



2021 Community Benefit Report

For Fiscal Year 2020



Caring for Our Community

Billings Clinic is a not-for-profit, physician-led, regional health system serving the communities of Montana, northern Wyoming and the western Dakotas. Quality care is delivered by more than 4,700 employees, including 560 physicians and advanced practitioners offering over 80 specialties. Our teams of health professionals strive to exceed national benchmarks for clinical quality and patient safety by working together to deliver coordinated care.

Because of our responsibility to the communities we serve, we share more information on our website (www.billingsclinic.com/communityhealth) about community health needs assessments, community health improvement plans, pricing of services and the financial assistance provided to our patients in need.

As a not-for-profit health care organization, we want to assure you that we are good stewards of community resources. Last year, Billings Clinic's cost of Community Benefit totaled \$43 million, including \$18.4 million in financial assistance provided to more than 14,600 patients in the midst of a global pandemic.

billingsclinic.com



Demonstrating Community Stewardship

Meeting Patient Financial Needs

Billings Clinic provides high-quality primary, specialty, emergency and mental health care to our patients.

Our model of health care delivery and commitment to our not-for-profit mission guides the following Patient Financial Assistance services:

- Providing patient financial counseling, payment plans, financing options and financial assistance for those in need, early in their care.
- Offering financial assistance (charity care) to patients with incomes up to 400 percent of federal poverty level, with a sliding scale.
- Accepting patients covered by Medicaid, Medicare or Children's Health Insurance Plan (CHIP), including Healthy Montana Kids.
- Helping patients apply for public assistance and health insurance programs, such as Medicaid, Medicare, Disability, Crime Victims, Veterans Administration or CHIP.

Addressing Community Health Needs

Since 2005, Billings Clinic has completed several Community Health Needs Assessments (CHNAs) for Yellowstone County, Montana with our Alliance partners, RiverStone Health and SCL Health. Based on the 2005 data, the Alliance created the *Healthy By Design Coalition*, with the goal of creating an environment where all community members can easily access healthy choices in their everyday lives.

Billings Clinic supported the latest Community Health Needs Assessment and Community Health Improvement Plan.

To view them, go to

www.billingsclinic.com/AboutUs

View more data, initiatives and resources from *Healthy By Design Coalition* at:

www.healthybydesignyellowstone.org/community-data/

Defining Community Benefits

Billings Clinic has been quantifying community benefits since 1996, by following federal and state laws, definitions and guidance from national health care organizations and our financial auditors.

- Definitions are consistent with IRS rules and recommendations.
- Reporting our total cost of community benefits to our employees, board of directors and community.
- A shortfall is the difference between the cost of providing those services and the reimbursement we receive from public or private payers or the patient.

Counting Community Benefits

We measure community benefits in the following ways:

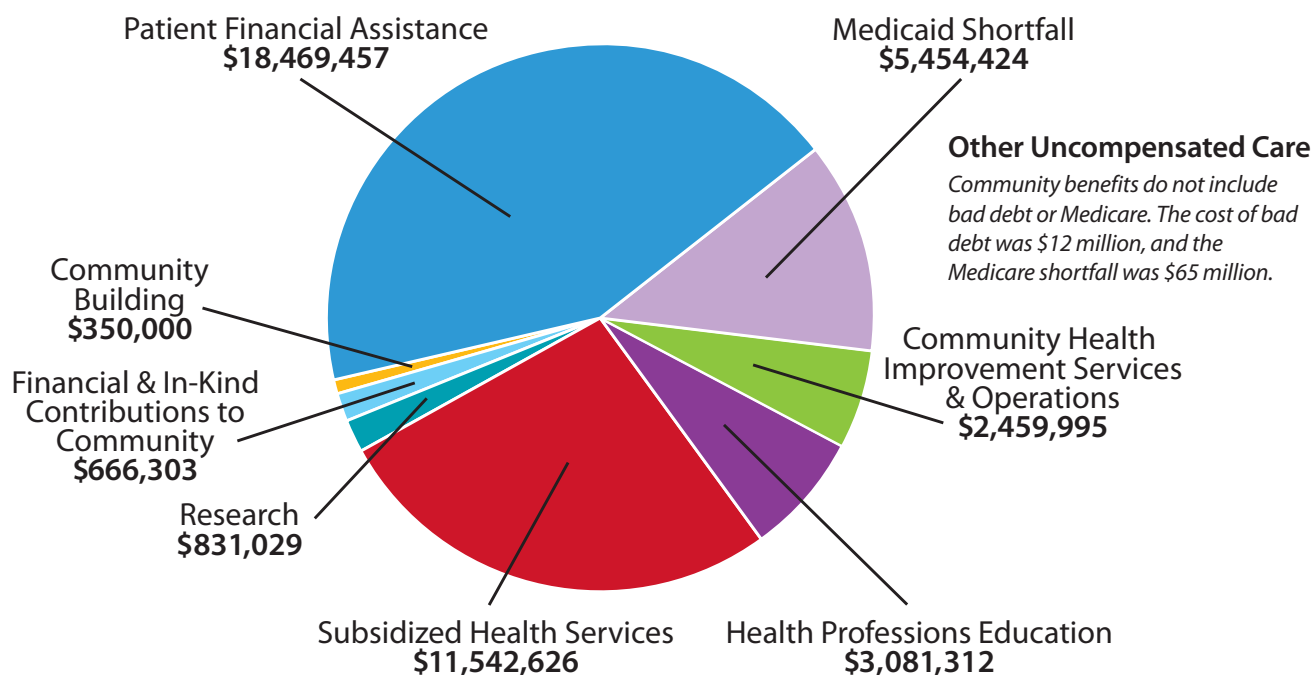
- Conducting community benefit inventory annually.
- Calculating the financial value of our tax exemption as a not-for-profit 501(c)(3) organization. Our total cost of community benefits is consistently higher than the value of the exemption.
- Benchmarking with other health care organizations.
- Reporting community benefits to our board, leadership and community.



Billings Clinic supports Healthy By Design Coalition's work in Yellowstone County, including the Gardeners' Market at South Park from June-October each year.

Total Community Benefits = \$42,505,146

Based on financial reports from Fiscal Year 2020 (July 2019 to June 2020)



Patient Financial Assistance

Due to the ongoing pandemic, financial assistance (charity care) was utilized more than ever. Last year, patients received financial assistance for 68,280 visits to Billings Clinic at a total cost of \$18.4 million.

Medicaid Shortfall

More than 136,782 patient visits were covered by Medicaid (traditional and expanded), at an unreimbursed cost of \$5.4 million.

Subsidized Health Services

Billings Clinic provided many essential health services that were not fully reimbursed – such as behavioral health and psychiatric care for youth and adults, pediatric specialty care, sexual assault nurse exams, palliative and supportive care, diabetes education, telemedicine and rural outreach clinics.

Community Health Improvement

- COVID-19 pandemic education and resources, including testing sites and free community vaccination clinics
- Integrated Medication Assistance Program with Financial Assistance Program for more comprehensive care for qualified patients
- Support of *Healthy By Design Coalition* work included activities to address community-wide health issues, such as opportunities for active transportation and healthy connections.
- Community partnerships on key health initiatives, including rural disparities, substance use disorders and Medication Assistance Programs

Health Professions Education

To reinforce health care education in our region, Billings Clinic provided free training to hundreds of nursing, medical and other health profession students. Post-graduate education included Psychiatric Residency, Pharmacy Residency, Internal Medicine Residency and Montana Family Medicine Residency. These programs address the daunting shortage of primary care and psychiatric physicians in rural areas and among underserved populations.

Research

Billings Clinic is dedicated to the pursuit of new medical knowledge with innovative research, including clinical trials, nursing research, collaborative science and innovation.

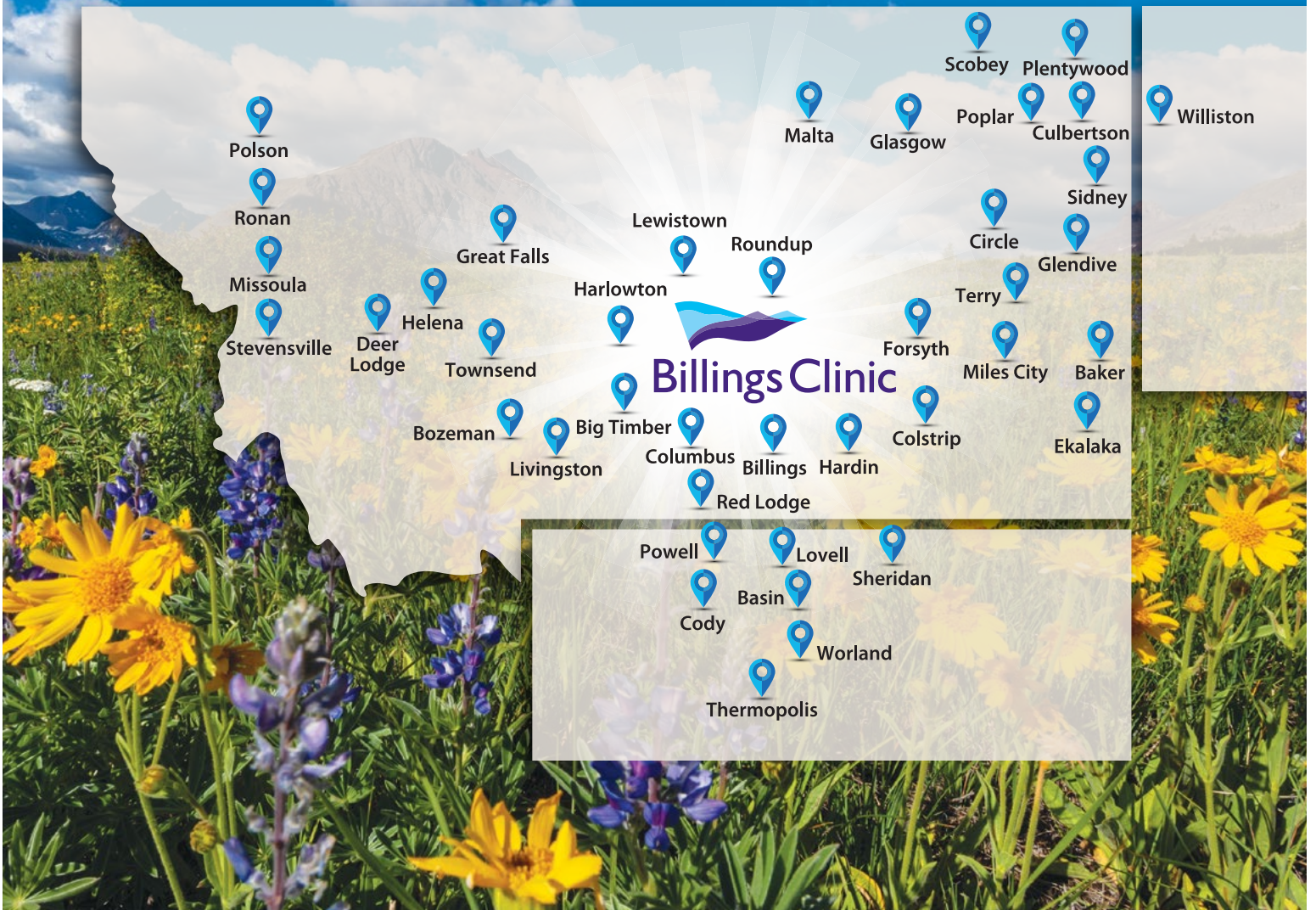


Billings Clinic Service Area

Community benefits include health care services provided at Billings Clinic locations, including the hospital, clinic, branches and outreach clinics. Billings Clinic specialists average 120 outreach clinics per month at 21 regional locations for residents of rural Montana, Wyoming, and North Dakota. (Affiliates are not included in the total cost of community benefits.)

Financial assistance is available for those who qualify.
Call (406) 238-2601 or go to billingsclinic.com/FinAssist to learn more.

For more information about Community Benefits, go to billingsclinic.com/AboutUs or call Community Relations at (406) 657-4677.



- Polson
- Ronan
- Missoula
- Stevensville
- Deer Lodge
- Helena
- Townsend
- Bozeman
- Livingston
- Great Falls
- Harlowton
- Big Timber
- Livingston
- Columbus
- Red Lodge
- Malta
- Glasgow
- Lewistown
- Roundup
- Billings
- Hardin
- Red Lodge
- Powell
- Cody
- Basin
- Worland
- Thermopolis
- Scobey
- Plentywood
- Poplar
- Culbertson
- Sidney
- Circle
- Glendive
- Terry
- Forsyth
- Miles City
- Baker
- Ekalaka
- Williston

Billings Clinic