHURCH AND THE WHITELEY NEIGHBORHOOD ASSOCIATION TO OFFER A UNIQUE COMMUNITY BASED PHYSICAL ACTIVITY AND NUTRITION EDUCATION PROGRAM. THE FREE PROGRAM IS OFFERED 2 NIGHTS A WEEK AND IS CENTERED IN A LOW INCOME AREA OF THE COMMUNITY ALSO KNOWN FOR HIGH DIABETES RATES, FOOD DESERTS AND OBESITY RATES.

IU HEALTH EXTENDS MEDICAL PRIVILEGES TO ALL PHYSICIANS WHO MEET THE CREDENTIALING QUALIFICATIONS NECESSARY FOR APPOINTMENT TO ITS MEDICAL STAFF. IU HEALTH DOES NOT DENY APPOINTMENT ON THE BASIS OF GENDER, RACE, CREED, OR NATIONAL ORIGIN.

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IU HEALTH, IN CONJUNCTION WITH THE IU SCHOOL OF MEDICINE, TRAINS THE NEXT GENERATION OF PHYSICIANS IN AN EXCEPTIONAL ENVIRONMENT, BLENDING BREAKTHROUGH RESEARCH AND TREATMENTS WITH THE HIGHEST QUALITY OF PATIENT CARE.

IU HEALTH'S FIVE YEAR STRATEGIC PLANNING PROCESS WAS RENEWED DURING 2014 RESULTING IN MISSION-CRITICAL FOCUSING AND RE-FOCUSING OF INVESTMENTS, BOTH PEOPLE AND FINANCIAL RESOURCES, TO FUND IMPROVEMENTS IN PATIENT CARE, MEDICAL EDUCATION, AND RESEARCH. ONE OF THE MOST CRUCIAL ELEMENTS IN THAT PROCESS WAS THE STATEMENT OF IU HEALTH'S VALUE PROPOSITION:

IU HEALTH WILL BE A LEADER IN:

- MANAGING THE HEALTH OF POPULATIONS IT SERVES, LEVERAGING ALL ASPECTS OF ITS TRIPARTITE MISSION;
- PROVIDING CARE FOR PATIENTS WITH COMPLEX ILLNESSES, WHILE SERVING AS A DESTINATION REFERRAL CENTER IN SELECT AREAS.

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- IU HEALTH WILL COMPETE ON EXCELLENCE AND INNOVATION TO DRIVE  
OUTCOMES AND VALUE.

SCHEDULE H, PART VI, LINE 6 - AFFILIATED HEALTH CARE SYSTEM

IU HEALTH BALL MEMORIAL HOSPITAL IS PART OF THE IU HEALTH STATEWIDE SYSTEM. THE IU HEALTH STATEWIDE SYSTEM IS INDIANA'S MOST COMPREHENSIVE HEALTHCARE SYSTEM. WITH HOSPITALS, PHYSICIAN OFFICES AND ALLIED SERVICES, IU HEALTH PROVIDES ACCESS TO A FULL RANGE OF SPECIALTY AND PRIMARY CARE SERVICES FOR ADULTS AND CHILDREN. A UNIQUE PARTNERSHIP WITH INDIANA UNIVERSITY SCHOOL OF MEDICINE - ONE OF THE NATION'S LEADING MEDICAL SCHOOLS - GIVES PATIENTS ACCESS TO GROUNDBREAKING RESEARCH AND INNOVATIVE TREATMENTS TO COMPLEMENT HIGH-QUALITY CARE.

NATIONAL RECOGNITION

- EIGHT HOSPITALS DESIGNATED AS MAGNET® BY THE AMERICAN NURSES CREDENTIALING CENTER RECOGNIZING EXCELLENCE IN NURSING CARE
- INDIANA UNIVERSITY HEALTH MEDICAL CENTER IS HONORED TO BE

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NATIONALLY RANKED BY U.S. NEWS & WORLD REPORT FOR THE 21ST YEAR IN A ROW.

THAT MEANS IU HEALTH CONTINUES TO BE RANKED AMONG THE BEST HEALTHCARE

SYSTEMS IN THE NATION AND THE TOP HEALTHCARE SYSTEM IN INDIANA. THIS

RANKING RECOGNIZES THE EXCEPTIONAL CARE, UNMATCHED EXPERTISE AND

CONTINUED EXCELLENCE OF OUR ENTIRE TEAM OF CAREGIVERS, WHILE GIVING YOU

CONFIDENCE THAT YOU MADE THE RIGHT CHOICE IN TRUSTING IU HEALTH WITH YOUR

CARE.

- IU HEALTH MEDICAL CENTER WAS AMONG THE 4 PERCENT OF U.S. HOSPITALS TO EARN A NATIONAL RANKING AND HAS THE MOST NATIONALLY RANKED SPECIALTIES IN INDIANA.

- NINE OUT OF TEN SPECIALTY PROGRAMS AT RILEY HOSPITAL FOR CHILDREN AT IU HEALTH RANKED AMONG THE TOP 50 CHILDREN'S HOSPITALS IN THE NATION

EDUCATION AND RESEARCH

AS AN ACADEMIC HEALTH CENTER, IU HEALTH WORKS IN PARTNERSHIP WITH THE IU SCHOOL OF MEDICINE TO TRAIN PHYSICIANS, BLENDING BREAKTHROUGH RESEARCH AND TREATMENTS WITH THE HIGHEST QUALITY OF PATIENT CARE. EACH YEAR, MORE

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THAN 1,000 RESIDENTS AND FELLOWS RECEIVE TRAINING IN IU HEALTH HOSPITALS.

RESEARCH CONDUCTED BY IU SCHOOL OF MEDICINE FACULTY GIVES IU HEALTH

PHYSICIANS AND PATIENTS ACCESS TO THE MOST LEADING-EDGE AND COMPREHENSIVE

TREATMENT OPTIONS.

IN 2012, IU HEALTH COMMITTED TO A STRATEGIC RESEARCH INITIATIVE TO

SUPPORT RATABLY FOR A FIVE-YEAR PERIOD ENDED DECEMBER 31, 2016, CERTAIN

BASIC, CLINICAL, AND TRANSLATIONAL RESEARCH PROGRAMS OF THE IU SCHOOL OF

MEDICINE. THE TOTAL COMMITMENT AGGREGATED \$75,000,000. IN 2017, A NEW

FIVE-YEAR TERM OF \$55,000,000 WAS AGREED UPON EFFECTIVE JULY 1, 2017

THROUGH JUNE 30, 2022. FOR THE YEARS ENDED DECEMBER 31, 2018 AND 2017,

THE INDIANA UNIVERSITY HEALTH SYSTEM EXPENSED \$11,000,000 AND \$5,000,000,

RESPECTIVELY, UNDER THESE AGREEMENTS WITHIN SUPPLIES, DRUGS, PURCHASED

SERVICES, AND OTHER EXPENSES IN THE ACCOMPANYING CONSOLIDATED STATEMENTS

OF OPERATIONS AND CHANGES IN NET ASSETS, OF WHICH \$25,652,000 AND

\$32,875,000 WAS ACCRUED RELATED TO THESE AGREEMENTS WITHIN ACCOUNTS

PAYABLE AND ACCRUED EXPENSES AT DECEMBER 31, 2018 AND 2017,

RESPECTIVELY.

**Part VI** Supplemental Information

Provide the following information.

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THE THREE TARGET RESEARCH AREAS REPRESENT RESEARCH STRENGTHS AT IU SCHOOL OF MEDICINE, KEY STRATEGIC SERVICE LINES FOR IU HEALTH, AND IMPORTANT MEDICAL NEEDS IN A TIME OF AN AGING POPULATION AND RISING HEALTHCARE COSTS:

- CANCER: ONE OF THE INITIATIVE'S PRIMARY GOALS IS TO ENABLE THE IU HEALTH MELVIN AND BREN SIMON CANCER CENTER TO ATTAIN THE NATIONAL CANCER INSTITUTE'S TOP STATUS OF "COMPREHENSIVE," WHICH WOULD RECOGNIZE IT AS ONE OF THE TOP-TIER CANCER CENTERS IN THE NATION.

- NEUROSCIENCE: THE NEUROSCIENCES RESEARCH PROGRAM WILL TACKLE A BROAD RANGE OF BRAIN INJURIES, NEURODEGENERATIVE DISORDERS AND NEURODEVELOPMENTAL DISORDERS.

- CARDIOVASCULAR: THE CARDIOVASCULAR RESEARCH INITIATIVE WILL DEVELOP A COMPREHENSIVE PROGRAM FOR THE STUDY AND TREATMENT OF HEART FAILURE, FROM NEWBORNS TO OLDER ADULTS. A TOP PRIORITY IS DEVELOPING A CARDIOVASCULAR GENETICS PROGRAM.

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THE STRATEGIC RESEARCH INITIATIVE WILL PROVIDE PATIENTS WITH ACCESS TO INTERNATIONALLY RENOWNED PHYSICIANS AND TO NEW THERAPIES DEVELOPED THROUGH TRANSLATIONAL RESEARCH AND CLINICAL TRIALS, AND WILL MAKE USE OF THE LATEST GENETIC TOOLS TO DEVELOP PERSONALIZED THERAPIES THAT ARE MORE EFFECTIVE FOR INDIVIDUALS AND EFFICIENT FOR HEALTHCARE PROVIDERS.

IU HEALTH STATEWIDE SYSTEM

IU HEALTH IS A PART OF THE IU HEALTH STATEWIDE SYSTEM WHICH CONTINUES TO BROADEN ITS REACH AND POSITIVE IMPACT THROUGHOUT THE STATE OF INDIANA. IU HEALTH IS INDIANA'S MOST COMPREHENSIVE ACADEMIC HEALTH CENTER AND CONSISTS OF IU HEALTH METHODIST HOSPITAL, IU HEALTH UNIVERSITY HOSPITAL, RILEY HOSPITAL FOR CHILDREN AT IU HEALTH, AND IU HEALTH SAXONY HOSPITAL. OTHER HOSPITALS IN THE IU HEALTH STATEWIDE SYSTEM INCLUDE THE FOLLOWING:

- IU HEALTH ARNETT HOSPITAL
- IU HEALTH BALL MEMORIAL HOSPITAL
- IU HEALTH BEDFORD HOSPITAL

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- IU HEALTH BLACKFORD HOSPITAL
- IU HEALTH BLOOMINGTON HOSPITAL
- IU HEALTH FRANKFORT HOSPITAL
- IU HEALTH JAY HOSPITAL
- IU HEALTH NORTH HOSPITAL
- IU HEALTH PAOLI HOSPITAL
- IU HEALTH TIPTON HOSPITAL
- IU HEALTH WEST HOSPITAL
- IU HEALTH WHITE MEMORIAL HOSPITAL

ALTHOUGH EACH HOSPITAL IN THE IU HEALTH STATEWIDE SYSTEM PREPARES AND SUBMITS ITS OWN COMMUNITY BENEFITS PLAN RELATIVE TO THE LOCAL COMMUNITY, THE IU HEALTH STATEWIDE SYSTEM CONSIDERS ITS COMMUNITY BENEFIT PLAN AS PART OF AN OVERALL VISION FOR STRENGTHENING INDIANA'S OVERALL HEALTH. A COMPREHENSIVE COMMUNITY OUTREACH STRATEGY AND COMMUNITY BENEFIT PLAN IS IN PLACE THAT ENCOMPASSES THE ACADEMIC MEDICAL CENTER DOWNTOWN INDIANAPOLIS, SUBURBAN INDIANAPOLIS AND STATEWIDE ENTITIES AROUND PRIORITY AREAS THAT FOCUS ON HEALTH IMPROVEMENT EFFORTS STATEWIDE. IU

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HEALTH IS KEENLY AWARE OF THE POSITIVE IMPACT IT CAN HAVE ON THE  
COMMUNITIES OF NEED IN THE STATE OF INDIANA BY FOCUSING ON THE MOST  
PRESSING NEEDS IN A SYSTEMATIC AND STRATEGIC WAY.

IN 2018, IU HEALTH PROVIDED MORE THAN \$711 MILLION IN TOTAL COMMUNITY  
BENEFIT AND SERVED MORE THAN ONE MILLION INDIVIDUALS.

SOME WAYS WE ADDRESS OUR COMMUNITY HEALTH PRIORITIES AS A SYSTEM  
INCLUDE:

IU HEALTH DAY OF SERVICE

THE ANNUAL IU HEALTH DAYS OF SERVICE IS A HIGH-IMPACT EVENT AIMED AT  
ENGAGING IU HEALTH TEAM MEMBERS IN ACTIVITIES THAT ADDRESS AN IDENTIFIED  
COMMUNITY PRIORITY. IN 2018, MORE THAN 2,848 IU HEALTH TEAM MEMBERS  
DEDICATED MORE THAN 9,694 VOLUNTEER HOURS IN THEIR COMMUNITIES.

COMMUNITY HEALTH INITIATIVES

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WITH INVESTMENTS IN HIGH-QUALITY AND IMPACTFUL INITIATIVES TO ADDRESS  
COMMUNITY HEALTH NEEDS STATEWIDE, IU HEALTH IS HELPING INDIANA RESIDENTS  
IMPROVE THEIR HEALTH AND THEIR QUALITY OF LIFE. IN 2018, IU HEALTH  
IMPACTED MANY PEOPLE STATEWIDE THROUGH PRESENTATIONS, HEALTH RISK  
SCREENINGS, HEALTH EDUCATION PROGRAMS, AND ADDITIONAL HEALTH EDUCATIONAL  
OPPORTUNITIES MADE AVAILABLE TO THE COMMUNITY, ESPECIALLY TO OUR  
COMMUNITY MEMBERS IN THE GREATEST NEED OF SUCH SERVICES.

THE INDIANA UNIVERSITY HEALTH BOARD OF DIRECTORS ALSO APPROVED COMMUNITY  
HEALTH IMPROVEMENT GRANTS. WITH THESE GRANTS, NEARLY \$750,000 WILL FUND  
PROJECTS THAT ADDRESS IU HEALTH PRIORITIES - BEHAVIORAL HEALTH/SUBSTANCE  
ABUSE, OBESITY, TOBACCO USE, AND INFANT MORTALITY - AS WELL AS  
COMMUNITY-SPECIFIC NEEDS.

THE GRANTS, ADMINISTERED BY THE INDIANA UNIVERSITY HEALTH FOUNDATION,  
WERE AWARDED TO THE FOLLOWING:

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- FAMILY VITALITY INITIATIVE DEVELOPMENT AND IMPLEMENTATION, IU HEALTH SOUTH CENTRAL REGION, \$230,000 OVER TWO YEARS. BY BRINGING TOGETHER EXISTING HEALTHCARE PROVIDERS, SOCIAL WORKERS AND RESEARCHERS, THIS INTEGRATED PROGRAM WILL TAKE A HOLISTIC APPROACH TO ADDRESSING SUBSTANCE-RELATED HEALTHCARE ISSUES, ESPECIALLY AMONG THE MOST VULNERABLE POPULATIONS OF WOMEN AND CHILDREN. THE SOUTH CENTRAL REGION HAS SEEN ALARMING INCREASES IN THE NUMBERS OF INFANTS WHO TEST POSITIVE FOR OPIATES AT BIRTH, OPIOID-RELATED ENCOUNTERS IN EACH EMERGENCY DEPARTMENT, AND MOTHERS STRUGGLING WITH ADDICTION INCLUDING SMOKING.

- HOPE HEALTHCARE SERVICES PROGRAM, IU HEALTH WEST, \$203,000 OVER TWO YEARS. HOPE HEALTHCARE SERVICES IN AVON IS THE ONLY ENTITY IN HENDRICKS COUNTY THAT PROVIDES PRIMARY MEDICAL AND DENTAL CARE TO UNINSURED PATIENTS. IT IS STAFFED ENTIRELY BY VOLUNTEER CLINICIANS, MANY OF THEM IU HEALTH TEAM MEMBERS, AND HELPS MORE THAN 900 PATIENTS A YEAR OUT OF NEARLY 15,000 UNINSURED ADULTS IN HENDRICKS COUNTY. THIS GRANT WILL FUND THE CLINIC'S FIRST-EVER EMPLOYEE, A NURSE PRACTITIONER, ALLOWING FOR CONSISTENT OPERATING HOURS, AND BEHAVIORAL HEALTH SERVICES ON-SITE AND VIA TELE-HEALTH. WITH THIS STAFFED CLINIC, THEY ANTICIPATE SEEING MORE

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THAN 4,000 PATIENTS PER YEAR.

- PERINATAL COORDINATOR TO ADDRESS INFANT MORTALITY, IU HEALTH EAST CENTRAL REGION, \$124,000 OVER TWO YEARS. THIS GRANT FUNDS A NEW STAFF MEMBER WHO WILL FOCUS ON INFANTS AND CHILDREN IN DELAWARE, BLACKFORD AND JAY COUNTIES. THIS INCLUDES FACILITATING INTER-PROFESSIONAL COLLABORATION, EDUCATING HOSPITAL STAFF, INCREASING COLLABORATION WITH SUPPORTING AGENCIES INVOLVED WITH BEREAVEMENT, SAFE SLEEP, TOBACCO-FREE AND ADDICTION PROGRAMS, AND TRACKING OUTCOMES IN THE AREAS OF BIRTHWEIGHT, BIRTH DEFECTS AND MORTALITY.

- CONTINUUM OF MENTAL HEALTH CARE PROGRAM, IU HEALTH WEST CENTRAL REGION, \$85,247 FOR ONE YEAR. IN TERMS OF MENTAL ILLNESS AND ACCESS TO MENTAL HEALTH CARE, INDIANA RANKS 48TH OUT OF 51 STATES. IN ITS PILOT YEAR, THIS PROJECT WILL INCREASE CAPACITY TO PROVIDE SCREENING, SUPPORT AND COUNSELING IN CLINTON, TIPPECANOE AND WHITE COUNTIES BY PARTNERING WITH LOCAL PROVIDERS - HEALTHY COMMUNITIES OF CLINTON COUNTY COALITION, LEARNING NETWORK OF CLINTON COUNTY, AND OPEN DOOR CLINIC - TO OFFER TECHNICAL ASSISTANCE AND TRAINING.

- PRESCRIPTION DRUG TAKE-BACK PROGRAM, IU HEALTH EAST CENTRAL REGION,

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\$49,000 OVER FOUR YEARS. GRANT FUNDS WILL BE USED TO PLACE SECURE DRUG TAKE-BACK KIOSKS AT IU HEALTH PHARMACIES IN YORKTOWN, HARTFORD CITY AND TWO LOCATIONS IN MUNCIE. SUCH KIOSKS MAKE THE DISPOSAL OF MEDICATIONS - INCLUDING OPIOIDS AND OTHER CONTROLLED SUBSTANCES RIPE FOR ABUSE AND THEFT - SAFER AND MORE CONVENIENT. THE REGION'S SINGLE KIOSK NOW TAKES IN AN AVERAGE OF 1,000 POUNDS OF MEDICINE A YEAR; THE NEW KIOSKS HAVE THE POTENTIAL TO COLLECT 4,000 POUNDS.

- FISHERS FIRE DEPARTMENT, PARAMEDICINE BEHAVIORAL RESPONSE PROGRAM, IU HEALTH NORTH CENTRAL REGION, \$43,680 FOR ONE YEAR. THIS PILOT PROJECT EXPANDS THE CITY'S EXISTING PARAMEDICINE PROGRAM TO PROVIDE DIRECT FOLLOW-UP AND SUPPORT SERVICES FOR MENTAL HEALTH PATIENTS. PARAMEDICS SPECIALLY TRAINED IN CRISIS INTERVENTION WILL ACT AS PATIENT ADVOCATES AND NAVIGATORS. THE PROGRAM WILL ALSO INTRODUCE NEW PROTOCOLS THAT DECREASE PATIENT STRESS AND ANXIETY DURING EMERGENCY RESPONSES, AND WILL DIVERT PATIENTS TO BEHAVIORAL SERVICES INSTEAD OF EMERGENCY DEPARTMENTS WHEN APPROPRIATE.

THE IU HEALTH COMMUNITY HEALTH GRANTS SEEK TO IMPROVE COMMUNITY HEALTH BY

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SUPPORTING COLLABORATION AMONG IU HEALTH REGIONAL HOSPITAL BOARDS AND  
COMMUNITY HEALTH COMMITTEES, AND LOCAL RESOURCES AND PROGRAMS.

THE COMMUNITY HEALTH GRANTS ARE AWARDED TO PROGRAMS MOST LIKELY TO  
IMPROVE ACCESS TO HEALTH SERVICES, ENHANCE THE HEALTH OF THE COMMUNITY,  
ADVANCE MEDICAL OR HEALTHCARE KNOWLEDGE, AND RELIEVE OR REDUCE THE BURDEN  
OF GOVERNMENT OR OTHER COMMUNITY EFFORTS. GRANTEEES MUST ALSO BUILD  
CAPACITY FOR ADDRESSING THESE COMMUNITY HEALTH ISSUES GOING FORWARD.

COMMUNITY PARTNERSHIPS

IU HEALTH BELIEVES IN THE POWER OF INVESTING IN COMMUNITY PARTNERSHIPS  
AND WHAT THAT MEANS FOR THE HEALTH OF OUR RESIDENTS AND THEIR  
COMMUNITIES. BELOW ARE A FEW OF THE PARTNERS WE WORKED WITH IN 2018 TO  
ADDRESS PRIORITY HEALTH NEEDS IN MARION COUNTY.

ACCESS TO HEALTHCARE

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IU HEALTH IS COMMITTED TO PROVIDING QUALITY AND COMPLETE HEALTHCARE FOR HOOSIERS. ACCESS TO HEALTHCARE WAS A LEADING COMMUNITY HEALTH NEED IDENTIFIED IN ALL COMMUNITIES SERVED BY IU HEALTH ACROSS THE STATE. IU HEALTH IS FOCUSING ON THE NEEDS OF THE UNDERSERVED TO CREATE INITIATIVES AND SUPPORT EFFORTS THAT:

- INCREASE ACCESS TO PRIMARY CARE PHYSICIANS
- INCREASE ACCESS TO AND UNDERSTANDING OF HEALTH INSURANCE AND NAVIGATING THE HEALTHCARE SYSTEM.

IU HEALTH PROVIDES FREE OR REDUCED-COST CARE AND SUPPORTS A NUMBER OF CLINICS TO PROVIDE FREE OR REDUCED-COST CARE TO INDIVIDUALS WITHOUT ACCESS TO INSURANCE OR THE ABILITY TO PAY THE FULL COST OF THEIR HEALTHCARE.

THESE CLINICS INCLUDE:

- CONNECT2HELP211

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- GENNESARET FREE CLINICS
- IU STUDENT OUTREACH CLINIC
- MARTIN CENTER SICKLE CELL INITIATIVE
- RAPHAEL HEALTH CENTER

HEALTHY WEIGHT & NUTRITION

LIKE MOST OF THE NATION, HOOSIERS SEE THE ALARMING RISE OF OBESITY IN THEIR COMMUNITIES AS A LEADING CONCERN. NATIONALLY, INDIANA HAS THE 12TH HIGHEST ADULT OBESITY RATE IN THE NATION (THE STATE OF OBESITY: BETTER POLICIES FOR A HEALTHIER AMERICA, 2017). OBESITY PREVENTION WAS A CRITICAL COMMUNITY HEALTH NEED IDENTIFIED IN IU HEALTH COMMUNITIES ACROSS THE STATE. IU HEALTH IS COMMITTED TO LAUNCHING INNOVATIVE EFFORTS AIMED AT PREVENTING AND REVERSING OBESITY IN OUR COMMUNITIES TO HELP COMMUNITY MEMBERS GET ACTIVE, GET HEALTHY AND GET STRONG.

IU HEALTH IS WORKING TO CREATE INITIATIVES AND SUPPORT EFFORTS TO:

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- IMPROVE ACCESS TO HEALTHY FOODS
- CREATE HEALTHIER SCHOOL ENVIRONMENTS
- INCREASE ACCESS TO SAFE PLACES FOR COMMUNITY MEMBERS TO BE PHYSICALLY ACTIVE

IU HEALTH INITIATIVES AIMED AT PREVENTING AND REVERSING OBESITY IN OUR COMMUNITIES INCLUDE:

- BIG GREEN INDIANAPOLIS
- BRANDYWINE CREEK FARMS
- GLEANERS FOOD BANK OF INDIANA
- IPS EDUCATION FOUNDATION, INC.
- JUMP IN FOR HEALTHY KIDS
- PLAYWORKS EDUCATION ENERGIZED

BEHAVIORAL HEALTH AND SUBSTANCE ABUSE

BEHAVIORAL HEALTH IS AN AREA OF SIGNIFICANT NEED WITHIN OUR COMMUNITIES.

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IU HEALTH OFFERS SEVERAL PROGRAMS THROUGHOUT THE SYSTEM TO HELP TO ADDRESS THIS GROWING NEED. IU HEALTH IS FOCUSING ON INITIATIVES AND SUPPORT EFFORTS THAT:

- IMPLEMENT BEHAVIORAL HEALTH RESOURCES IN SCHOOLS
- INCREASE ACCESS TO SUBSTANCE ABUSE PREVENTION/TREATMENT SERVICES & BEHAVIORAL HEALTH SERVICES
- IMPROVE LOCAL RESPONSE TO OPIOID CRISIS
- IMPROVE ACCESS TO BEHAVIORAL HEALTH SERVICES

IU HEALTH PARTNERED WITH THE FOLLOWING ORGANIZATIONS:

- COBURN PLACE SAFE HAVEN II, INC.
- FAMILY PROMISE
- GOODWILL EDUCATION INITIATIVES, INC.
- LIFESMART YOUTH, INC.
- NAMI INDIANA, INC.

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- 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.

## COMMUNITY REVITALIZATION

IU HEALTH IS COMMITTED TO IMPROVING AND BEAUTIFYING PHYSICAL AND BUILT ENVIRONMENTS IN UNDERSERVED NEIGHBORHOODS WITH THE OBJECTIVE OF REHABILITATING NEIGHBORHOODS, PARKS AND SCHOOL ENVIRONMENTS.

IU HEALTH PARTNERED WITH THE FOLLOWING ORGANIZATIONS TO HELP ACHIEVE THIS GOAL:

- GROUNDWORK INDY
- HABITAT FOR HUMANITY
- KENNEDY KING MEMORIAL INITIATIVE

## COMMUNITY IMPACT

CHARITABLE GIVING PLAYS AN IMPORTANT ROLE IN OUTREACH TO THE COMMUNITY FOR IU HEALTH. THESE STRATEGIC RELATIONSHIPS ALLOW US TO INCREASE IMPACT AND MAKE MEASURABLE ADVANCES TOWARD POSITIVE HEALTH OUTCOMES AND

**Part VI Supplemental Information**

Provide the following information.

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INCREASED QUALITY OF LIFE FOR INDIVIDUALS LIVING IN IU HEALTH

COMMUNITIES.

THROUGH THE COMMUNITY IMPACT FUND, WE SEEK OPPORTUNITIES TO IMPROVE THE HEALTH OF THE COMMUNITY BY INVESTING IN LOCAL PARTNERS THAT ADDRESS COMMUNITY HEALTH NEEDS, AS WELL AS THE CONDITIONS AND BARRIERS THAT IMPACT HEALTH. THESE PRIORITY AREAS WERE IDENTIFIED IN THE 2018 COMMUNITY HEALTH NEEDS ASSESSMENT (CHNA) AND INCLUDE:

- ACCESS TO HEALTHCARE SERVICES
- BEHAVIORAL HEALTH (I.E., MENTAL HEALTH AND DRUG AND SUBSTANCE ABUSE (INCLUDING OPIOIDS))
- MATERNAL AND INFANT HEALTH
- OBESITY AND DIABETES
- SMOKING, TOBACCO USE AND EXPOSURE TO SECONDHAND SMOKE
- SOCIAL DETERMINANTS OF HEALTH - SPECIFICALLY POVERTY, HOMELESSNESS, TRANSPORTATION AND ACCESS TO HEALTHY FOODS
- VIOLENCE AND INJURIES

**Part VI Supplemental Information**

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WE SEEK TO PARTNER WITH LOCAL NON-PROFITS ON INITIATIVES THAT SPECIFICALLY AIM TO SERVE AN IDENTIFIED COMMUNITY NEED, PARTICULARLY IN THE AREAS OF IU HEALTH'S COMMUNITY OUTREACH PRIORITIES.

SCHEDULE H, PART II - PROMOTION OF HEALTH IN COMMUNITIES SERVED

IU HEALTH BALL MEMORIAL HOSPITAL IS A SUBSIDIARY OF IU HEALTH. IU HEALTH PARTICIPATES IN A VARIETY OF COMMUNITY-BUILDING ACTIVITIES THAT ADDRESS THE SOCIAL DETERMINANTS OF HEALTH IN THE COMMUNITIES IT SERVES. IU HEALTH AND ITS RELATED HOSPITAL ENTITIES ACROSS THE STATE OF INDIANA INVEST IN ECONOMIC DEVELOPMENT EFFORTS ACROSS THE STATE, COLLABORATE WITH LIKE-MINDED ORGANIZATIONS THROUGH COALITIONS THAT ADDRESS KEY ISSUES, AND ADVOCATE FOR IMPROVEMENTS IN THE HEALTH STATUS OF VULNERABLE POPULATIONS. THIS INCLUDES MAKING CONTRIBUTIONS TO COMMUNITY-BUILDING ACTIVITIES BY PROVIDING INVESTMENTS AND RESOURCES TO LOCAL COMMUNITY INITIATIVES THAT ADDRESSED ECONOMIC DEVELOPMENT, COMMUNITY SUPPORT AND WORKFORCE DEVELOPMENT.

**Part VI Supplemental Information**

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IU HEALTH BALL MEMORIAL HOSPITAL PARTNERS WITH THE FOLLOWING

ORGANIZATIONS AND INITIATIVES THAT FOCUS ON SOME OF THE ROOT CAUSES OF

HEALTH ISSUES, SUCH AS LACK OF EDUCATION, EMPLOYMENT AND POVERTY:

- UNITED WAY
- TOBACCO FREE COALITION OF DELAWARE COUNTY
- MUNCIE ACTION PLAN
- HOSTING OF MEDICAL EXPLORER PROGRAM FOR YOUTH
- CAREER FAIRS AT INDIANA COLLEGES AND UNIVERSITIES
- WHITELEY NEIGHBORHOOD ASSOCIATION
- MUNCIE-DELAWARE COUNTY CHAMBER OF COMMERCE
- ECONOMIC DEVELOPMENT ALLIANCE
- PURDUE EXTENSION
- BALL STATE UNIVERSITY
- IVY TECH COLLEGE
- THE ARC OF INDIANA
- MUNCIE DRUG TASK FORCE
- SECOND HARVEST FOOD BANK

**Part VI** Supplemental Information

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- YOUTH OPPORTUNITY CENTER

- HILLCROFT SERVICES

- ROSS COMMUNITY CENTER

ADDITIONALLY, THROUGH THE IU HEALTH STATEWIDE SYSTEM'S TEAM MEMBER  
COMMUNITY BENEFIT SERVICE PROGRAM, "IU HEALTH SERVES", TEAM MEMBERS  
ACROSS THE STATE MAKE A DIFFERENCE IN THE LIVES OF THOUSANDS OF HOOSIERS  
EVERY YEAR.

**Part VI** Supplemental Information

Provide the following information.

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STATE FILING OF COMMUNITY BENEFIT REPORT

IN,