Caring for Our Community

Billings Clinic is a not-for-profit, physician-led, multispecialty medical group practice integrated with a hospital and long term care facility, serving the communities of Montana, northern Wyoming and the western Dakotas. Quality care is delivered by more than 4,300 employees, including 450 physicians and advanced practitioners offering over 50 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 information about community benefits, quality of care, pricing of services and the financial assistance provided to our patients in need. We want to assure you that as a not-for-profit health care organization, you can trust us to be good stewards of your resources. For Fiscal Year 2016, our total cost of community benefit was $45.4 million.

billingsclinic.com
Demonstrating Community Stewardship

Addressing Community Health Needs

Billings Clinic completed a Community Health Needs Assessment (CHNA) for Yellowstone County, Montana, in 2005, 2011 and 2014, with our Alliance partners, RiverStone Health and St. Vincent Healthcare. 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 supports the Community Health Needs Assessment and Community Health Improvement Plan.

View the latest CHNA and resources at: healthybydesignyellowstone.org/aboutus

Meeting Financial Needs

Billings Clinic provides high quality primary and specialty care, long-term care, 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, Montana HELP Plan, Medicare, Disability, Crime Victims, Veterans Administration or CHIP.

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.
- Community benefits are the unreimbursed costs (not charges) of health services and programs provided in the many communities that Billings Clinic serves in Montana and the surrounding region.
- 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 benefit is consistently higher than the value of the exemption.
- Benchmarking with other health care organizations.
- Reporting community benefits to our board, leadership and community.
Financial Assistance
Last year 8,700 patients received financial assistance (charity care) for 43,182 visits to Billings Clinic at a total cost of $11.3 million. Of the total, 75% was for hospital, 24% for clinic, and 1% for nursing home/continuing care.

Medicaid Shortfalls
More than 120,700 patient visits were covered by Medicaid, with a shortfall of $13.2 million.

Subsidized Health Services
Billings Clinic provides many health services that are not fully reimbursed – such as behavioral health and psychiatric care for youth and adults, pediatric specialty care, sexual assault nurse exams, telemedicine and rural outreach clinics.

Community Health Improvement Services and Support
- Medication Assistance Program
- Free injury prevention programs, health education and screenings
- Support of Healthy By Design coalition work to address community-wide health issues, such as physical activity, nutrition and healthy weight
- Community partnerships on key health initiatives, including insurance coverage

Health Professions Education
Post-graduate education includes the Internal Medicine Residency, Montana Family Medicine Residency, Pharmacy Residency and a new Nursing Residency. Hundreds of medical, nursing and health profession students received free training at Billings Clinic.

Research
Billings Clinic is dedicated to the pursuit of new medical knowledge with innovative research, including clinical trials, translational research and nursing research.
Financial assistance is available for those who qualify. Call (406) 238-2601 or go to billingsclinic.com/financial to learn more.

Billings Clinic Service Area
Community Benefit includes health care services provided at Billings Clinic locations, including the hospital, clinic, branches and outreach clinics. Billings Clinic specialists average 92 outreach clinics per month at 22 regional locations for residents of rural Montana, Wyoming, and North Dakota. (Affiliates are not included in the total cost of community benefit.)

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