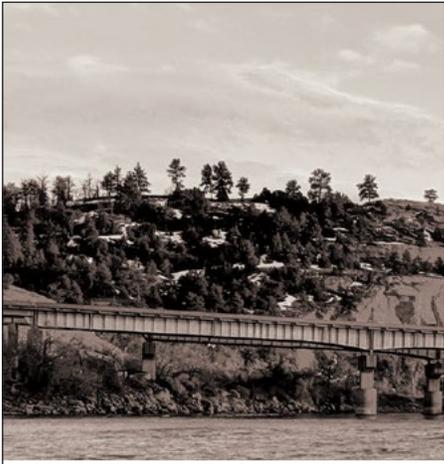


2019 Community Benefit Report

For Fiscal Year 2018



Caring for Our Community

Billings Clinic is a not-for-profit, physician-led health care organization serving the communities of Montana, northern Wyoming and the western Dakotas. Quality care is delivered by more than 4,200 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 on our website 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. Last year, Billings Clinic's cost of **Community Benefit** totaled more than \$38 million, including \$9.9 million in financial assistance provided to nearly 11,000 patients.

billingsclinic.com



Demonstrating Community Stewardship

Meeting Patient Financial Needs

In 2018, Billings Clinic provided 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, 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 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 supported the latest Community Health Needs Assessment and Community Health Improvement Plan.

To view them, go to

www.billingsclinic.com/AboutUs

View more data and resources from our community health coalition, Healthy By Design, 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

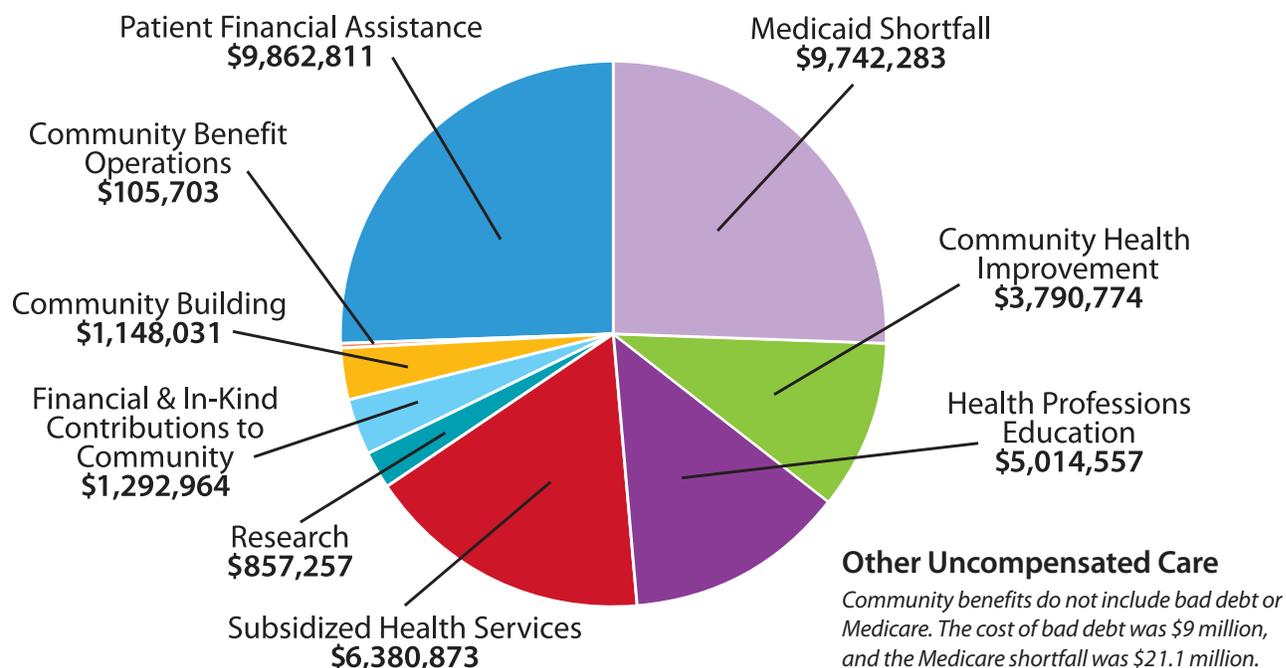
We measure community benefits in the following ways:

- 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.



Total Community Benefits = \$38,015,253

Based on Fiscal Year 2018 financial reports



Patient Financial Assistance

Last year, nearly 11,000 patients received financial assistance (charity care) for 69,863 visits to Billings Clinic at a total cost of \$9.9 million.

Medicaid Shortfall

More than 220,000 patient visits were covered by Medicaid (traditional and expanded), at an unreimbursed cost of \$9.7 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, palliative and supportive care, diabetes education, telemedicine and rural outreach clinics.

Community Health Improvement

- Medication Assistance Program
- Free health screenings, community education and injury prevention programs
- 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 and substance use disorders

Health Professions Education

Post-graduate education includes the Internal Medicine Residency, Montana Family Medicine Residency, Pharmacy Residency and planning for our new Psychiatric 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, nursing research, collaborative science and innovation.

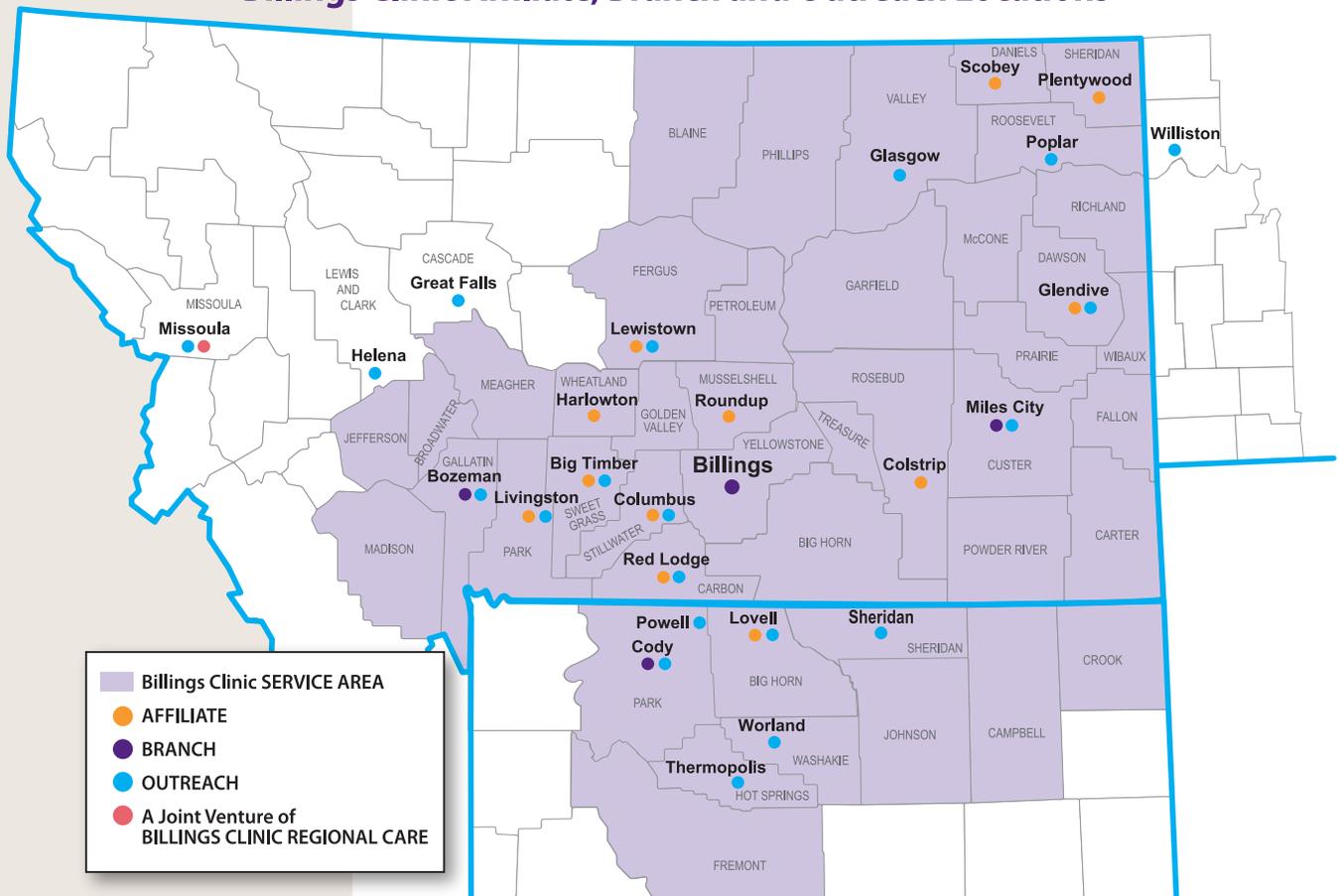


For more information about Community Benefits, go to billingsclinic.com/AboutUs or call Community Relations at (406) 657-4677.

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.)

Billings Clinic Affiliate, Branch and Outreach Locations



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