

IV. Attachments

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Reference	Description
Attachment 1	FY2020 Medicare Cost Report Package

[This Attachment contains proprietary, competitively sensitive information redacted from the public version.]

FILED UNDER SEAL

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WITHHELD FROM PUBLIC DISCLOSURE
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Reference	Description
Attachment 2	Service Line Summary

Clinical Service Line	HMC	HMC-S
Anesthesiology	✓	✓
Asthma Care	✓	✓
Cardiology	✓	✓
Cardiovascular	✓	✓
Cancer Care	✓	
Diabetes Care	✓	✓
Dialysis	✓	✓
Ear, nose & throat	✓	✓
Emergency Care	✓	✓
Gastroenterology	✓	✓
Health & Fitness Services	✓	✓
Home Health	✓	✓
Hospice Care	✓	✓
Hospitalist	✓	✓
Internal Medicine	✓	✓
Laboratory Services	✓	✓
Neurosciences	✓	✓
Occupational Health Services	✓	
Ophthalmology	✓	✓
Orthopedics	✓	✓
Pain Management	✓	✓
Palliative Care	✓	✓
Pastoral Care	✓	✓
Pathology	✓	✓
Pediatrics	✓	✓
Pharmacy	✓	✓
Podiatry	✓	✓
Pregnancy & Birth	✓	✓
Radiology & Diagnostic Imaging	✓	✓
Rehabilitation & Therapy	✓	✓
Sleep Disorder Treatment	✓	
Surgery	✓	✓
Transitional Services	✓	
Urology	✓	✓
Women's Health	✓	✓
Wound Care	✓	✓

✓ - Service Line Present at Location

Reference	Description
Attachment 3	Charity Care Policy



Origination 12/12/2016
Last Approved 8/28/2024
Last Revised 8/28/2024
Next Review 8/28/2027

Owner Pam Light:
Manager,
Administration -
Administration -
HMC
Policy Area Board of
Trustees

Financial Assistance Including Charity Classification

BOARD OF TRUSTEE POLICY

INDEX: BP-03

BOT.HH.2.1003

PURPOSE:

Hendrick Health, including Hendrick North, Hendrick South and Hendrick Brownwood will provide medically necessary and appropriate treatment to all individuals regardless of their ability to pay. In compliance with IRS Section 501(r), this approved policy fulfills the requirement that Hendrick Health's financial assistance policy and billing and collections policy be adopted by an authorized governing body of the hospital.

SCOPE:

All Hendrick affiliated facilities, including, but not limited to, hospitals, ambulatory surgery centers, outpatient imaging centers, outpatient ancillary services, hospital outpatient provider-based departments (HOPD), rural health clinics, outpatient clinics and physician practices, and all divisions, services and post-acute care services.

POLICY:

RULES:

1. There will be no discrimination under these policies related to eligibility or the provision of assistance because of race, color, creed, religion, sex or national origin.
2. Emergent or Medically Necessary services are defined as inpatient and outpatient services for uninsured or underinsured patients who cannot afford to pay for hospital services according to the guidelines of this policy. Financial assistance does not include contractual allowances from government programs and Insurance, or Uninsured Patient discounts, but may include insurance co-payments or deductibles or both as well as exhausted benefits. Qualified patients will have no obligation, or a discounted obligation to pay for any services received which are deemed to be

eligible under the Hospital's Financial Assistance Program.

3. Assistance will only be considered after all efforts to obtain third party coverage have been exhausted.
4. Applicants must provide accurate and complete information regarding their financial circumstances by completing an application or Request for Assistance (RFA). Applications can be obtained at no cost through the Resource Assistance office on each of the hospital campuses or, by calling the Resource Assistance office at 325-670-4160, through the Emergency Department, or going online at www.HendrickHealth.org. Applications and required financial documentation must be returned to the Financial Assistance Office for review. The Resource Assistance Office is also available to assist individuals in completing the Financial Assistance Application. Misrepresentation of any facts may be cause for denial of assistance.
Hendrick North Campus 1900 Pine Street, Abilene, TX 76901
Hendrick South Campus 5302 Buffalo Gap Rd, Abilene, TX 79606
Hendrick Brownwood Campus 1501 Burnett Rd, Brownwood, TX 76801
5. The Financial Assistance Policy will be made available on the Public Website and is readily available at all registration areas including the Emergency Department. A Spanish translation of the Financial Assistance Policy can be requested by calling the Business Office at 325-670-2434 or the Resource Assistance Office at 325-670-4160.
6. The applicant is responsible for providing all supporting documentation required by the program. Failure to furnish required information within established time frames will be cause for denial. The facility will make every reasonable attempt through two letters to contact the patient for requested information. If the requested information is not received, the facility will begin the statement and collection process outlined in #18.
7. The applicant will be notified in writing of approval or denial. Reason for denial will be stated.
8. If an applicant is denied assistance he or she has the right to appeal the decision by writing a letter of appeal to the Assistant VP of Revenue Cycle. The letter should be delivered or mailed to 1900 Pine Street, Abilene, TX 79601.
9. The level of assistance is based on household income (which includes cash assets) and family size. Household income will be compared to Federal Poverty Income Levels (FPIL) adjusted for family size. To qualify as a member of the household, one must be an immediate family member of minor age or a full time student. Poverty guidelines are updated annually.
When household income is below 300% of the FPIL the applicant will be granted full assistance or 100% of billed charges.
When household income is above 300% of the FPIL the applicant will be granted partial assistance. This means the applicant will pay a portion of the Gross Billed charges. The discounts are applied according to the "sliding scale" below. Hendrick Health will not charge any Financial Assistance eligible person more than the AGB amount.
10. Hendrick Health will use the look back method to ensure approved financial assistance applicants are not being billed more than the amounts generally billed to individuals having insurance coverage. Payments from Commercial payers (including patient share) will be used to determine this percentage. The lookback method will be calculated at the end of each selected 12 month period and the AGB percentage will become effective no later than 120 days from the end of the 12 month period. This amount will be calculated on an annual basis and be reflected in the Financial Assistance Policy. The public may request a written explanation of the methodology for obtaining the AGB by requesting through the Business Services Office at 325-670-2437.

HENDRICK HEALTH
INCOME BASED DISCOUNT MATRIX FOR 3/01/2024

	FAMILY SIZE & INCOME INCLUDING CASH ASSETS									
	1	2	3	4	5	6	7	8	9	10
FPL/MONTH	\$ 1,255	\$ 1,703	\$ 2,152	\$ 2,600	\$ 3,048	\$ 3,497	\$ 3,945	\$ 4,393	\$ 4,842	\$ 5,290
FPL/YEAR	\$ 15,060	\$ 20,440	\$ 25,820	\$ 31,200	\$ 36,580	\$ 41,960	\$ 47,340	\$ 52,720	\$ 58,100	\$ 63,480

DISCOUNT	PATIENT	Income as a % of FPL	FAMILY SIZE & INCOME INCLUDING CASH ASSETS									
			1	2	3	4	5	6	7	8	9	10
100%	0	300%	\$45,180	\$ 61,320	\$ 77,460	\$ 93,600	\$ 109,740	\$ 125,880	\$ 142,020	\$ 158,160	\$174,300	\$190,440
98%	2%	301-325%	\$48,945	\$ 66,430	\$ 83,915	\$ 101,400	\$ 118,885	\$ 136,370	\$ 153,855	\$ 171,340	\$188,825	\$206,310
95%	5%	326-335%	\$50,451	\$ 68,474	\$ 86,497	\$ 104,520	\$ 122,543	\$ 140,566	\$ 158,589	\$ 176,612	\$194,635	\$212,658
92%	8%	336-345%	\$51,957	\$ 70,518	\$ 89,079	\$ 107,640	\$ 126,201	\$ 144,762	\$ 163,323	\$ 181,884	\$200,445	\$219,006
90%	10%	346-355%	\$53,463	\$ 72,562	\$ 91,661	\$ 110,760	\$ 129,859	\$ 148,958	\$ 168,057	\$ 187,156	\$206,255	\$225,354
88%	12%	356-365%	\$54,969	\$ 74,606	\$ 94,243	\$ 113,880	\$ 133,517	\$ 153,154	\$ 172,791	\$ 192,428	\$212,065	\$231,702
86%	14%	366-375%	\$56,475	\$ 76,650	\$ 96,825	\$ 117,000	\$ 137,175	\$ 157,350	\$ 177,525	\$ 197,700	\$217,875	\$238,050
84%	16%	376-385%	\$57,981	\$ 78,694	\$ 99,407	\$ 120,120	\$ 140,833	\$ 161,546	\$ 182,259	\$ 202,972	\$223,685	\$244,398
82%	18%	386-395%	\$59,487	\$ 80,738	\$ 101,989	\$ 123,240	\$ 144,491	\$ 165,742	\$ 186,993	\$ 208,244	\$229,495	\$250,746
80%	20%	395-400%	\$60,240	\$ 81,760	\$ 103,280	\$ 124,800	\$ 146,320	\$ 167,840	\$ 189,360	\$ 210,880	\$232,400	\$253,920

Source: U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation.

11.

12. Once Financial Assistance eligibility is determined, the individual will not be charged more for emergency or other medically necessary care than the amounts generally billed (AGB) to individuals who have insurance covering such care. The Hospital reserves the right to limit charity care on a monthly and annual basis consistent with Texas state law and the right to refuse Financial Assistance for elective services. Income based discounts for qualified applicants are available for all emergency and other medically necessary care provided by the hospital.

13. The following information is required for consideration for Financial Assistance Eligibility:

- Gross household income
- Cash Assets
- Family Size
- Employment Status
- Bank Statements (2 month minimum)
- Other financial resources such as unemployment benefits
- Other financial obligations
- The amount and frequency of hospital/medical bills
- Federal Poverty Income Guidelines
- Completion of the Hospital's Financial Assistance application form with supporting documentation received within the required time frame.
- Most current tax return or current income verification
- Pay Stubs (2 month minimum)
- Social Security award letter, proof of deposit or copy of SS check
- Veterans Administration letter, proof of deposit or copy of VA check
- Detail or monetary amount of level of support being provided by the indigent care providers such as Red Cross and/or household members or letter of gross income from employer.
- Payer exhausted benefit coverage for covered services to determine presumptive

eligibility

14. Cash assets are included in determining income. Cash assets are defined as current cash value of checking account, savings account, cash surrender value of Life Ins, stocks, bonds CD's, mutual funds, and other similar investments.
15. A Medically Indigent patient is a person with a catastrophic illness or injury whose unpaid hospital charges exceed their ability to pay and their gross household income does not exceed 400% of the current Federal Poverty Guidelines. The amount owed by the patient on the hospital bill after payment by third party payers must meet or exceed 20% of their annual gross household income. Patients must complete a financial assistance application provide all required financial documentation (#13) and be determined eligible as a medically indigent patient to have their financial obligation discounted. The Medically Indigent discount will coincide with the income based discount matrix in #10.
16. Bad debts will be considered for assistance if they are 6 months or less old from the date of application. If a bad debt is older than 6 months old, a letter can be written to the Business Office Supervisor explaining circumstances and why the applicant would like for the account to be considered for assistance. Each patient is looked at case by case and it is also taken into consideration if the applicant has a payment history on active accounts.
17. Financial indigence status is granted and reviewed on a six-month basis from the date of application.
18. When a patient portion is assigned as a result of the sliding scale, an acceptable payment plan is expected. If nonpayment occurs, the account will be moved through the collection process to a collection agency with possible debt reporting. The account will be aged no less than 300 days prior to going to bad debt.
 - A. Collection Process
 - i. Four patient statements to be mailed to patients address on file. Statements sent in 30 day increments up to 150 days.
 - ii. Placement with primary collection agency. Average placement 150 days. Agency will send a minimum of one letter and will attempt multiple calls.
 - iii. Placement with secondary collection agency. Agency will send a minimum of one letter and will attempt multiple calls.
19. Approval for assistance must come from the appropriate level of management. Applications are reviewed and approved at the Business Services Supervisor level. Any single discounts over \$10,000 must be approved on a transaction by transaction basis according to the table below.
 - \$10,000 – \$50,000 Assistant VP Revenue Cycle
 - Over \$50,000 Chief Financial Officer or his designee.
20. Presumptive eligibility is granted to currently qualified Medicaid, CIHCP, and Alliance for Women and Children recipients. Presumptive Eligibility is awarded at 100%.
21. Income Based Discounts (IBD)/charity adjustments for qualified Medicaid, CIHCP, and Alliance for Women and Children recipients require only proof of eligibility through NextBar/Passport and/or system notes. Authorization as outlined in rule #19 will apply.
22. Presumptive eligibility is also determined by using a third-party (PARO) to conduct an electronic review of patient information to assess financial need. This review utilizes a healthcare industry recognized predictive model that is based on public record databases. The model's rule-based,

electronic technology is calibrated to Hendricks historical approvals for financial assistance under the general application process. Any payments made to presumptive eligibility accounts will be refunded upon completion of the written application for charity assistance.

23. Any services for Crime Victim patients who have services after 30 consecutive days and related to the crime will be considered for charity if required documentation is provided. Presumptive Eligibility is awarded at 100%
24. Presumptive eligibility is granted to deceased patients who have no will to be probated. Presumptive Eligibility is awarded at 100%
25. For homeless patients they must have no temporary or permanent address. Research must be done by using all resources available to establish that the patient is homeless. Presumptive Eligibility is awarded at 100%
26. Self-pay, uninsured patients are granted a 50% discount upon verification of no insurance and offered additional 15% discount for payment in full within 30 days of bill date.
27. Hendrick Clinic and HAN providers follow the charity care policy specific to those providers.

Attachments

[Signature Page](#)

Approval Signatures

Step Description	Approver	Date
Board of Trustees	Pam Light: Manager, Administration - Administration - HMC	8/28/2024
CFO, VP	Jeremy Walker: Hendrick Health VP, Chief Financial Officer - Admi	8/28/2024

Reference	Description
Attachment 4	Listing of Open Positions

Job Title	Job Code	Last Approved Date	Department
Abilene Market Director ASC	1585	5/8/2023	NSG Nursing Administration
Abilene Market Director, PAT/ Pre-Op/ PACU	1584	10/28/2024	NSG Nursing Administration
Accounting Clerk III, HMS	5617	10/7/2024	HMS Business Office
Admitting Representative I	5550	11/21/2024	ADS Admissions
Admitting Representative I	5550	10/17/2024	HRL Pathology Outreach
Admitting Representative I	5550	10/9/2024	ADS Admissions
Admitting Representative I	5550	7/12/2024	HRL Pathology Outreach
Admitting Representative I	5550	6/10/2024	ADS Admissions
APP, Neurosurgery - PA	2626	10/28/2024	Hendrick Clinic General Surgery
APP, NP / APN	2595	10/14/2024	Hendrick Clinic South OB/GYN
Architect	2952	1/31/2024	FPO Architect & Engineering
Audiologist	2220	3/30/2023	Hendrick Clinic ENT Specialists
Audiology Tech	3110	9/22/2024	Hendrick Clinic ENT Specialists
Blood Bank Technician I	3310	11/6/2024	HRL Blood Bank Donor Center
Case Manager	2564	6/22/2022	H/C Housecalls Med Skilled Nsg
Cert Reg Nurse Anesthetist	2598	8/26/2024	
Cert Reg Nurse Anesthetist	2598	8/29/2024	Anesthesia-MD & CRNA Services
Cert Reg Nurse Anesthetist	2598	10/22/2024	Anesthesia-MD & CRNA Services
Cert Reg Nurse Anesthetist	2598	10/22/2024	Anesthesia-MD & CRNA Services
Cert Reg Nurse Anesthetist	2598	10/22/2024	Anesthesia-MD & CRNA Services
Cert Reg Nurse Anesthetist	2598	10/28/2024	Anesthesia-MD & CRNA Services
Cert Surgical Technologist II	3461	7/30/2024	SS Labor & Delivery-Recovery R
Cert Surgical Technologist II	3461	7/30/2024	SS Labor & Delivery-Recovery R
Cert Surgical Technologist II - South	3461	7/2/2024	SS Operating Room
Certified Medical Assistant	9807	11/22/2024	Hendrick Clinic - Far South Abilene Phys
Certified Medical Assistant	9807	11/15/2024	Hendrick Clinic OB/GYN Physicians
Certified Medical Assistant	9807	9/19/2024	Hendrick Clinic Bariatric Surgery
Certified Medical Assistant	9807	6/6/2024	Hendrick Clinic Southside Clinic
Certified Medical Assistant	9807	5/28/2024	Hendrick Clinic Urology
Certified Medical Assistant	9807	5/2/2024	Hendrick Clinic South Gastroenterology
Certified Medical Assistant	9807	11/18/2024	Hendrick Clinic South Family Medicine
Certified Surgical Technologist	3446	7/9/2024	SRS OR - Operating Room
Certified Surgical Technologist	3446	7/9/2024	SRS OR - Operating Room
Certified Surgical Technologist	3446	10/10/2024	SRS OR - Operating Room
CL Tech II	3600	9/14/2021	SS Cardiac Cath Lab
CL Tech II	3600	7/31/2023	SS Cardiac Cath Lab
CL Tech III	3617	6/21/2024	CS Cardiac Cath Lab
CL Tech III	3617	9/30/2023	CS Cardiac Cath Lab
CL Tech III	3617	6/3/2022	SS Cardiac Cath Lab
Clinical Applications Analyst	3929	11/1/2024	ISS Clinical Applications
Clinical Documentation Coordinator	2506	10/8/2024	HIS Physician Documentation
Clinical Documentation Manager	2512	6/5/2024	HIS Physician Documentation
Clinical Therapist I	3275	10/24/2024	SS Respiratory Therapy
Clinical Therapist I	3275	3/26/2024	RT Respiratory Therapy
Clinical Therapist I	3275	3/1/2024	RT Pulmonary/Rehab Lab
Coding Auditor	5531	11/4/2024	HIS Health Information Svs
Coding Auditor	5531	11/22/2024	HIS Health Information Svs
Construction Technician III	6850	8/7/2024	FM Construction Management
Contact Center Quality Analyst	5589	10/25/2024	ADS Admissions
Coordinator, Campus Athletics	3503	6/18/2024	HCR Bone & Joint Sports Med
Coordinator, Women's Health	2020	11/8/2024	MKT Community Initiatives
CT Scan Technologist I	3625	7/11/2024	SS Radiology-CT Scanner
CT Scan Technologist I	3625	7/10/2024	RAD Radiology CT Scanner
CT Scan Technologist I	3625	6/19/2024	RAD Radiology CT Scanner
CT Scan Technologist I	3625	10/25/2023	RAD Radiology CT Scanner
CT Scan Technologist I	3625	1/10/2023	RAD Radiology CT Scanner
CT Scan Technologist I	3625	12/19/2022	RAD Radiology CT Scanner
CT Scan Technologist I	3625	6/24/2021	RAD Radiology Onboarding
Customer Service Rep II		10/17/2024	HRL Pathology Outreach
Customer Service Rep II, Hendrick Medical Supply - Sweetwater	5857	7/18/2024	HMS Sweetwater
CV Sonographer I	3677	12/22/2022	SS Non-Invasive Cardiology
CV Sonographer I	3677	9/8/2022	SS Non-Invasive Cardiology
CV Sonographer I	3677	7/18/2022	CS - Non Invasive Cardiology
CV Sonographer I	3677	11/16/2021	SS Non-Invasive Cardiology
CV Sonographer II	3678	7/20/2023	SS Non-Invasive Cardiology
CV Sonographer II	3678	11/15/2021	CS - Non Invasive Cardiology
CV Sonographer II	3678	11/20/2023	CS - Non Invasive Cardiology
CV Sonographer Trainee	3684	2/20/2024	CS - Non Invasive Cardiology
CV Sonographer-Pool	3682	7/15/2024	CS - Non Invasive Cardiology
Data Manager- NIC	3674	7/30/2024	CS - Non Invasive Cardiology
Department Administrative Coordinator III	5248	11/14/2024	Risk Management
Diagnostic Technologist I	3606	11/15/2024	RAD Radiology Diagnostic
Diagnostic Technologist I	3606	10/27/2024	Hendrick Clinic Bone and Joint
Diagnostic Technologist I	3606	10/17/2024	RAD Radiology Diagnostic
Diagnostic Technologist I	3606	10/17/2024	RAD Radiology Diagnostic
Diagnostic Technologist I	3606	7/17/2024	RAD Radiology Diagnostic

Diagnostic Technologist I	3606	7/2/2024	RAD Radiology Diagnostic
Diagnostic Technologist I	3606	6/26/2024	RAD Radiology Diagnostic
Diagnostic Technologist I	3606	1/19/2024	SS Radiology-Diagnostic
ED Social Worker I	2270	8/8/2022	C/M Case Management
ED Social Worker II	2271	9/19/2024	SS Case Management
Education Instructor	2486	7/9/2024	Nursing Unit Education
Exercise Physiologist	3500	11/1/2024	SS Cardiac Rehab
Exercise Physiologist	3500	5/18/2023	SS Cardiac Rehab
Fitness Sales Associate	4115	9/25/2024	SS Hendrick Health Club
Fitness Sales Associate	4115	8/10/2023	SS Hendrick Health Club
Fitness Trainer	9252	3/28/2023	P&W Hendrick Health Club
Hendrick Health Director, Quality and Physician Performance	2417	2/13/2023	PIM Performance Improvement
Hendrick Health Director, Regulatory & Accreditation Services	1511	2/13/2023	PIM Performance Improvement
Hendrick Health Vice President, Compliance	1928	9/28/2024	ADM Administration Services
Histology Lab Assistant		6/14/2024	HRL Pathology Anatomic
Histotechnician	3330	10/17/2024	HRL Pathology Anatomic
Home Health Pool LVN	3466	6/26/2024	H/C Housecalls Med Skilled Nsg
Home Health Pool LVN	3466	7/3/2024	H/C Housecalls Med Skilled Nsg
HR Special Projects Specialist	5873	12/12/2023	HR Human Resources
Independent Contractor	4	9/13/2022	HR Employee Health Services
Insurance Verification Spec I	5110	7/23/2024	ADS Admissions
Intake Referral Coordinator - LVN (Housecalls)	2391	5/15/2022	H/C Housecalls Medicare Admin
Leadership Development and Culture Manager	5836	11/25/2024	HR Leadership Development
Licensed Vocational Nurse		10/11/2024	MSN A4 Med/Surg
Licensed Vocational Nurse - Hendrick Dialysis Center	3442	8/15/2024	Hendrick Dialysis Center
Licensed Vocational Nurse I	3442	9/8/2022	SS Cardiac Cath Lab
Licensed Vocational Nurse I	3411	8/7/2024	TWC Lactation Consultant
Licensed Vocational Nurse I	3442	11/14/2024	TWC Trauma Center
Licensed Vocational Nurse II	3452	7/19/2024	H/C Housecalls Med Skilled Nsg
Mammography Support Technician	5307	8/28/2024	RAD Radiology Support
Manager, Intrafacility Patient Transportation	3498	6/28/2022	Intrafacility Patient Transportation
Manager, Risk Management	1310	10/10/2024	Risk Management
Manager, Risk Management	1310	10/10/2024	Risk Management
Master Electrician	3700	10/15/2024	FM Structure Services
Master Electrician	3700	6/3/2024	SS Facility Mgmt-Support
Mechanical Systems Tech I	6315	12/6/2023	SS Facility Mgmt-Support
Mechanical Systems Tech III	6318	11/19/2024	FM Mechanical Services
Medical Equipment Tech, HMS	6326	7/13/2023	HMS Sweetwater
Medical Staff Coordinator I	5845	7/10/2024	MS Medical Staff Office
Medical Technologist	2305	11/19/2024	HRL Pathology Clinical
Medical Technologist	2305	5/3/2024	SS Pathology Clinical
Medical Technologist	2305	4/1/2024	HRL Pathology Clinical
Mid-Level Practitioner	2595	9/29/2023	Hendrick Clinic Pine Sq.
Mid-Level Practitioner		8/20/2024	Hendrick Clinic Cedar Mall 2nd Floor
Mid-Level Practitioner IP & Clinic (Non-HPN Clinic)	2603	12/26/2023	Hendrick Clinic General Surgery
Mid-Level Practitioner, CV	2596	10/2/2023	Hendrick Clinic Cardiovascular
MRI Technologist I	3630	11/15/2024	RAD Radiology MRI
MRI Technologist I	3630	11/15/2024	RAD Radiology MRI
MRI Technologist I	3630	11/1/2024	RAD Radiology MRI
MRI Technologist I	3630	9/12/2024	RAD Radiology MRI
MRI Technologist I	3630	8/20/2024	RAD Radiology MRI
Nuclear Med Technologist I	3640	12/4/2023	RAD Radiology Nuclear Medicine
Nuclear Med Technologist I	3640	8/12/2022	SS Radiology-Nuclear Medicine
Nurse Aide	9431	10/25/2024	MSN C5 Med Surg Tele
Nurse Aide I, Hospice	9431	7/12/2024	HHC Hospice Program
Nurse Tech	9460	8/16/2024	MSN A4 Med/Surg
Nurse Tech	9460	2/5/2024	Oncology Infusion Services
Nurse Tech	9460	7/8/2024	CCS C3 PCU/Tele
Nurse Tech	9460	8/13/2024	MSN A4 Med/Surg
Nurse Tech	9460	8/16/2024	TWC Mother/Baby
Nurse Tech		8/20/2024	SS Critical Care Unit
Nurse Tech	9460	8/21/2024	HCR Nursing Unit Rehab
Nurse Tech	9460	8/21/2024	HCR Nursing Unit Rehab
Nurse Tech	9460	9/9/2024	CCS P7 PCU/Tele
Nurse Tech		9/9/2024	SS Emergency Department
Nurse Tech	9460	9/10/2024	CCS C6 PCU/Tele
Nurse Tech	9460	10/22/2024	MSN P6 Surgical Unit
Nurse Tech	9460	10/22/2024	MSN P6 Surgical Unit
Nurse Tech	9460	10/22/2024	MSN P6 Surgical Unit
Nurse Tech	9460	10/28/2024	TWC Centralized Support Svcs
Nurse Tech	9460	11/8/2023	CS P3/CICU/IMCU
Nurse Tech	9460	9/10/2024	CS P3/CICU/IMCU
Nurse Tech	9460	9/10/2024	CS P3/CICU/IMCU
Nurse Tech	9460	9/9/2024	SRS TX Midwest Surgery Center
Nurse Tech - Cath Lab Recovery		7/17/2023	CS Cardiac Cath Lab Recovery
Nurse Tech - Cath Lab Recovery	9460	10/15/2023	CS Cardiac Cath Lab Recovery
Nursing Clerk	5405	7/27/2023	SS Critical Care Unit

Nursing Clerk	5405	12/2/2020	SS Neonatal Intensive Care Unit
Occupational Therapist, Pool	2233	10/1/2024	HCR I/P Occupational Therapy
Office Manager	2162	9/18/2024	Hendrick Clinic OB/GYN Physicians
Office Manager	2162	11/1/2024	Hendrick Clinic Bone and Joint
PACS Analyst	3604	11/19/2024	RAD Radiology Support
Paramedic	3497	11/14/2024	TWC Trauma Center
Patient Access Representative I		9/21/2023	ADS Admissions
Patient Access Representative I		11/13/2024	ADS Admissions
Patient Care Tech	9430	8/22/2024	SS General surgery-Med/Surg
Patient Care Tech	9430	5/15/2023	SS General surgery-Med/Surg
Patient Care Tech	9430	8/22/2024	SS General surgery-Med/Surg
Patient Care Tech III	9451	12/20/2022	CS CHF Clinic
PETS Specialist	3226	10/28/2024	VOL Volunteer Services
Pharmacist I	2800	10/28/2024	PHM Pharmacy - Main
Pharmacist I	2800	7/15/2024	PHM Pharmacy - Main
Pharmacist I	2800	10/17/2024	PHM Pharmacy - Main
Pharmacist I	2800	10/16/2024	SS Pharmacy
Pharmacist I	2800	10/28/2024	PHM Pharmacy - Main
Pharmacist II	2810	11/21/2024	Medication Management Clinic
Pharmacist II	2810	10/7/2024	PHM Pharmacy - Main
Pharmacist III	2820	8/14/2023	PHM Pharmacy - Main
Pharmacist III	2820	10/18/2024	PHM Pharmacy - Main
Phlebotomist I	3300	11/25/2024	SS Pathology Clinical
Physical Therapist	2260	11/16/2024	ARS Acute Physical Therapy
Physical Therapist	2260	11/5/2024	HCR I/P Physical Therapy
Physical Therapist	2260	2/5/2024	HCR O/P Physical Therapy Clinic ABJ
Physical Therapist	2260	6/2/2022	H/C Housecalls Med Physical Th
Physical Therapist	2260	10/23/2024	HCR O/P Physical Therapy
Physical Therapist Assistant	3260	5/15/2024	ARS Acute Physical Therapy
Physical Therapist Assistant	3260	10/23/2024	HCR O/P Physical Therapy Clinic ABJ
Physical Therapist Asst, Pool	3261	8/9/2022	H/C Housecalls Med Physical Th
Physical Therapist, Pool	2263	10/23/2024	HCR O/P PT- South
Physical Therapist, Pool	2263	10/11/2024	HCR O/P Physical Therapy
Physical Therapist, Pool	2263	6/16/2020	H/C Housecalls Med Physical Th
Physical Therapist, Pool	2263	11/15/2024	HCR O/P Physical Therapy
Physicist	2695	9/23/2024	RAD Radiology Therapeutic
Polysomnographer I	2355	10/24/2024	RT EEG
Professional Development Manager	2604	10/24/2024	ED Education
Program Coord, Palliative Care	2473	10/29/2024	HMC Palliative Care
Program Manager, Cath Lab	2590	5/24/2022	CS Cardiac Cath Lab
PT Resident	2269	10/7/2024	HCR PT Residency Program
Radiation Therapist II	3622	8/12/2024	RAD Radiology Therapeutic
Radiation Therapist II	3622	1/15/2024	RAD Radiology Therapeutic
Radiation Therapist II	3622	11/14/2023	RAD Radiology Therapeutic
Radiation Therapist II	3622	9/14/2023	RAD Radiology Therapeutic
Referral Specialist	5053	10/10/2024	Hendrick Clinic Referral & Scheduling
Reg Cardiovascular Invasive Sp	3672	4/15/2024	CS Cardiac Cath Lab
Reg Cardiovascular Invasive Sp	3672	7/26/2023	CS Cardiac Cath Lab
Registered Nurse	2438	11/21/2024	SS 2NHS Tele
Registered Nurse	2438	11/6/2024	MSN A3 Oncology
Registered Nurse	2438	11/1/2024	3E Med/Tele
Registered Nurse	2438	10/30/2024	TWC Trauma Center
Registered Nurse	2438	10/28/2024	HCR Nursing Unit Rehab
Registered Nurse	2438	8/29/2024	SS Emergency Department
Registered Nurse	2438	9/26/2024	2E Med-Tele
Registered Nurse	2438	9/25/2024	CCS C7 PCU/Tele
Registered Nurse	2438	8/28/2024	3E Med/Tele
Registered Nurse	2438	8/1/2024	HCR Nursing Unit Rehab
Registered Nurse	2438	7/12/2024	CCS P7 PCU/Tele
Registered Nurse	2438	7/9/2024	CCS P7 PCU/Tele
Registered Nurse	2438	7/26/2023	CS Prof OnBoarding Cath Lab
Registered Nurse	2438	5/28/2024	SS Neonatal Intensive Care Unit
Registered Nurse	2438	4/2/2024	SS General surgery-Med/Surg
Registered Nurse	2438	4/2/2024	MSN A4 Med/Surg
Registered Nurse	2438	4/2/2024	MSN A3 Oncology
Registered Nurse	2438	4/2/2024	SS Mother/Baby
Registered Nurse	2438	4/2/2024	SS Labor & Delivery-Recovery R
Registered Nurse	2438	4/2/2024	TWC Pediatrics M-3
Registered Nurse	2438	4/2/2024	TWC Labor & Delivery Recov Rm
Registered Nurse	2438	4/2/2024	TWC Mother/Baby
Registered Nurse	2438	2/8/2024	SS General surgery-Med/Surg
Registered Nurse	2438	2/12/2024	MSN C5 Med Surg Tele
Registered Nurse	2438	1/24/2024	TWC Centralized Support Svcs
Registered Nurse	2438	11/7/2023	HCR Nursing Unit Rehab
Registered Nurse	2438	8/14/2023	HCR Nursing Unit Rehab
Registered Nurse	2438	3/29/2023	CCS A 5 Observation Unit
Registered Nurse	2438	11/14/2022	TWC Pediatrics M-3

Registered Nurse	2438	4/4/2023	HCR Nursing Unit Rehab
Registered Nurse	2438	5/2/2023	MSN Prof OnBoarding
Registered Nurse	2438	7/6/2023	SS Labor & Delivery-Recovery R
Registered Nurse	2438	2/20/2024	TWC Centralized Support Svcs
Registered Nurse	2438	11/12/2024	TWC Centralized Support Svcs
Registered Nurse	2438	11/12/2024	TWC Centralized Support Svcs
Registered Nurse	2438	2/12/2024	MSN C5 Med Surg Tele
Registered Nurse	2438	5/31/2024	MSN C5 Med Surg Tele
Registered Nurse	2438	6/17/2024	MSN A4 Med/Surg
Registered Nurse	2438	7/30/2024	MSN Prof OnBoarding
Registered Nurse	2438	7/9/2024	MSN Prof OnBoarding
Registered Nurse	2438	7/31/2024	TWC Centralized Support Svcs
Registered Nurse	2438	8/22/2024	SS General surgery-Med/Surg
Registered Nurse	2438	8/22/2024	SS General surgery-Med/Surg
Registered Nurse	2438	8/22/2024	SS General surgery-Med/Surg
Registered Nurse	2438	9/3/2024	SS General surgery-Med/Surg
Registered Nurse	2438	8/29/2024	SS Emergency Department
Registered Nurse	2438	9/30/2024	HCR Nursing Unit Rehab
Registered Nurse	2438	10/30/2024	CCS C7 PCU/Tele
Registered Nurse - Non Acute Area's	4438	10/25/2024	Plaza Radiology Procedure Room
Registered Nurse - Surgical Services	2435	1/29/2024	SS Post Anesthesia Care Unit
Registered Nurse (nonAcute)	4438	11/21/2024	Hendrick Clinic Oncology
Registered Nurse (nonAcute)	4438	10/11/2024	Hendrick Clinic Cedar Mall-3rd Floor
Registered Nurse (nonAcute)	4438	9/6/2022	Hendrick Clinic - Far South Abilene Phys
Registered Nurse-Cath Lab	2400	12/23/2022	SS Cardiac Cath Lab
Registered Nurse-Device Clinic (non-Acute)	4436	2/20/2023	CS - Non Invasive Cardiology
Registered Outpatient Technician	3806	11/11/2024	Hendrick Pharmacy on Ambler
Registered Tech Trainee	9355	9/19/2024	PHM Pharmacy
Registered Technician	3805	11/19/2024	PHM Pharmacy - Main
Registered Technician - North	3805	4/17/2023	PHM Pharmacy - Main
Registered Technician - North	3805	10/7/2024	PHM Pharmacy - Main
Registered Technician Trainee	9355	11/7/2023	PHM Pharmacy - Main
Rehab Specialist I	9442	6/27/2024	HCR Nursing Unit Rehab
Rehab Specialist I	9442	9/5/2024	HCR Nursing Unit Rehab
RN - IMCU P3 - North	2438	7/9/2024	CS P3/CICU/IMCU
RN - IMCU P3 - North	2438	1/26/2024	CS P3/CICU/IMCU
RN - IMCU P3 - North	2438	9/26/2024	CS P3/CICU/IMCU
RN - IMCU P3 - North	2438	9/26/2024	CS P3/CICU/IMCU
RN Analyst	2418	7/10/2023	PIM Performance Improvement
RN- Cath Lab	2401	2/21/2024	CS Cardiac Cath Lab Recovery
RN- Cath Lab	2401	10/21/2024	CS Cardiac Cath Lab Recovery
RN- CCU - North	2438	11/16/2023	CCS Critical Care Unit
RN- CCU - North	2438	2/7/2024	CCS Critical Care Unit
RN- CCU - North	2438	5/2/2024	CCS Critical Care Unit
RN -CCU - South	2438	5/2/2024	SS Critical Care Unit
RN -CCU - South	2438	5/14/2024	SS Critical Care Unit
RN -CCU - South	2438	8/26/2024	SS Critical Care Unit
RN -CCU - South	2438	5/28/2024	SS Critical Care Unit
RN -CCU - South	2438	5/28/2024	SS Critical Care Unit
RN -CCU / ICU - South	2438	8/26/2024	SS Critical Care Unit
RN -CCU / ICU - South	2438	11/14/2024	SS Critical Care Unit
RN- OR - South	2435	10/22/2024	SS Operating Room
RN, J8 Orthopedics	2438	4/2/2024	MSN J8 Ortho
RN, OR - North	2435	10/21/2024	SRS OR - Operating Room
RN, OR - North	2435	6/6/2024	SRS OR - Operating Room
RN, OR - North	2435	7/10/2024	SRS OR - Operating Room
RN, P6 Surgical - North	2438	10/25/2024	MSN P6 Surgical Unit
RN, P6 Surgical - North	2438	4/2/2024	MSN P6 Surgical Unit
RN, P6 Surgical - North	2438	1/11/2024	MSN P6 Surgical Unit
RN, PACU	2438	3/25/2024	SRS OR - Recovery Room PACU
RN, PACU - HMC South	2435	3/25/2024	SS Post Anesthesia Care Unit
RN, PAT	2438	10/18/2024	SRS OR - PAT & OR Scheduling
RN, PAT (SS Surgery)	2412	6/26/2024	SS Surgery Center
RN, Pre Op - South	2435	3/25/2024	SS Pre-Op
RN, Pre-Op	2438	3/25/2024	SRS Pre-Op
RN, Pre-Op	2402	10/19/2023	SS Pre-Op
RN, TWC Onboarding	2438	4/26/2024	TWC Neonatal ICU
Scheduling Representative I	5055	11/22/2024	Hendrick Clinic Urology
Scheduling Representative I	5055	10/9/2024	Hendrick Clinic Plastic Surgery
Senior Accountant		1/30/2024	ACC Accounting Services
Social Worker I, Pool	2288	8/10/2022	C/M Case Management
Specialty Team Coordinator	2584	11/20/2023	SS Labor & Delivery-Recovery R
Specialty Team Supervisor	2584	7/26/2023	SS Operating Room
Specialty Technician	3425	11/7/2023	SS Operating Room
Specialty Technician	3425	8/14/2024	SRS Pre-Op
Specialty Technician - PACU- North	3425	5/17/2024	SRS OR - Recovery Room PACU
Speech-Language Pathologist-PI	2213	11/11/2024	HCR I/P Speech Therapy

Sterile Compounding Technician	3820	12/20/2023	PHM Pharmacy - Main
Temporary RN	4431	10/17/2022	SS Labor & Delivery-Recovery R
Transitional Care Pharmacist	2808	10/11/2024	SS Outpatient Pharmacy
Trauma Injury Prevention & Outreach Coordinator	2496	11/25/2024	TWC Trauma Services
Ultrasound Technologist I	3654	5/23/2023	RAD Radiology Ultrasound
Work Base Learning Intern	5002	11/17/2023	CCS P5 Neuro/Tele
Work Based Learning Construction Intern	5002	10/10/2024	FM Construction Management

Reference	Description
Attachment 5	COPA Meeting Minutes

The Hendrick Health Board of Trustees met on October 10, 2024.

Certificate of Public Advantage (COPA)

Hendrick's Certificate of Public Advantage (COPA) oversight and related activities has been transitioned from the Health and Human Services Commission (HHSC) to the Office of Public Insurance Counsel (OPIC). OPIC represents the interests of Texas consumers in insurance matters.

The FY24 quarter four report and the annual anniversary report are in progress. The annual public hearing was held September 27, 2024.

Reference	Description
Attachment 6	Directory of Privileged Providers

[This Attachment contains proprietary, competitively sensitive information redacted from the public version.]

FILED UNDER SEAL

