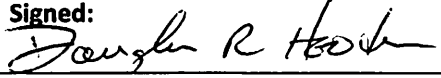
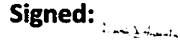


**Harris County ESD No. 11  
Charity Care Policy for Ambulance Services**

**Approval**

**Effective Date: 8/1/2022**

**Approved By:**

|   |   |
|---|---|
| <b>Signed:</b><br> | <b>Signed:</b><br> |
| <b>Printed Name: Douglas R. Hooten</b>  | <b>Printed Name: Dave Snavelly</b>  |
| <b>Date: 7/20/22</b>  | <b>Date: 7/20/22</b>  |

**Purpose**

It is the policy of Harris County ESD No. 11 to provide ambulance services to our community without regards to a patient's and/or guarantor's ability to pay for these services.

We maintain a charity care policy for uninsured patients without the financial means to pay for all or part of their care for various reasons. It is not the intent of this policy to provide charity care to patients who have the ability to pay or patients who have private insurance, Medicare, Medicaid or other third-party coverage.

For those patients who do not meet the below eligibility guidelines for charity care, Harris County ESD No. 11 shall require payment but may offer special arrangements, including payment plans.

**Guidelines**

These guidelines are provided to internal Patient Accounts staff, or if used, a contractor(s) currently performing ambulance billing and collections and revenue maximization consulting services for Harris County ESD No. 11. Staff and/or the contractor(s) may rely on these guidelines and provide hardship assistance without further approval from Harris County ESD No. 11. However, Harris County ESD No. 11 reserves the right to review any of the accounts that were deemed eligible for charity care by the contractor(s), if used, in order to ascertain if the contractor is acting in conformity with the guidelines. Harris County ESD No. 11 further reserves the right to modify this policy at any time.

Full charity care reduction (100% write-off of ambulance service charges to charity care) shall be granted to patients earning less than or equal to 400% of the Federal Poverty Level (FPL), as published annually by the U.S. Department of Health and Human Services. Harris County ESD No. 11 and/or its contractor(s) shall rely on financial data provided by the patient and may also utilize data from credit bureaus and other sources to determine if the patient is eligible for charity care. Once it is determined that the patient is eligible for charity care, Harris County ESD No. 11 or its contractor(s) shall make no further attempts to collect payment from the patient.

**Harris County ESD #11  
Charity Care Policy for Ambulance Services**

**Approval (in Draft)**

**Effective Date: 8/1/2022**

**Approved By:**

|                                  |                                    |
|----------------------------------|------------------------------------|
| <b>Signed:</b>                   | <b>Signed:</b>                     |
| <b>Printed Name: Doug Hooten</b> | <b>Printed Name: Dave Snavelly</b> |
| <b>Date:</b>                     | <b>Date:</b>                       |

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