

<b>Name of Hospital Reporting:</b> <u>Methodist Health Services Corporation</u>		
<b>Mailing Address:</b> <u>221 NE Glen Oak Avenue</u> <small>(Street Address/P.O. Box)</small>		<u>Peoria, IL 61636</u> <small>(City, State, Zip)</small>
<b>Physical Address (if different than mailing address):</b>  <div style="display: flex; justify-content: space-between;"> <span><small>(Street Address/P.O. Box)</small></span> <span><small>(City, State, Zip)</small></span> </div>		
<b>Reporting Period:</b> <u>01 / 01 / 24</u> <small>Month Day Year</small> <b>through</b> <u>12 / 31 / 24</u> <small>Month Day Year</small> <b>Taxpayer Number:</b> <u>37-1111135</u>		

If part of a health system, list the other Illinois hospitals included in the health system (Note: A separate report must be filed for each Hosp).

<u>Hospital Name</u>	<u>Address</u>	<u>FEIN #</u>
<u>Methodist Medical Center of Illinois</u>	<u>221 NE Glen Oak Avenue Peoria, IL 61636</u>	<u>37-0661223</u>
<u>Proctor Hospital</u>	<u>5409 N Knoxville Avenue Peoria, IL 61614</u>	<u>37-0681540</u>
<u>Pekin Hospital</u>	<u>600 S 13th Street Pekin, IL 61554</u>	<u>37-0692351</u>

1. **ATTACH Mission Statement:**  
The reporting entity must provide an organizational mission statement that identifies the hospital's commitment to serving the health care needs of the community and the date it was adopted.
  
2. **ATTACH Community Benefits Plan:**  
The reporting entity must provide it's most recent Community Benefits Plan and specify the date it was adopted. The plan should be an operational plan for serving health care needs of the community. The plan must:
  1. Set out goals and objectives for providing community benefits including charity care and government-sponsored indigent health care.
  2. Identify the populations and communities served by the hospital.
  3. Disclose health care needs that were considered in developing the plan.
  
3. **REPORT Charity Care:**  
Charity care is care for which the provider does not expect to receive payment from the patient or a third-party payer. Charity care does not include bad debt. In reporting charity care, the reporting entity must report the actual cost of services provided, based on the total cost to charge ratio derived from the hospital's Medicare cost report (CMS 2552-96 Worksheet C, Part 1, PPS Inpatient Ratios), not the charges for the services.
  
  
Charity Care. .... \$ 924,980
  
  
**ATTACH Charity Care Policy:**  
Reporting entity must attach a copy of its current charity care policy and specify the date it was adopted.

4. **REPORT Community Benefits** actually provided other than charity care.

See instructions for completing Section 4 of Form AG-CBP-1 (Community Benefits Plan Annual Report Form For Not For Profit Hospital)

Community Benefit Type

Language Assistant Services .....	\$__20,151
Financial Assistance .....	\$924,980
Government Sponsored .....	\$69,551,958
Donations .....	\$357,481
Volunteer Services	
a) Employee Volunteer Services .....	\$0
b) Non-Employee Volunteer Services .....	\$642,866
c) Total (add lines a and b) .....	\$642,866
Education .....	\$7,902,482
Government-sponsored program services .....	\$0
Research .....	\$0
Subsidized health services .....	\$1,711,189
Bad debts .....	\$5,325,246
Other Community Benefits .....	\$635,051

**Attach a schedule for any additional community benefits not detailed above.**

5. **ATTACH Audited Financial Statements for the reporting period.**

**Under penalty of perjury, I the undersigned declare and certify that I have examined this Annual Non Profit Hospital Community Benefits Plan Report and the documents attached thereto. I further declare and certify that the Plan and the Annual Non Profit Hospital Community Benefits Plan Report and the documents attached thereto are true and complete.**

Dennis Hesch, Senior Vice President/CFO

Name/ Title (Please Print)

309-672-4893

Phone: Area Code/ Telephone No.

7/30/2025

Date.

Signature

Christi Kosheba, Regional Finance Director

Name of Person Completing Form

309-672-4170

Phone: Area Code/ Telephone No.

Christi.Kosheba@Carle.com

Electronic / Internet Mail Address

309-671-2853

FAX: AreaCode/FAXNo.

**Carle Health - West Region**  
**Consolidating Non-Profit Hospital Community Benefits Plan Report**  
**For the Year Ending December 31, 2024**

	<b>Methodist</b>	<b>Proctor</b>	<b>Pekin</b>	<b>Consolidated 2024</b>	<b>% of total</b>	<b>% of net</b>
Charity Care	572,475	233,690	118,815	924,980	<b>1.06%</b>	<b>0.2%</b>
Language Assistant Services	18,886	1,020	245	20,151	<b>0.02%</b>	<b>0.0%</b>
Government Sponsored Indigent Health Care	46,500,916	17,352,366	5,698,676	69,551,958	<b>79.88%</b>	<b>11.5%</b>
Donations	357,481	-	-	357,481	<b>0.41%</b>	<b>0.1%</b>
Volunteer Services - Employee	-	-	-	0	<b>0.00%</b>	<b>0.0%</b>
Volunteer Services - Volunteer	290,276	120,288	232,302	642,866	<b>0.74%</b>	<b>0.1%</b>
Education	7,836,260	39,893	26,328	7,902,482	<b>9.08%</b>	<b>1.3%</b>
Government Sponsored Program Services	-	-	-	0	<b>0.00%</b>	<b>0.0%</b>
Research	-	-	-	0	<b>0.00%</b>	<b>0.0%</b>
Subsidized Health Services	1,711,189	-	-	1,711,189	<b>1.97%</b>	<b>0.3%</b>
Bad Debt	2,583,064	1,641,677	1,100,505	5,325,246	<b>6.12%</b>	<b>0.9%</b>
Other Community Benefits	519,212	115,839	-	635,051	<b>0.73%</b>	<b>0.1%</b>
<b>Total</b>	<b>60,389,759</b>	<b>19,504,774</b>	<b>7,176,872</b>	<b>87,071,404</b>	<b>100.00%</b>	<b>14.4%</b>
Net Patient Service Revenue	378,534,080	167,676,476	59,540,979	605,751,536		



## **Methodist Health Services Corporation**

**Methodist Medical Center of Illinois Tax ID 37-0661223**

**Proctor Hospital Tax ID 37-0681540**

**Pekin Hospital Tax ID 37-0692351**

## **Mission Statement**



## **OUR MISSION**

The Carle Health shared Mission Statement was adopted by Carle's Board of Trustees on March 12, 2021

To be your trusted partner in all healthcare decisions.

Our mission statement defines who we are, what we stand for, and the importance of our relationship with our patients, staff and community. As a locally based private, not-for-profit organization, we take seriously our obligation to treat and provide high quality care to everyone, regardless of their ability to pay. As the region's trusted healthcare provider, we are also called to be the region's trusted community partner. Providing assistance, programs, and resources when and where our communities need them.

## **OUR VISION**

Improve health by providing highly accessible, world-class care and service.

## **OUR VALUES**

At Carle Health we believe that when our values come from the heart, our daily behavior will reflect our commitment to our work and the people we serve. As an organization we all work together to practice and uphold these values:

### **Excellence:**

We're committed to being the very best in all we do.

### **Integrity:**

We're grateful for the trust placed in us by those we serve, and we always strive to do the right thing.

### **Inclusivity:**

We welcome, respect and value every individual.

### **Compassion:**

We seek to understand and empathize with others.

### **Accountability:**

We take ownership of everything we do in a way people can count on.



## **Methodist Health Services Corporation**

**Methodist Medical Center of Illinois Tax ID 37-0661223**

**Proctor Hospital Tax ID 37-0681540**

**Pekin Hospital Tax ID 37-0692351**

## **Community Health Assessment**

## Healthy Eating Active Living (HEAL)

**Carle Health Greater Peoria Lead Departments:** Hult Center for Healthy Living

**Other Departments/Resources Involved:** Family Medical Center (FMC), Methodist College, Pediatric Providers, School-Based Health Centers

**Identified Need:** Healthy Eating Active Living, or HEAL, is defined in the CHNA as healthy eating and active living and access to food and food insecurity. HEAL was identified as a priority health issue for the Tri-County communities. Nearly 70% of survey respondents from the CHNA reported eating less than 3 servings of fruits and vegetables in a day and this same source notes that more than half of tri-county residents reported that they do not engage in physical activity for at least 30 minutes at least 3 times per week. Males and those who were younger reported eating less fruits and vegetables per day as with those who were Black/African American, has lower education, and lower household income; specifically, Peoria and West Peoria regions. Exercise was rated lower for residents in the Eastern Woodford County region. 2.4% of survey respondents reported they or their family were hungry in the past week. Hunger, or food insecurity, tended to be higher among homeless individuals or those with unstable housing. Hunger was less common among those who were White, had higher educational attainment, and higher household income.

**Target Populations:** Males and those who were younger reported eating less fruits and vegetables per day as with those who were Black/African American, lower education, and lower household income; specifically, Peoria and West Peoria regions. Exercise was rated lower for residents in the Eastern Woodford County region. Hunger was higher among homeless individuals or those with unstable housing. Hunger was less common among those who were White, had higher educational attainment, and higher household income.

### **HEAL Goals and Objectives:**

**Goal:** Improve overall healthy eating and physical activity in the Tri-County Region.

**Objective 1:** By December 31, 2025, increase accessibility of healthy food in the Tri-County Region through the support of community gardens by 10%. *(Baseline: TBD)*

**Objective 2:** By December 31, 2025, adults reporting exercising 1-5 days a week among the Tri-County Region by 1%. *(Baseline: 28% of adults reported no exercise at all; 2022 CHNA)*

### **2024 HEAL Implementation Plan Updates:**

<b>HEAL Strategy 1: Support Tri-County Partnership for a Healthy Community's (PFHC) CHIP efforts: Gardening Interventions and Social Support Interventions</b>	
<b>HEAL Strategy 1, Task 1:</b> Identify key staff to participate in PFHC HEAL Action Team	Carle Health Greater Peoria designated Hult Center for Healthy Living's program coordinators and health educators to serve on the PFHC HEAL Action Team. Team members actively participated in HEAL Action Team meetings and documented all hours contributed on behalf of Carle Health Greater Peoria.  Four team members contributed <i>32 total staff hours to PFHC's HEAL Action Team in 2024.</i>
<b>HEAL Strategy 1, Task 2:</b> Disseminate PFHC campaign and recruitment messages to promote Gardening Interventions and Social Support Interventions	To support PFHC's Social Support Interventions, Hult Center team assisted with the <i>promotion of one tri-county HEAL event</i> in 2024 by sharing the event information on Hult Center for Healthy Living's Facebook page. <i>The event was posted on Facebook on 9-4-2024 and 9-17-2024 in total these posts reached 1,082 people/8 reactions/4 shares.</i>  Hult Center for Healthy Living also shared weekly efforts promoted by the HEAL Action Team on Facebook and Instagram such as "Let's Move Tri County" and "Nourish Your Neighbor."

## Healthy Eating Active Living (HEAL) (continued)

<b>HEAL Strategy 1, Task 3:</b> Partner with PFHC and community resources to promote intervention strategies	The Tri-County Hunger Walk, organized by Partnership for a Healthy Community and HEAL Action Team, took place on September 28, 2024. <i>Three Carle Health Hult Center for Healthy Living staff members attended the event and hosted a health fair table and youth friendly obstacle course to educate attendees about healthy living. There were 75 participants at the event, and 1,150 pounds of food were donated to 3 local food pantries.</i>
<b>HEAL Strategy 1, Task 4:</b> Support community garden in region of concern at Family Medical Center (FMC)	As part of the PFHC's Gardening Interventions, Family Medical Center (FMC) continued its gardening efforts, producing and distributing over 550 pounds of fresh produce. The majority of the harvest was donated to Sophia's Kitchen, a food pantry serving Peoria's low-income zip codes, and was also distributed during a mobile food pantry event hosted at FMC.
<b>HEAL Strategy 2: Increase HEAL education and fitness opportunities for youth</b>	
<b>HEAL Strategy 2, Task 1:</b> Identify internal regional HEAL education resources and collect baseline data – Hult Center for Healthy Living, Methodist College, Nursing Education, Family Medical Center, etc.	Carle Health identified Hult Center for Healthy Living for Healthy Living's community health education programs as the main resource to provide HEAL education opportunities to youth.
<b>HEAL Strategy 2, Task 2:</b> Identify external regional HEAL partners/resources	Carle Health's staff members engaged in the HEAL Action Team efforts and worked closely with external community partners in 2024 including Tazewell County Health Department, University of Illinois Extension, Peoria Grown, and others.
<b>HEAL Strategy 2, Task 3:</b> Provide HEAL community health education to target populations	<p><i>Hult Center for Healthy Living's team provided education to 9,759 children in 2024 by providing interactive field trips on-site at Hult Center and as outreach programming within the schools and community agencies.</i></p> <p>In 2024, Hult Center for Healthy Living's Early Education Program Coordinator delivered nutrition education and conducted readings of <i>Lulu and the Hunger Monster</i> at a local school, supporting community health initiatives focused on food security. As part of Hunger Action Month in September, readings were provided by Hult and community partners across the Tri-County area, raising awareness of childhood hunger and promoting healthy eating behaviors among young children.</p> <p>In 2024, Hult Center for Healthy Living staff participated in PNC Worldwide Day of Play, engaging families in fun, developmentally appropriate physical activity. Staff designed and facilitated an obstacle course accessible to all ages, promoting movement and active play as a family activity. The event reached approximately 5,000 participants, including youth, adolescents, and adults.</p> <p><i>Hult Center for Healthy Living's health coaches provided 1:1 nutrition education to 85 adolescents in 2024.</i></p>
<b>HEAL Strategy 2, Task 4:</b> Utilize American Academy of Pediatrics (AAP) Bright Futures	School-Based Health Center providers at three health centers (located at Peoria High, Manual High, and Trewyn School) used the AAP Guidelines for children and adolescent healthcare visits.



## Healthy Eating Active Living (HEAL) (continued)

Guidelines to screen for HEAL and connect families with resources to address food insecurity and other SDOH	<p>Carle Health School-Based Health Center's healthcare providers used the AAP Bright Futures Guidelines during well-child visits in 2024 and will continue to use these guidelines moving forward. <i>A total of 279 well child visits were provided in 2024 among three School-Based Health Centers located in Peoria's low-income zip codes.</i></p> <p>Providers at the Carle School-Based Health Centers, alongside medical residents from the Family Medical Center, employed the Bright Futures Guidelines to screen for social determinants of health (SDOH) and other barriers to food security. These screenings yielded valuable insights, enabling providers to offer additional support to patients and facilitate connections to essential community resources, such as food pantries.</p>
<b>HEAL Strategy 2, Task 5:</b> Share success stories of the HEAL efforts within the tri-county area	In 2024, Hult Center for Healthy Living staff partnered with the local nonprofit Peoria Grown to provide food vouchers for students participating in the Hult Center for Healthy Living's health coaching program. Through this collaboration, 20 participants received vouchers to purchase fresh produce at Peoria Grown's weekly market, located in a high-risk zip code, increasing access to healthy foods and supporting community wellness.
<b>HEAL Strategy 3: Increase physical activity among adult residents and staff</b>	
<b>HEAL Strategy 3, Task 1:</b> Establish internal regional HEAL team to collect baseline data and create action plan for community and worksite wellness activities	<p>In 2023, an internal committee was established to begin developing an action plan for community and worksite wellness activities for employees and community members.</p> <p>In 2024, this work transitioned to Carle Health's Cultural Ambassador Team, which now leads action planning and worksite wellness initiatives as part of a broader regional effort. As a result, these activities are no longer directed by Carle Health Greater Peoria but are aligned within Carle Health's systemwide approach to promoting health and wellness.</p>
<b>HEAL Strategy 3, Task 2:</b> Provide physical activity programming through WellMobile service line to promote increase in physical activity in leisure time	<p>The WellMobile was discontinued in fall 2023.</p> <p>In 2024, the Hult Center for Healthy Living partnered with Methodist College to deliver <i>A Matter of Balance</i>, an eight-week, evidence-based program designed to support older adults in reducing their fear of falling and increasing physical activity. Offered at no cost, the program combined fall prevention education with guided strength and balance exercises, while also fostering intergenerational connections by providing nursing students with valuable hands-on experience in promoting physical activity within the community.</p>
<b>HEAL Strategy 3, Task 3:</b> Provide worksite wellness to increase physical activity and HEAL for all employees	<p>In 2024, a Hult Center for Healthy Living Health Educator engaged 164 Carle Health staff and members of the Cultural Ambassador Team in education on self-compassion and the role of physical activity in promoting both individual and community well-being. The educator also provided strategies to enhance worksite wellness initiatives, distributed walking maps for each Greater Peoria campus, and highlighted food resources available throughout the Greater Peoria community.</p> <p>In 2024, the Carle Health Cultural Ambassador Team organized a kickball tournament that encouraged staff to engage in physical activity through friendly competition. Nearly 90 Carle Health employees participated as part of registered teams, promoting wellness and physical activity.</p>

Healthy Eating Active Living (HEAL) (continued)

Photos & Social Media



Carle Health team members participating in the 2024 Tri-County Hunger Walk



Healthy Eating Active Living (HEAL) (continued)

Carle Health team member reading at a local school during Hunger Action month

# Lulu and the Hunger Monster

**Empower Youth to Combat Hunger!**

In Illinois 1 in 9 youth are without access to the food they need to grow and thrive. To help youth understand, react and advocate for the hunger needs of their peers, the Partnership for a Healthy Community is hosting readings of Lulu and the Hunger Monster throughout Hunger Action Month - September 2024 at local libraries, daycares, and schools.



**Why Lulu?**

Lulu and the Hunger Monster by Erik Talkin, provides a realistic account of food insecurity in the home. The story helps children build awareness around the issue of hunger, increase empathy for others who are food insecure, and demonstrates ways to help end hunger.

**Details**

Ages - primarily Pre-K or K students  
Timing - during the month of September

**Interested in volunteering to be a reader?**

Copies of the book will be available and can be used for reading opportunities in Peoria, Tazewell, and Woodford Counties.

**Readers**

- Training for readers will be held via [zoom](#) on Friday, Aug 30 from 10-10:30am.
  - RSVP for a calendar invite to the training - [racrumri@illinois.edu](mailto:racrumri@illinois.edu)
- If you can't attend and want to read - you can watch an online version - please let Rebecca Crumrine know if you need to attend asynchronously - [racrumri@illinois.edu](mailto:racrumri@illinois.edu)
- Upon completion of the training - a list of locations you can sign up to read at will be shared.

**Questions about Lulu readings? Please contact:**  
Hillary Aggertt ([haggertt@woodfordcountytill.gov](mailto:haggertt@woodfordcountytill.gov)) and  
Rebecca Crumrine ([racrumri@illinois.edu](mailto:racrumri@illinois.edu))





## Mental Health

**Carle Health Lead Department:** Trillium Place

**Other Departments/Resources Involved:** Family Medical Center (FMC), Compliance Department, Human Resources, Hult Center for Healthy Living for Healthy Living, Optimum Health Solutions, Nutrition and Dietetics, Analytics

**Identified Need:** The 2022 Community Health Needs Assessment (CHNA) noted that “good” mental health fell over 73% among respondents from 2016 to 2022. This same source notes that reports of anxiety and depression doubled since the last assessment, and challenges to staying mentally healthy included stigma, unstable home environment, and lack of teacher training to recognize symptoms. Challenges associated with accessing mental health services among the tri-county area included lack of knowledge of resources, lack of providers and diverse providers (people of color, multiple languages, LGBTQ+ friendly), lack of inpatient beds, lack of money, and lack of transportation.

**Target Populations:** According to the Community Health Needs Assessment, those who reported having a mental health condition were more often younger, LGBTQ+, with lower household income and had unstable or no housing. Those with lower educational attainment more often reported below average mental health. Peoria respondents more often reported a mental health condition. Woodford residents had the lowest proportion of residents reporting a mental health condition. Residents in Peoria/West Peoria more often reported below average mental health compared to other areas in the county. The South West Peoria, North West Peoria, and North East Peoria less often reported below average mental health.

### **Mental Health Goals & Objectives:**

**Goal:** Improve mental health, specifically suicide, depression, and anxiety within the Tri-County Region.

**Objective 1:** By December 31, 2025, decrease the number of suicides in the tri-county area by 10%. *(Baseline: Suicide deaths per 100,000 - PC 16.2, TC 14.7, WC 17.7, IL 11.1 Tri-County 2015-2018 HCI Conduent)*

**Objective 2:** By December 31, 2025, increase the proportion of children and adults with mental health problems in the tri-county areas who get treatment by 10%. *(Baselines: Age-adjusted ER rate due to pediatric mental health per 10,000- PC 312.5, TC 275.5, WC 139.9, IL 192.3; and Age-adjusted hospitalization rate due to adult mental health per 10,000- PC 286.8, TC 173.1, WC 113.4, IL 158.9 HCI Conduent; and % of respondents that indicated they spoke to someone about their mental health in the last 30 days- 40% 2022 CHNA)*

### **2023 Mental Health Implementation Plan Updates:**

<b>MH Strategy 1:</b> Support Tri-County Partnership for a Healthy Community's (PFHC) CHIP interventions: Culturally Adaptive Health Care and Telemedicine.	
<b>MH Strategy 1, Task 1:</b> Identify key staff to participate in PFHC Mental Health Action Team	Trillium Place Director of Outpatient Behavioral Health, Tricia Larson, and Executive Director of Finance, Ann Campen, served on the Partnership for a Health Community Board. During his employment with Trillium Place from January to June 2024, Jonathan Gauerke co-chaired the Partnership for a Healthy Community’s Mental Health Action Team and led the Mental Health Action Team’s Steering Committee and Telepsych Sub-Committee. Rachel Baetns, Behavioral Health Patient Navigator, and Matt Collins, Project Director – SOC, attend these meetings monthly, providing updates and receiving updates from the community, as well as interacting with the Action Team to work toward outcomes.

## Mental Health (continued)

<p><b>MH Strategy 1, Task 2:</b> Partner with PFHC and community resources to promote intervention strategies</p>	<p>2023 was the first year in the Community Health Improvement Plan (CHIP) 3-year cycle, therefore, Year 1 was dedicated to building a sustainable Action Team that represented diverse members and agencies contributing to good mental health in the tri-county area. This action team will be responsible for promoting the chosen intervention strategies.</p> <p>Carle Health was active in community events and presentations throughout 2024 to promote mental health, reduce stigma, and increase awareness of available services and resources. Katie Yesis, Manager of Community Based Behavioral Health, Rachel Baetns, Behavioral Health Patient Navigator, and Matt Collins, Project Director – SOC have all provided presentations to the Partnership for a Healthy Community Mental Health Committee &amp; Action Team in 2024-2025, detailing Trillium Place programming, including Community Based Behavioral Health, Young Minds Center, and the Children’s Mental Health Initiative Systems of Care.</p>
<p><b>MH Strategy 1, Task 3:</b> Identify trauma-informed care trainings for providers and mental health employees and create training implementation plan</p>	<p>Trillium Place continued to offer trauma-informed care training, ACEs Are Not Destiny, from the National Council for Mental Wellbeing through mid 2024. 263 Trillium Place team members completed the ACEs Are Not Destiny training. The organization is working to implement ongoing trauma informed care training for all behavioral health team members utilizing our electronic training platform. Work has also been completed to align the revised ASAM criteria with trauma informed care principles and provide training to staff.</p> <p>Trillium Place System of Care began focusing on increased trauma informed care training for the community. Efforts to plan in 2024 led to the provision of training in 2025.</p> <p>Trillium Place provided Mental Health First Aid training to a variety of community partners and team members in 2024. A total of 219 individuals completed the training.</p>
<p><b>MH Strategy 1, Task 4:</b> Identify and coordinate regular meetings with supervisors for trauma-informed care and system-wide sustainability</p>	<p>Trillium Place supervisors participated in a National Council for Mental Wellbeing Supervision Cohort that met monthly from May 2023-April 2024. The cohort focused on building trauma informed care as a competency for all leaders and identifying ways to implement in their supervision with staff. Trillium Place leaders continue to utilize these strategies in supervision.</p> <p>Trillium Place holds daily safety huddles to ensure leaders and staff have a way to report any safety concerns to senior leadership for immediate response. These safety huddles have provided an opportunity to check in with staff on significant events, including trauma involved events, that have occurred in any community or hospital based program.</p>
<p><b>MH Strategy 1, Task 5:</b> Share success stories of the program within the tri-county area and with senior leadership/board</p>	<p>Sharing success stories, referred to as Mission Moments, is a core activity for Carle Health. Behavioral health mission moments are shared monthly with the Trillium Place Board of Directors by leaders or team members involved with the success story. The Board of Directors sends a personalized letter of recognition to the involved team members homes.</p> <p>Success stories are also an integral part of the daily safety huddle, are shared with Trillium Place leadership during monthly meetings, and in department team meetings.</p>
<p><b>MH Strategy 2:</b> Increase access to comprehensive behavioral health services, care coordination, and resources and supports.</p>	

## Mental Health (continued)

<b>MH Strategy 2, Task 1:</b> Identify regional mental health access points and collect baseline data – Access Center Call Line, Systems of Care, Young Minds Center, High ED Utilizers, etc.	<p>The Trillium Place Access Center is a centralized, reliable resource for community members to seek information about available behavioral health services. Due to system transitions, Access Center call data is only available for April-December 2024. During this timeframe, the Access Center received 14,326 calls, processing 40-70 referrals daily.</p> <p>In October 2024, Trillium Place added a new access point for care for children and adolescents, the Young Minds Center Assessment Center. The assessment center offers an alternative to the emergency department for families seeking walk-in behavioral health care that does not require medical intervention.</p> <p>The Trillium Place led System of Care acts as a System and Data Manager in IRIS, a digital referral tool utilized by 76 agencies in the tri-county area. Between January 1, 2024, and August 14, 2025, IRIS has been used by over 70 agencies to make 3,380 referrals.</p>
<b>MH Strategy 2, Task 2:</b> Distribute patient experience surveys to patients utilizing mental health services and create an action plan for continuous improvement	<p>A variety of patient surveys are utilized across the Carle Health behavioral health service line. Community Mental Health Center departments provide surveys to patients quarterly. In 2024, 94% of patients surveyed (N=867) responded positively that they were highly likely to recommend Trillium Place.</p> <p>The hospital based behavioral health departments utilize NRC for survey collection. This system allows departments to benchmark across the Carle Health system. The strategies below are utilized to encourage return rates and positively impact patient experiences.</p> <ul style="list-style-type: none"><li>• Survey optimization<ul style="list-style-type: none"><li>◦ Implemented e-surveys (text/ email)</li><li>◦ Later added IVR (iterative voice recorded)</li></ul></li><li>• Scripting for staff to promote filling out the survey and sharing feedback</li><li>• Manager Rounding</li><li>• Assigned a Patient Experience Liaison</li><li>• Service recovery efforts</li></ul>
<b>MH Strategy 2, Task 3:</b> Launch Young Minds Center to increase access to care & provide more resources for children, adolescents, & families; Continue providing and increasing services for Telemedicine, Access Center Call Line, Systems of Care, and High ED Utilizers management	<p>Access to care is a high priority for Carle Health. Many resources have been dedicated to improving access to care including recruitment efforts and increased staffing, coordination of care techniques, project management, and ongoing education with community partners.</p> <p>Carle Health directors each identified an annual BEST project that would improve access to care. Behavioral Health BEST projects included improved access to outpatient substance use services, streamlining admission processes for inpatient services and substance use residential, increasing mental health residential service programming, and reducing processing time for new referrals.</p> <p>Young Minds Center hosted a ribbon cutting event on September 12, 2024. The facility opened for outpatient services later that month and inpatient services opened in October 2024. Young Minds Center is a state of the art facility that increased access to behavioral health care for youth and adolescents, including additional inpatient services.</p>

## Mental Health (continued)

	System of Care partnered with other organizations to increase awareness of services and referral processes. SOC facilitated monthly implementation meetings with an average of 35 organizations attending, supported 18 organizations in utilizing the electronic referral system IRIS, and hosted and attended community outreach events.
<b>MH Strategy 2, Task 4:</b> Disseminate marketing and recruitment messages to promote mental health resources for youth and adults in Tri-County Region	<p>In 2024, marketing and public relations efforts led by Carle Health and Trillium Place made a meaningful impact in our Tri-County communities by providing education and sharing essential resources to support positive youth mental health. The focus of many of these initiatives concentrated on keeping the community informed about the opening of the new, dedicated child and adolescent behavioral health center, Trillium Place Young Minds Center, an affiliate of Carle Health - bringing more services and support to the youth and families in our communities. This was accomplished primarily through local media interviews, a ribbon cutting event and social media outreach. Our teams also welcomed elected officials on several occasions to visit the new center and discuss ongoing efforts to support youth mental health.</p> <p>Another key area of focus was for community awareness is a collaboration program with the Peoria Police Department called the Co-Responder Social Services Unit. Several media opportunities, a ribbon cutting and social media posts were shared to spread information about this important service. The marketing team also launched several ad campaigns to highlight our local mental health resources for all ages. Each initiative raised visibility around available services and also helped reduce stigma, encourage early intervention, and foster more open and supportive conversations about mental health.</p>
<b>MH Strategy 2, Task 5:</b> Share success stories of the mental health efforts within the tri-county area	<p>In 2024, Trillium Place saw an 11% reduction in BH ED visits for the general population and a 43% reduction for individuals receiving services from Trillium Place.</p> <p>Trillium Place incorporated a daily meeting known as the Regional Behavioral Health Daily Patient Planning Huddle, which continues to be held Monday through Friday each week. This huddle discusses service needs for individuals who are entering the EDs of Carle Methodist, Proctor, and Pekin locations. The huddle involves managers from Carle Health ED and Inpatient Units along with the Trillium Place departments for community services. This collaboration of supports and service identification has been active since February 2023. Results from 2024 with the Trillium Place Strategic Plan have looked at reducing Behavioral Health ED visits by 5% for enrolled clients of Trillium Place Community Programs and non-enrolled clients. Trillium Place continues to track these two metrics and continues to report to the Board and community partners about progress.</p>
<b>MH Strategy 3:</b> Increase mental health prevention education and awareness to improve mental health.	
<b>MH Strategy 3, Task 1:</b> Identify regional mental health prevention community education resources and collect baseline data – Hult Center	<p>Carle Health identified key prevention education resources including Hult Center for Healthy Living, Trillium Place, and Carle Health Eureka Hospital. These three Carle Health entities directly provide prevention and education services in the community and also partner with other community organizations.</p> <p>Trillium Place has a community training space available for internal and external use. The organization seeks and responds to opportunities to provide mental health awareness education and to expand knowledge of available resources and how to access.</p>



## Mental Health (continued)

for Healthy Living, Methodist College, Nursing Education, Family Medical Center, etc.	<p>In 2024, Trillium Place provided Mental Health First Aid training to 219 community members representing colleges, the healthcare workforce, Peoria County, first responders, and behavioral health and substance use professionals.</p> <p>The System of Care participated in seven community partnership collaboratives and six community events promoting resources.</p>
<b>MH Strategy 3, Task 2:</b> Establish partners to provide suicide prevention education and training opportunities to providers, medical students, medical staff, and community members	<p>System of Care established a partnership with six individuals to provide or support suicide prevention education and training.</p> <p>Carle Health (Hult Center for Healthy Living) provided suicide prevention education in 2024 to 6,272 community members including 814 attending Hult Center for Healthy Living’s “Mega Brain” fieldtrip.</p> <p>Hult Center for Healthy Living provided no cost QPR (Question, Persuade, Refer) Suicide Prevention Gatekeeper training to:</p> <ul style="list-style-type: none"> <li>• 8 Heart of Illinois United Way Big Brother Big Sisters staff members on March 4, 2024.</li> <li>• 53 University of Illinois College of Medicine Medical Residents and Medical Students on January 5, 2024.</li> <li>• 28 Peoria Public Schools staff members on February 8, 2024.</li> </ul>
<b>MH Strategy 3, Task 3:</b> Disseminate marketing and recruitment messages to promote mental health prevention education for youth and adults in Tri-County Region	<p>Carle Health and Trillium Place participated in local media segments, launched several ads campaigns on mental health, and created social media posts to connect with our local communities about the topic of mental health. Multiple stories and posts were shared in 2024, with the content centered on bringing expanded resources to our community through the opening of a new, comprehensive behavioral health center for youth. The posts received positive engagement and supportive comments from our community about the need for and appreciation of these efforts to increase our local resources.</p> <p>Additionally, Hult Center for Healthy Living collaborated with Carle Health Trillium System of Care to disseminate existing adolescent-focused mental health resource materials at outreach health education events. Through this partnership, Hult Center for Healthy Living staff reached 1,123 high school students, helping to strengthen awareness and access to mental health support in the community.</p>
<b>MH Strategy 3, Task 4:</b> Support Regional DEI efforts that include LGBTQ+ supports for community and staff	<p>Carle Health provided regular diversity, equity, and inclusion education and training opportunities for staff and leaders.</p> <p>In 2024, Hult Center for Healthy Living provided Safe Zone training to 94 staff members from the Peoria Regional Office of Education, along with educators and staff from surrounding schools. Safe Zone is an evidence-informed training program that increases awareness, knowledge, and skills to support LGBTQ+ youth and colleagues.</p>
<b>MH Strategy 3, Task 5:</b> Share success stories of the mental health prevention education efforts within the tri-county area	<p>1) Trillium Place Young Minds Center hosted a behavioral health symposium on September 12, 2024. The symposium brought together national and local experts to discuss youth mental health, evolving research, and innovations in care. More than 100 professionals from diverse disciplines attended this youth-centered event. The symposium successfully increased awareness of the expanded child and adolescent services, increased professional knowledge of key factors affecting youth, and brought together multiple partner organizations.</p>

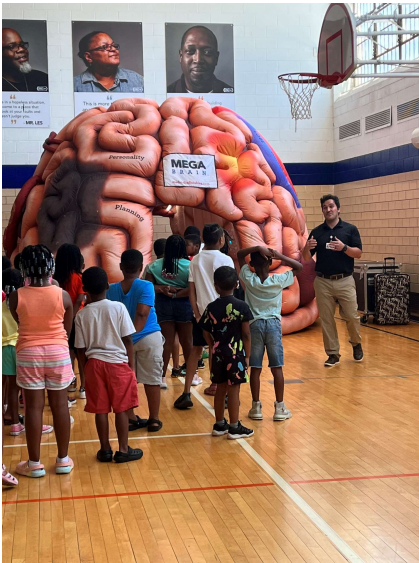


## Mental Health (continued)

2)Hult Center for Healthy Living for Healthy Living is dedicated to empowering people in Central Illinois to live healthier lives. A key component of their mission is a comprehensive mental health program that aims to improve well-being across all ages. Their mental health programming focuses on education and prevention, providing tailored, evidence-based curriculum to youth and adults across Central Illinois to foster help-seeking behaviors, reduce stigma, and promote resilience. The following success story took place at a local public school in Peoria during the spring of 2024:

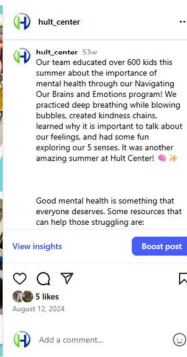
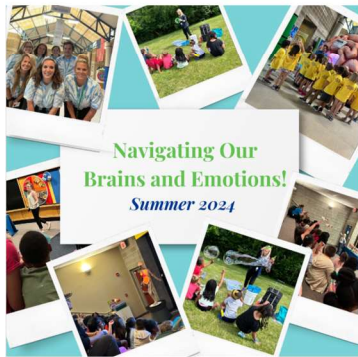
During a Youth Mental Health education session at a local middle school, a teacher shared a noteworthy observation with Hult Center for Healthy Living staff. Following one of the sessions, he saw a student—who often struggled with conflict—begin to escalate during a disagreement at lunch. Instead of reacting as usual, the student paused, used the “five-finger breathing” technique introduced that morning, and calmly walked away. The teacher noted that this was the first time he had seen the student respond in such a positive way. He expressed appreciation for the program and shared that he plans to use the breathing technique in his classroom to help other students manage and de-escalate challenging situations.

### **Hult Center for Healthy Living Youth Mental Health program**



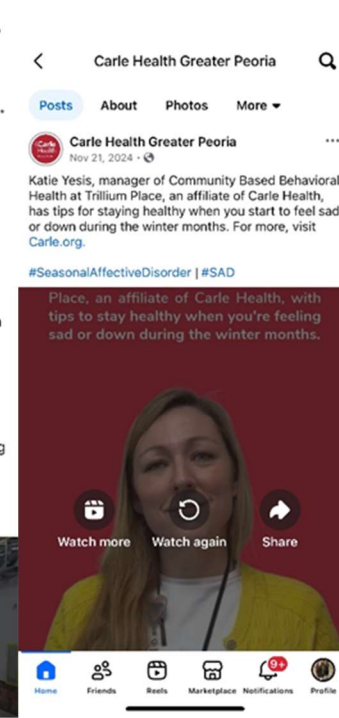
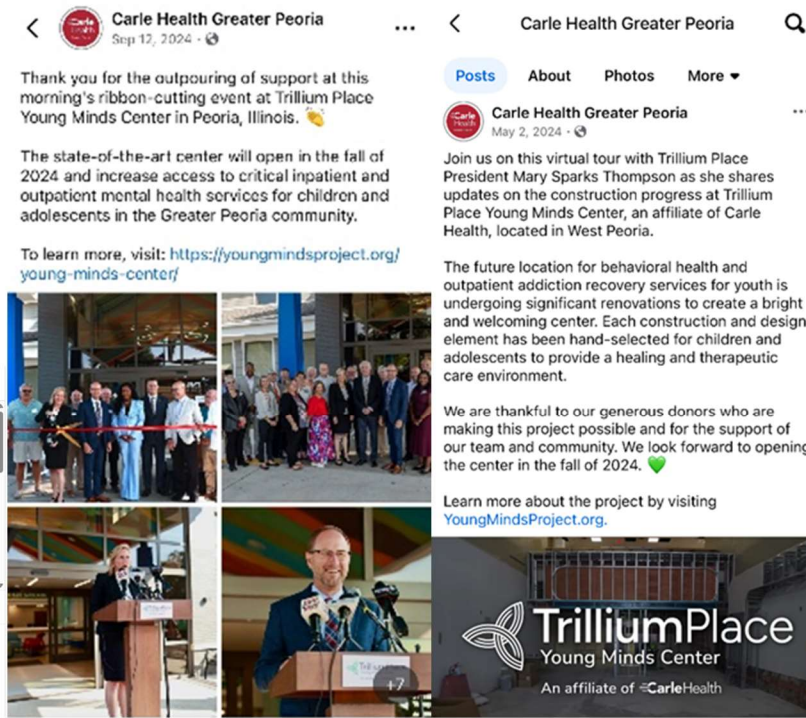
### **Photos & Social Media**

## Mental Health (continued)



## Co-Responder Social Services Unit cuts ribbon on new facility in Peoria

11/20/2024



## Mental Health (continued)

### Community Education and Programming



## Mental Health (continued)

### Trillium Place Young Minds Center

## Child and Adolescent Behavioral Health Services

Exceptional Care for Young Minds



Trillium Place Young Minds Center, an affiliate of Carle Health, is a safe, supportive place for children and adolescents, ages 4-17, to receive compassionate help for mental health and behavioral health concerns.

Behavioral health assessments and inpatient, counseling and psychiatry services are housed in this innovative, one-of-a-kind location, made just for kids.

**SERVICES**

**Assessments:**

- Dedicated behavioral health assessment and referral center is on-site to aid in care coordination.

**Inpatient:**

- Comprehensive services to help children and adolescents develop a care plan, learn coping and problem-solving skills, and receive professional support for their emotional or behavioral health concerns.

**Key features:**

- Home-like care environment.
- Bright and colorful individual and group therapy rooms.
- Inspiring activity spaces such as art therapy, recreation and outdoor spaces.

**Outpatient:**

- A range of specialty services, including counseling and psychiatry/medication management, are offered in a welcoming, kid-friendly care environment.

**WHERE TO GET STARTED**

Contact (309) 570-1800 to learn more about services or visit [TrilliumPlaceHealth.org](http://TrilliumPlaceHealth.org) or [carle.org](http://carle.org).

Walk-In Behavioral Health Assessments: Monday – Saturday, 9 a.m. – 6 p.m.; Sunday, Noon – 6 p.m.  
Trillium Place Young Minds Center, 2223 W. Heading Ave., West Peoria, IL

A recommendation for care and supportive resources will be provided after completion of an assessment.

For behavioral health emergencies outside of the walk-in assessment hours, or for any medical emergency, call 911 or go to the nearest emergency department immediately.

Inpatient and outpatient services located at Trillium Place Young Minds Center are departments of Carle Health Methodist Hospital.

Carle Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex (including pregnancy, sexual orientation, gender identity and sex characteristics) or ability to pay. [www.carle.org](http://www.carle.org). To file a complaint, please contact the Compliance Officer at (309) 570-1800. To file a complaint, please contact the Compliance Officer at (309) 570-1800. To file a complaint, please contact the Compliance Officer at (309) 570-1800.

2223 W. Heading Ave., West Peoria, IL | [TrilliumPlaceHealth.org](http://TrilliumPlaceHealth.org)

 **TrilliumPlace**  
Young Minds Center  
An affiliate of Carle Health

14

## Obesity

**Carle Health Greater Peoria Lead Departments:** Hult Center for Healthy Living for Healthy Living

**Other Departments/Resources Involved:** Family Medical Center (FMC), Hult Center for Healthy Living, Pediatric Providers (Pekin Pediatric Clinic), School-Based Health Centers

**Identified Need:** Obesity has been identified as a priority health issue in the Tri-County area. The effects of obesity include health conditions, lower quality of life, and reduced lifespan and is one of the leading causes of preventable death in the United States. According to the 2022 Community Health Needs Assessment, Peoria County has seen an increase in the number of people diagnosed with overweight and obesity from 64.4% in 2010-2014 to 64.6% in 2015-2019. Tazewell and Woodford counties have seen a decrease in these time frames. All three counties are slightly below the state average of 65.7% (2015-2019). In the 2022 CHNA Survey, respondents indicated that being overweight was their most prevalent diagnosed health condition.

**Target Populations:** There are significant differences in gender, age, housing, and county of residence by weight status. Those who are female, older in age, lived in Tazewell County, or reported unstable housing more often report being overweight. Moreover, those who were homeless more often reported they were not overweight.

### Obesity Goals & Objectives:

**Goal:** Reduce the proportion of residents with obesity (defined as overweight and obese) in the Tri-County Region.

**Objective 1:** By December 31, 2025, reduce the proportion of adolescents with obesity in the Tri-County Region by 1%. *(Baseline: High school students who had obesity- PC 14%, TC 13%, WC 9%, IL 15%, US 16% CDC 2019 YRBS)*

**Objective 2:** By December 31, 2025, reduce the proportion of adults (women) with obesity in the Tri-County Region by 2%. *(Baseline: PC 64.6%, TC 64.8%, WC 64.8%, IL 65.7% IBRFSS 2015-2019)*

### 2023 Obesity Implementation Plan Updates:

OB Strategy 1: Support Tri-County Partnership for a Healthy Community's (PFHC) CHIP efforts: Digital Health Interventions and Strong People - Healthy Weight.	
<b>OB Strategy 1, Task 1:</b> Identify key staff to participate in PFHC Obesity Action Team	Hult Center for Healthy Living staff have been actively engaged in the PFHC Obesity Action Team meetings. They are tracking their time on their efforts for community benefit. Conversations are ongoing and efforts are being made to improve coordination and capacity. A total of 49 staff hours were dedicated to PFHC's Obesity Action Team in 2024.
<b>OB Strategy 1, Task 2:</b> Disseminate PFHC campaign and recruitment messages to promote Digital Health Interventions & Strong People Healthy Weight	In 2024, Hult Center for Healthy Living staff promoted the PFHC campaign and the Hult Center for Healthy Living Health Coaching program at multiple community-focused events. Outreach included adolescent health events at three Peoria schools, reaching more than 700 students. At these events, staff disseminated materials on health coaching and available resources, supporting recruitment efforts for implementation plan interventions.
<b>OB Strategy 1, Task 3:</b> Partner with PFHC and community	In 2024, Hult Center for Healthy Living staff collaborated with the Community Health Improvement Plan Obesity Action Team to develop a confidential survey aimed at understanding pediatric primary care providers' experiences in managing adolescent obesity. The survey was

## Obesity (continued)

resources to promote intervention strategies	distributed in 2025, and the findings will inform the development of enhanced resources and evidence-based tools to support clinical practices in addressing adolescent obesity.
<b>OB Strategy 2:</b> Reduce the proportion of adolescents with obesity through individualized health coaching for adolescents with overweight and obesity.	
<b>OB Strategy 2, Task 1:</b> Collect baseline data	Hult Center for Healthy Living's WELL Program at Hult Center for Healthy Living reached over 85 youth and adolescents last year providing individual health coaching sessions for those diagnosed as at risk for type two diabetes or obese. Health coaching took place at all three Carle Hospital School Based Health Centers and at Hult Center for Healthy Living. Referrals to the program were received from Carle pediatric primary care providers, medical residents at Family Medical Center, and School Based Health Center providers.
<b>OB Strategy 2, Task 2:</b> Develop recruitment campaign in tri-county area	Hult Center for Healthy Living Leadership and the WELL program coordinator actively engaged in meetings with providers in 2024 and maintained ongoing conversations to ensure a steady flow of referrals. Also, Hult Center for Healthy Living Health educators have participated in numerous youth and adolescent health events throughout 2024 promoting the program to the target demographic.
<b>OB Strategy 2, Task 3:</b> Establish provider referral protocol	Adolescents participating in the WELL one-on-one health coaching program were referred through the EPIC EMR system. Eligibility criteria included being diagnosed as at-risk for type 2 diabetes or having a BMI at or above the 98th percentile. In 2024, the program expanded the end age range from 17 to 18, allowing continued support for participants transitioning to adult healthcare and providing additional guidance to help students succeed after program completion.
<b>OB Strategy 2, Task 4:</b> Partner with community resources to educate about Hult Center for Healthy Living's WELL (Wellness Education and Lifestyle Learning) adolescent health coaching program to increase referrals and establish coaching locations	In 2024 Hult Center for Healthy Living staff continued collaborations with various community partners to enhance the visibility of the WELL program and to facilitate the establishment of coaching sessions. Notable partnerships were established with Peoria School District 150, Peoria Grown, Bradley University, and the Family Medical Center.
<b>OB Strategy 2, Task 5:</b> Provide individualized health coaching to adolescents at-risk for developing type 2 diabetes	Hult Center for Healthy Living's WELL Program reached over 85 youth and adolescents last year providing individual health coaching sessions for those diagnosed as at risk for type two diabetes or obese.



## Obesity (continued)

<b>OB Strategy 2, Task 6:</b> Share success stories of the program within the tri-county area	1) In 2024, Hult Center for Healthy Living staff worked with an 8th-grade student enrolled in the WELL health coaching program who was experiencing challenges with maintaining a healthy body weight while also coping with the loss of a parent to chronic illness. Through the support of a health coach, the student set achievable health goals and gained knowledge about nutrition. Previously bringing prepared chicken nuggets for lunch each day, the student gradually began incorporating more fruits and vegetables into meals both at school and at home. In addition, the student connected with a school counselor for ongoing support in managing grief and emotions, highlighting the importance of integrating nutrition education with emotional well-being in supporting long-term health.
<b>OB Strategy 3:</b> Reduce the proportion of adults with obesity through individualized support for weight loss.	
<b>OB Strategy 3, Task 1:</b> Collect baseline data	<p>Carle Health's Weight Loss Clinic was launched and operated in 2023; however, services concluded in December 2023.</p> <p>In 2024, Carle Health Diabetes Education Clinic outcomes were used as a proxy to measure progress toward reducing obesity and related chronic conditions. Program participants demonstrated an overall 2.0% reduction in A1c, with 87% achieving improvement. Additionally, the percentage of participants with an A1c below 8% increased from 46% to 80%, establishing a strong baseline for monitoring future impact on chronic disease prevention.</p>
<b>OB Strategy 3, Task 2:</b> Launch weight loss clinic for adults	<p>Carle Health's Weight Loss Clinic was launched and operated in 2023; however, services concluded in December 2023.</p> <p>Although the dedicated weight loss clinic closed, adult obesity prevention and related chronic diseases remain a community priority. Efforts have shifted toward leveraging existing diabetes education and nutrition programs through the Carle Health Diabetes Education Clinic. These services continue to support adults in reducing obesity-related health risks.</p>
<b>OB Strategy 3, Task 3:</b> Launch outreach body composition scanning program to tri-county	<p>Body composition scanning was launched in 2023; however, WellMobile services concluded in Fall 2023.</p> <p>Although formal body composition scanning was not implemented in 2024, patients participating in the Carle Health Diabetes Education Clinic benefited from individualized sessions that emphasized measurable health indicators, such as A1c levels. These indicators provide valuable data for tracking health improvements, serving as effective alternatives to body composition measures.</p>
<b>OB Strategy 3, Task 4:</b> Develop recruitment campaign in tri-county area	In 2024 recruitment efforts transitioned to promoting participation in existing evidence-based programs, including Carle Health diabetes self-management education.
<b>OB Strategy 3, Task 5:</b> Share success stories of the programs within the tri-county area	Success stories from the Carle Health Diabetes Education clinic highlight individuals who achieved meaningful health improvements through education and lifestyle changes. For example, program completers reduced their A1c by nearly 2% on average, with many moving from high-risk categories (A1c >9%) to healthier ranges. These narratives demonstrate the positive impact of community-based programs in preventing and reducing obesity-related conditions.

## Cancer

**Carle Health Greater Peoria Lead Departments:** Oncology

**Other Departments/Resources Involved:** North Allen, Hult Center for Healthy Living for Healthy Living, Pekin Hospital, Marketing, Tazewell County Health Department, Methodist Hospital, Heartland health services

**Identified Need:** Cancer was a priority concern identified in the previous CHIP cycle. Efforts will continue as “performance management” to ensure cancer interventions are continuing to make a positive community impact.

**Target Populations:** Cancer rates in Peoria County are higher than the State of Illinois and Tazewell County reports significantly higher rates of lung and breast cancer compared to the State of Illinois. Breast cancer screenings tended to be lower for women in unstable housing (homeless) and those who live in the Peoria/West Peoria region. Colorectal cancer screening tended to be less for those in an unstable housing environment, for residents who live in the Peoria/West Peoria region, and residents who live the Western Tazewell County region. Smoking (lung cancer risk) was rated higher for residents with less education and those with lower income, as well as those who live in the Peoria/West Peoria region and residents who live in the Bartonville/Limestone region.

### **Obesity Goals & Objectives:**

**Goal:** Reduce the illness, disability, and death caused by lung, breast, and colorectal cancer in the Tri-County Region.

**Objective 1:** By December 31, 2025, reduce the female breast cancer death rate in the Tri-County Region by 1%. *(Baseline: 19.7 per 100,000 in 2018; PC 20.6, TC 20.6, WC 22.9)*

**Objective 2:** By December 31, 2025, reduce colorectal cancer death rate in the Tri-County Region by 1%. *(Baseline: 13.4 per 100,000 in 2018; PC 11.6, TC 13.8, WC 12.1)*

**Objective 3:** By December 31, 2025, reduce lung cancer death rate in the Tri-County Region by 1%. *(Baseline: TBD)*

**Objective 4:** By December 31, 2025, increase genetic screenings to identify high risk patients (all cancers) in Tri-County Region by 1%. *(Baseline: 34.8 per 100,000 in 2018; PC 39.2, TC 41.8, WC 36.9)*

### **2024 Cancer Implementation Plan Updates:**

<b>Cancer Strategy 1:</b> Support Tri-County Partnership for a Healthy Community's (PFHC) Cancer Performance Management efforts - routine cancer screenings, improving community health, reduce transportation and lodging barriers for active cancer patients.	
<b>C Strategy 1, Task 1:</b> Identify key staff to participate in/lead PFHC Cancer Action Team	Carle Health identified the Oncology Department's Director to lead the PFHC Cancer Action Team for the 2023-2025 CHIP cycle. Anne Bowman, Director of Oncology, co-chaired the PFHC's Cancer Action Team alongside Tenille Oderwald from OSF Saint Francis Medical Center.
<b>C Strategy 1, Task 2:</b> Disseminate PFHC campaign and recruitment messages to promote intervention strategies	The Tri-County Illinois Tobacco-Free Communities team, based at Hult Center for Healthy Living, advanced lung health initiatives by promoting the Illinois Tobacco Quitline and supporting smoke-free and tobacco-free policies to reduce exposure to secondhand smoke. In March and April 2024, the



## Cancer (continued)

	<p>team coordinated a six-week local radio campaign with consistent messaging across all partners, including Hult Center for Healthy Living, Woodford County Health Department, Peoria City/County Health Department, Tazewell County Health Department, and the Partnership for a Healthy Community (PFHC). Additionally, Hult Center supported oncology prevention efforts by participating in National Cancer Screening Days held in May and August 2024.</p> <p>Carle Health continued to establish strategies to promote cancer screenings through social media platforms.</p>
<b>C Strategy 1, Task 3:</b> Partner with PFHC and community resources to promote intervention strategies	Hult Center for Healthy Living partnered with the Illinois Tobacco-Free Communities tri-county coalition—including the Peoria City/County, Tazewell County, and Woodford County Health Departments—to advance smoking restrictions and policies aimed at reducing community risk for lung cancer. In addition, the Center collaborated with the American Cancer Society to promote increased lung cancer screening rates and partnered with Heartland Health Services to expand access to breast cancer screenings.
<b>Cancer Strategy 2:</b> Increase the number of cancer screenings (breast, colorectal, and lung) to decrease cancer deaths.	
<b>C Strategy 2, Task 1:</b> Collect baseline data	<p>Carle Health collected baseline data to determine community areas of concern. Data included death rates among individuals with breast, colorectal, and lung cancer. Data includes:</p> <ul style="list-style-type: none"> <li>• Breast cancer baseline rates from 2018 were 19.7 per 100,000 females.</li> <li>• Colorectal cancer rates from 2018 were 13.4 per 100,000 individuals in 2018</li> <li>• Lung cancer rates from 2018 were 34.8 per 100,000 individuals in 2018</li> </ul>
<b>C Strategy 2, Task 2:</b> Develop recruitment campaign in tri-county area	Partnered with Tazewell County Health Department, Peoria City/County Health Department, and OSF health care to establish an information flyer, recruit clients for the cancer screening events for 2024.
<b>C Strategy 2, Task 3:</b> Track screening data internally and externally and monitor progress	Cancer screening data is tracked internally to measure both reach and impact across community events. In 2024, Carle Health Oncology documented more than 500 screenings spanning breast, cervical, skin, colorectal, lung, and genetic cancers. Data collection includes total screenings completed, abnormal findings requiring follow-up, confirmed diagnoses, and referrals to specialty care. This process ensures that outcomes are monitored beyond participation numbers, allowing for evaluation of early detection efforts, follow-up compliance, and the overall effectiveness of community-based cancer prevention initiatives.
<b>C Strategy 2, Task 4:</b> Share success stories of the program within the tri-county area	In 2024, Carle Health Oncology benefited from \$40,000 in support from the Theresa Tracy Strive to Survive organization, raised through the annual Theresa Tracy Trot in East Peoria. These funds are directly supporting patients with pancreatic cancer by helping reduce financial barriers such as

## Cancer (continued)

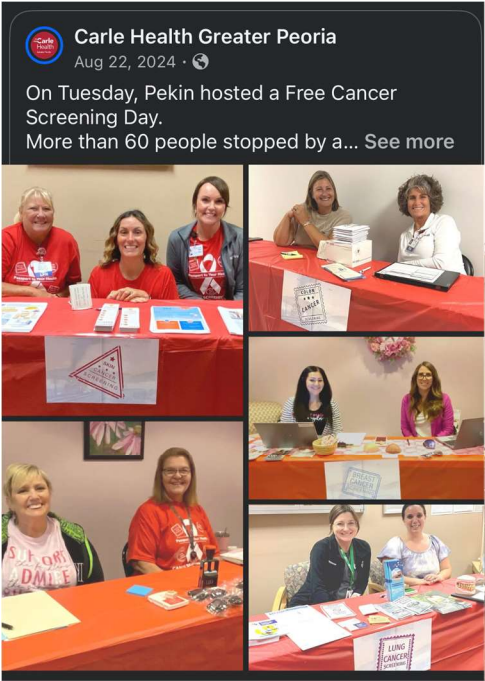
	transportation costs and medical expenses, while also contributing to research and early detection efforts.
<b>Cancer Strategy 3:</b> Collaborate with community partner agencies to offer community-wide cancer screening events and education.	
<b>C Strategy 3, Task 1:</b> Create planning committee to plan annual screening and education events	<p>In early 2023, a planning committee was established to coordinate annual cancer screening and education events. Committee members included representatives from North Allen, Hult Center for Healthy Living, Pekin Hospital, Methodist Hospital, Tazewell County Health Department, and Carle Health marketing staff. The committee met quarterly to integrate strategies for event planning and to align activities with regional oncology priorities.</p> <p>To maximize reach and impact, the committee collaborated across the Partnership for a Healthy Community (PFHC) and tri-county health departments to provide evidence-based programming. Educational resources from the American Cancer Society were distributed, and tobacco cessation initiatives—including promotion of the Illinois Tobacco Quitline—were highlighted. Community health educators and volunteers also supported the events by delivering interactive health education.</p> <p>During the events, community partners hosted educational tables focused on specific cancer-related topics, including breast, lung, colorectal, and skin cancers, genetic testing, and nutrition. Attendees received a ‘passport’ to be stamped at each table, and participants who visited all stations were entered into a raffle for health-promoting baskets. This strategy encouraged engagement while reinforcing key prevention and early detection messages.</p>
<b>C Strategy 3, Task 2:</b> Develop recruitment campaign for tri-county area	<p>Recruitment campaigns were launched in 2024 to recruit eligible patients for the two Cancer Screening Days and May and August.</p> <p>Carle Health’s team promoted the event on social media platforms, through the Carle Health employee page, and through the local news channel to encourage site visits and recruitment efforts for screening days. As part of this effort, breast surgeon Dr. Vaishali Patel participated in a media interview to highlight the importance of screenings and address common concerns that may prevent individuals from seeking preventive care. This initiative advanced community awareness and supported the region’s broader strategy to improve cancer screening rates.</p>
<b>C Strategy 3, Task 3:</b> Complete annual events	<p>2024 Pink &amp; Pearl Screening Cancer Event – Pekin Hospital &amp; North Allen</p> <ul style="list-style-type: none"> <li>Breast Cancer Screenings- 184 total, 43 abnormal requiring follow-ups</li> </ul> <p>2024 Girls Night Out-</p> <ul style="list-style-type: none"> <li>Breast Cancer Screenings-39 total, 10 abnormal requiring follow-ups</li> </ul> <p>2024 Free Mammo Day-</p>

Cancer (continued)

	<ul style="list-style-type: none"><li>• Breast Cancer Screenings-13 total, 2 abnormal requiring follow-ups</li><li>• Cervical Cancer Screenings- 10 total, 2 abnormal with follow-ups, and 1 patient for HPV</li><li>• Skin Cancer Screenings- 60 total, 17 abnormal with follow-ups</li><li>• Colorectal Cancer Screenings- 19 FIT Kits distributed</li><li>• Lung Cancer Screenings- 15 total, 6 abnormal requiring follow-ups; 1 patient referred to SOC; 3 patients referred to Lung Nodule Clinic</li><li>• Breast Cancer Screenings- 25 total, 3 abnormal requiring follow-ups, 1+ cancer diagnosis</li></ul> <p>May 2024 Cancer Screening Event-</p> <ul style="list-style-type: none"><li>• Skin Cancer Screenings- 43 total, 24 abnormal with follow-ups</li><li>• Colorectal Cancer Screenings- 8 FIT Kits Distributed</li><li>• Lung Cancer Screenings- 18 total, 2 abnormal requiring follow-ups</li><li>• Breast Cancer Screenings- 15 total, 3 abnormal requiring follow-ups</li><li>• Genetic Cancer Screenings- 20 prescreened, 7 scheduled follow-ups</li></ul> <p>August 2024 Cancer Screening Event-</p> <ul style="list-style-type: none"><li>• Skin Cancer Screenings- 47 total, 26 abnormal with follow-ups</li><li>• Colorectal Cancer Screenings- 11 FIT Kits Distributed</li><li>• Lung Cancer Screenings- 14 total, 3 abnormal requiring follow-ups</li><li>• Breast Cancer Screenings- 17 total, 1 abnormal requiring follow-up</li><li>• Genetic Cancer Screenings- 16 prescreened, 4 scheduled follow-ups</li></ul>
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Cancer (continued)

Photos & Social Media





## **Methodist Health Services Corporation**

**Methodist Medical Center of Illinois Tax ID 37-0661223**

**Proctor Hospital Tax ID 37-0681540**

**Pekin Hospital Tax ID 37-0692351**

## **Carle Health Plain Language Charity Care Policy**

# Carle Financial Assistance Programs

At Carle Health, we believe that the cost of healthcare should not stop anyone from receiving necessary care. Our patients may be able to receive free or discounted care through one of our financial assistance programs. Completing a financial assistance application will help Carle Health determine if you may be eligible to receive free or discounted services. Additional information such as the Carle Health Financial Assistance Program application, participating providers, plain language summary and policies are available at [carle.org/FinancialAssistance](http://carle.org/FinancialAssistance).

## Eligible Services

Eligible Services are those services provided in accordance with the generally accepted standards of medical practice by one of the following Carle Health entities\*:

- Arrow Ambulance, LLC
- Carle Foundation Hospital
- Carle Health Home Care
- Carle Health Home Infusion
- Carle Health Hospice
- Carle Physician Group
- Carle Danville Surgery Center
- Carle Champaign Surgery Center
- Carle Health Therapy Services

## Carle Hoopeston Regional Health Center and Clinic Locations:

- Carle Cissna Park
- Carle Danville Medical Office Center at The Riverfront
- Carle Mattoon on Hurst
- Carle Milford
- Carle Rossville
- Carle Tuscola
- Carle Watseka
- Carle Hoopeston at Charlotte Ann Russell
- Hoopeston Community Memorial Hospital

## Carle Richland Memorial Hospital and Clinic Locations:

- Carle Bridgeport
- Carle Olney - Family Practice Clinic
- Carle Olney - Primary Care Clinic
- Carle Richland Memorial Hospital
- Carle West Salem

## Carle BroMenn Medical Center and Clinic Locations:

- Carle West Physician Group
- Carle BroMenn Outpatient Center
- Carle BroMenn Comfort and Care Suites

## Carle Eureka Hospital and Clinic Locations:

- Carle Eureka
- Carle El Paso

## Carle Health Greater Peoria and Clinic Locations:

- Carle Health Methodist Hospital
- Carle Health Methodist Physician Group
- Carle Health Pekin Hospital
- Carle Health Proctor Hospital
- Carle Health Methodist Medical Group
- Carle Health ProHealth Physician Group

## You can apply for assistance by:

- Downloading an application through our website at [carle.org/FinancialAssistance](http://carle.org/FinancialAssistance).
- Obtaining a financial assistance application at any of our registration desks throughout our facilities and clinics.
- Requesting an application be mailed to you by:
  - Calling Patient Financial Services at (888) 71-CARLE, (888) 712-2753; or
  - Writing Carle Health Financial Assistance Program at P.O. Box 4024, Champaign, IL 61824-4024.

Eligibility will be determined once a completed application is received by Carle Health. Staff will review your application, and if approved, match you with the most beneficial financial assistance program at Carle Health. Patients will not be charged more for care than Amounts Generally Billed (AGB) to those patients who have insurance.

\*Additional providers may provide services at a Carle Health location who are not participating under the Financial Assistance Program. View listing of excluded services at [carle.org/FinancialAssistance](http://carle.org/FinancialAssistance).

2025 Carle Health Financial Assistance Programs (CFAP)					Effective Date 3/1/2025
Family Size	200%	300%	400%	600%	
1	\$31,300	\$46,950	\$62,600	\$93,900	
2	\$42,300	\$63,450	\$84,600	\$126,900	
3	\$53,300	\$79,950	\$106,600	\$159,900	
4	\$64,300	\$96,450	\$128,600	\$192,900	
5	\$75,300	\$112,950	\$150,600	\$225,900	
6	\$86,300	\$129,450	\$172,600	\$258,900	
7	\$97,300	\$145,950	\$194,600	\$291,900	
8	\$108,300	\$162,450	\$216,600	\$324,900	
Add per Each Additional Person	\$11,000	\$16,500	\$22,000	\$33,000	
Program Eligibility	100% CFAP	50% CFAP and IL Hospital Uninsured Discount Program Max	CAP 40% of Income	IL Hospital Uninsured Discount Program Max	

Amounts Generally Billed (AGB) to Carle Health Financial Assistance Program participants will be determined by Medicare fee-for-service together with all private health insurers, during a prior 12-month period.

1. AGB determined through calculations of sum of all payments plus the sum of all bad debt and charity care adjustments divided by the sum of all charges in the time frame.
2. Time frame included in method is for October 1 through September 30 of the prior calendar year.

[carle.org](http://carle.org)



Carle Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, gender identity and sex characteristics) or ability to pay. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-217-383-2543. UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-217-326-0340. 1223CW



## **Methodist Health Services Corporation**

**Methodist Medical Center of Illinois Tax ID 37-0661223**

**Proctor Hospital Tax ID 37-0681540**

**Pekin Hospital Tax ID 37-0692351**

## **Carle Health Charity Care Policy**



<b>Title</b>	FIN - Carle Financial Assistance Program				
<b>Region</b>	Carle Health Central - BroMenn, Carle Health East, Carle Health West - Methodist, Carle Health West - Pekin, Carle Health West - Proctor				
<b>Scope</b>	CFH, CBMC, CPH, CMH, CPrH, and CHMG				
<b>Document type</b>	Policy & Procedure				
<b>Owner</b>	Jodi Eeten (Mgr - Fin Svc Self Pay Rec)				
<b>Reviewer(s)</b>	Katherine Uphoff (Dir - Revenue Cycle Patient Financial Svcs)				
<b>Approver(s)</b>	APM Administrators, Aron Klein (Sr. VP, Finance), Dennis Hesck (Exec VP & Chief Finance and Strategy Officer)				
<b>Effective Date</b>	04/01/2010	<b>Next Review Date:</b>	06/16/2028	<b>Approval Date</b>	06/16/2025

## ATTACHMENTS

[A - Carle Financial Assistance Program Limited and Non-Covered Service Listing](#)

## PURPOSE/ SCOPE

- A. To identify and assist those patients who are uninsured or underinsured and who are financially eligible to receive discounts for specified medical expenses through the Carle Financial Assistance Program. Carle will consider each patient's ability to contribute to the cost of his or her care received and the financial ability of Carle to provide discounts for the care provided.
- B. All care rendered by an eligible Carle Health entity as identified above.

## DEFINITIONS

- A. **Family/Household Size** - includes those dependents listed on tax returns, divorce decree, or child support order. Defined by the IRS for tax filing purposes under section 36B (d) (1), "a taxpayer's family consists of the individuals for whom the taxpayer claims a personal exemption deduction under section 151 for the taxable year. Taxpayers may claim a personal exemption deduction for themselves, a spouse, and each of their dependents. Section 152 provides that a taxpayer's dependent may be a qualifying child or qualifying relative, including an unrelated individual who lives with the taxpayer. Family size is equal to the number of individuals in the taxpayer's family."
- B. **Resident** – a person who lives in the state of Illinois and who intends to remain living within Illinois indefinitely. Relocation for the sole purpose of receiving health care benefits does not satisfy the residency requirement.
- C. **Underinsured** - a person without insurance benefits for services provided due to exclusions of coverage by the insurance provider. This does not apply to those circumventing insurance restriction or specification or out-of-network services.
- D. **Generally accepted standards of medical practice:**
  - 1. Standards that are based on credible scientific evidence published in peer-reviewed medical literature generally recognized by the relevant medical community;
  - 2. Physician Specialty Society recommendations;
  - 3. The views of physicians practicing in the relevant clinical area; and
  - 4. Any other relevant factors.
- E. **Uninsured patient** - a person who is a patient and is not covered under a policy of health insurance and is not a beneficiary under a public or private health insurance, health benefit, or other health coverage program, including high-deductible health insurance plans, workers compensation, accident liability insurance or other third-party liability.
- F. **Experian Information Solutions, Inc. (Experian)** – is a third-party vendor that uses proprietary data analytics to provide unique information related to patients for the purpose of financial assistance and recovery of patient debt.
- G. **Emergent Medical Condition** – is a medical condition manifesting itself by acute symptoms of sufficient severity, including severe pain, such that the absence of immediate medical attention could reasonably be expected to result in any of the following: 1. Placing the patient's health in serious jeopardy. 2. Serious impairment to bodily functions. 3. Serious dysfunctions of any bodily organ or part.

## STATEMENT OF POLICY

- A. Any patient or responsible party may apply for the Carle Financial Assistance Program, regardless of insurance coverage. Patients may apply for the Carle Financial Assistance Program at any time, including before care is received. If approved, the patient is eligible for 12 months from the date of approval.
- B. Certain identified patient populations are presumptively eligible for the Carle Financial Assistance Program. Further detailed information is contained within the [FIN - Presumptive Eligibility for Financial Assistance](#).



- C. Carle desires that:
1. All patients, regardless of their immigration status or residency, be aware of the Carle Financial Assistance Program and all other financial assistance available at Carle;
  2. For those patients who are eligible to be identified as early in the care, treatment and billing process as possible; and
  3. That the process is as simple as possible for the patient.
- D. An application for government assistance must be completed if the patient appears to meet the eligibility criteria for such assistance. When appropriate, Carle staff or designee will use a screening checklist to assist in determining if the patient would qualify for government assistance.
1. Failure by a patient or responsible party to complete the government program application process and/or failure to cooperate during the application process will result in an automatic denial of financial assistance.
  2. If the patient applies for government assistance, documentation of the determination from the government program is required for reprocessing of the Carle Financial Assistance Program application.
  3. Patients who have a third-party payment source that will reimburse more than the government program reimbursement will be excluded from the requirement of applying for government assistance.
- E. Patients who may be eligible for certain third-party assistance programs must cooperate with program requirements to maintain eligibility within the Carle Financial Assistance Program.
- F. Patients covered by Medicare Part A or Part B must complete a Carle Financial Assistance application which includes a request that the patient provide a federal tax return and a defined list of assets. This asset list shall include the patient's bank account balances such as checking and savings, money market accounts and certificates of deposit.
- G. The Carle Financial Assistance Program discount amount is dependent on the applicant's household income and family size compared to the currently published Federal Poverty Level guidelines at the time of application.
- \*Exception:** patients covered by Medicare Part A or Part B must also follow the process as outlined in section F above.

CFAP Program Guidelines	Federal Poverty Level			
	≤ 200%	201 - 300%	≤ 400%	≤ 600%
<b>Carle Financial Assistance Program</b>	100% Discount	50% Discount	Yearly expenses capped at 40% of gross annual income.	N/A
<b>Illinois Uninsured Hospital Patient Discount Program</b>	Limits patient's Carle medical expenses to 20% of the household's gross annual income. See policy FIN - IL Hospital Uninsured Patient Discount Program for additional information.			

1. Consideration for the Carle Financial Assistance Program may occur through the following methods:
  - a. Presumptively through a Financial Assistance Screening or any of the presumptive qualifiers as outlined in FIN - Presumptive Eligibility for Financial Assistance:
    - Carle will use Experian to identify those patients who may be presumptively eligible for Carle Financial Assistance Program at the 100% discount level.
  - b. Completing a financial assistance application either online at Carle.org/Financial Assistance or a paper application and returning with required documentation. If a patient has questions regarding the application process, they can visit Carle.org/Financial Assistance or contact Carle at (888) 71-CARLE or (217) 902-5675.
    - Applications are to be fully completed, signed, and returned with required documentation to:
 

Carle Financial Assistance Program  
PO Box 4024  
Champaign, IL 61824-4012
    - **Resident** –The Carle Financial Assistance Program is intended for Illinois residents only. Certain exceptions may apply.
      - Residency verification documentation - if needed:
        - \* Any document within the income verification listing with a preprinted address
        - \* Valid state-issued identification card
        - \* Recent (last 60 days) residential utility bill
        - \* Valid lease agreement
        - \* Current vehicle registration card
        - \* Voter registration card
        - \* Mail addressed to patient at an IL address from a government office
        - \* Award letter from school

- \* Statement from a family member that the patient resides at the same address with one of the above residency verifications.
- Income eligibility will be based on the most current published Federal Poverty Guidelines.
  - Prior year's Federal Tax Return showing all household members and their adjusted gross income.
  - If the guarantor/patient did not file taxes, proof of prior year's income may consist of:
    - \* W2 from all jobs held
    - \* Self-employment income and expenses
    - \* Unemployment compensation
    - \* 1099 forms for the following types of income:
      1. Social Security
      2. Social Security Disability
      3. Veteran's pension
      4. Veteran's disability
      5. Private disability
      6. Worker's compensation
      7. Retirement Income
    - \* Child support, alimony or other spousal support
    - \* Other miscellaneous income sources.
  - If none of the above documents can be supplied, a written statement describing current household size and financial situation.
- 2. Patients who receive a determination of either an approval or denial under the Carle Financial Assistance Program may reapply after six (6) months from the date of original application signature in the event there are substantial or unforeseen material changes in their financial situation. In the case of extraordinary circumstances, an application may be submitted prior to the six (6) month limitation.
- 3. Applicants may appeal the application determination by sending a written appeal to the Manager Self Pay Receivables Management. Further appeals may be directed to the Director Patient Financial Services, may be escalated to the Vice President of Revenue Cycle Operations.
- 4. Translated copies of all Carle Financial Assistance Program materials are available in Spanish at Carle.org/Financial Assistance or by request to Carle representatives at FinancialAssistance@Carle.com or by phone at (888) 71-CARLE.
- H. The Carle Financial Assistance Program discount will apply to the residual patient balances after all other payments from sources such as Medicare, insurance companies, third party legal settlements, and/or patient funds are received and posted.
  1. Patients who purposefully circumvent insurance requirements (i.e. waiting periods, preauthorization, etc.) may be held responsible for the billable services and not receive any discounts on services.
  2. Patients who knowingly provide untrue information on the application for financial assistance, will be ineligible for financial assistance. Any financial assistance granted will be reversed, and the patient will be held responsible for the billable services.
  3. Non-emergent, out-of-network care including out-of-state Medicaid that would be paid by the patient's insurance company elsewhere will not be eligible for the Carle Financial Assistance Program because the patients have the opportunity to have their healthcare needs met at a participating provider.
  4. Emergent out-of-network care for those who qualify will be eligible under the Carle Financial Assistance Program policy guidelines after all other payment sources have been exhausted.
  5. Emergent out-of-state Medicaid patients are not required to complete the Carle Financial Assistance Program application process. They will be approved for a one-time discount as eligible under the Carle Financial Assistance Program after proof of coverage is provided and all other payment sources have been exhausted.
  6. Non-residents may be approved for a one-time discount for emergency medical services.
- I. Discount will apply to any patient responsible balance retroactively, including those that have been referred to a collection agency if court costs have not yet been incurred. However, an application for government assistance may be requested as stated in C1.
  1. Carle will not file collection suit liens on a primary residence.
  2. Carle will not authorize body attachments for purposes of medical debt collection.
- J. Carle will utilize the Centers for Medicare and Medicaid Services coverage guidelines when determining services that qualify for the Carle Financial Assistance Program.

1. Coverage will apply to health care services that a physician, exercising prudent clinical judgment, would provide to a patient for the purpose of evaluating, diagnosing or treating an illness, injury, disease or its symptoms;
  2. In accordance with the generally accepted standards of medical practice;
  3. Clinically appropriate, in terms of type, frequency, extent, site and duration, and considered effective for the patient's illness, injury or disease; and
  4. Not primarily for the convenience of the patient, family or physician and not more costly than an alternative service or sequence of services at least as likely to produce equivalent therapeutic or diagnostic results as to the diagnosis or treatment of that patient's illness, injury or disease.
- K. Carle Financial Assistance Program will not cover cosmetic, elective or non-medical retail services.
- L. Amounts Generally Billed (AGB) to Carle Financial Assistance Program participants will be determined by Medicare fee-for-service together with all private health insurers, during a prior 12-month period.
1. AGB is determined through calculations of sum of all payments plus the sum of all bad debt and charity care adjustments divided by the sum of all charges in the time frame.
  2. Time frame included in method is for October 1 through September 30 of the prior calendar year.
- M. Patients who have been approved for the Carle Financial Assistance Program may re-apply annually from the date of original application approval. Carle Health will attempt to notify patients by mail 45 days before the current termination date of eligibility in the Carle Financial Assistance Program.

## PROCEDURE

- A. Patients with financial concerns should be identified by Carle personnel as soon as possible in the registration, care, treatment or billing process.
1. A referral to Social Services, other pertinent staff or directly to a government program should be completed in order to obtain a determination of eligibility for Public Assistance.
    - a. Patients who fail to cooperate with the government program during the application process will automatically be denied for the Carle Financial Assistance Program.
    - b. If the patient does not meet the eligibility criteria for a government program or if they have a spend-down, they may be eligible for a Carle Financial Assistance Program discount.
  2. Patients are encouraged to apply for the Carle Financial Assistance Program within 90 days after discharge or provision of service. The application for the Carle Financial Assistance Program will be available on the Carle website [Carle.org/Financial Assistance](http://Carle.org/Financial Assistance), in all registration areas, the Patient Financial Services offices, Cashier areas and Social Services.
  3. Upon receipt of the Carle Financial Assistance Program application by Self Pay Receivables Management staff, EPIC Prelude and Resolute systems will be noted:
    - a. All collection activity will be held until the application processing is completed.
    - b. Application and supporting documentation will be scanned into OnBase and the paper copies destroyed.
    - c. Applicant will be notified of any missing documentation.
    - d. If the missing documentation is not returned within 30 days, a notification letter will be mailed to the applicant that indicates billing will commence.
  4. The completed application should include:
    - a. A fully filled in application with verification of the number of family/household members;
    - b. Signature of the applicant; and
    - c. Prior year's tax return or other income verification for all wage earners in the family/household.
      - Parents' income will be used to determine financial eligibility for students who are over age 18 but still claimed as dependents for their parents' income tax purposes.
- B. When the application has been processed and the determination is made, a record of each application and associated documentation will be maintained by fiscal year.
1. Applications received prior to April 23, 2013, are maintained in paper form and warehoused.
  2. Applications received on or after April 23, 2013, are maintained electronically within OnBase.
- C. All efforts will be made to send written determination to the applicant within 30 working days of receipt of the completed application. If the application is approved, the patient's account will be adjusted as soon as possible thereafter to reflect the discount.
- D. Patients who qualify for a partial discount of the balance will be required to pay the remainder due, as with other private pay accounts. Balances billed to a Carle Financial Assistance Program participant will not exceed amounts generally billed to other patients. See [FIN - Self-Pay Billing and Collection Policy](#).
- E. When Carle Health receives an application for the Financial Assistance Program that indicates treatment at any applicable Carle Health facility, the application, verification and determination will be applied to all other applicable Carle businesses.
- F. Information related to the Carle Financial Assistance Program will be regularly reported to the Director Patient Financial Services and the Vice President Revenue Cycle Operations including:
1. Adjustments
  2. Number of paper applications received
  3. Approvals

4. Denials
5. Backlogs
6. Quality assurance measures

**OTHER RELATED LINKS AS APPLICABLE TO SITE**

[FIN - Carle Rural Health Financial Assistance Program](#)

[Plain Language Summary - X0873](#)

[Non-Participating Provider List - X0271](#)

**REFERENCES**

- 210 ILCS 88/27 – Fair Patient Billing Act (Illinois Public Act 96-965)
- 210 ILCS 89 – Hospital Uninsured Patient Discount Act
- [79 FR 78953 - Federal Register, Department of the Treasury \(IRS 501r Rules and Regulations\)](#)

## Carle Financial Assistance Program Limited and Non-Covered Service Listing

This listing reflects certain identified services that may be non-covered or have coverage limitation under the Carle Financial Assistance Program, Carle Regional Financial Assistance Program or IL Hospital Uninsured Patient Discount Program. There may be circumstances that limit or expand this listing. For additional questions or clarification, please contact a Carle Financial Assistance team member.

Generally accepted standards of medical practice:

1. Standards that are based on credible scientific evidence published in peer-reviewed, medical literature generally recognized by the relevant medical community;
2. Physician Specialty Society recommendations;
3. The views of physicians practicing in the relevant clinical area; and
4. Any other relevant factor.

Additional limitations may exist based upon the program policy.

Description of Service	Subcategories	Limited Coverage	Not Covered
Bariatric Surgery		Must meet payer prior authorization requirements.	
Cardiac	Phase III Therapy		x
	Monitor <i>Billed by LifeWatch</i>		x
Colonoscopy	Screening	Must follow the general standards of medical practice.	
Cosmetic Services	<b>Elective: Includes any surgical procedure directed at improving appearance.</b>		x
	Reconstructive Surgery: Reconstructive surgery is generally performed to improve function, but may also be done to approximate normal appearance.	Performed on abnormal structures of the body caused by congenital defects, developmental abnormalities, trauma, tumors and/or disease.	
Dental Services	Cosmetic or prophylactic (including, but not limited to: implants, replacement teeth, bridges)		x
	Emergent OMFS services	Must follow the general standards of medical practice.	
	Oral Surgery	Must follow the general standards of medical practice and noted within EMR documentation of medical necessity.	
Dermatology	Retail Products		x
Diabetic Services	Nail trimming and/or debridement	Must follow the general standards of medical practice and noted within EMR documentation of medical necessity.	
Drugs and Medicines	Prescriptions	Medications and/or infusions provided in-office or Expanded Care as part of a treatment plan.	<b>Prescriptions filled at outpatient retail pharmacies, including but not limited to Carle Rx locations.</b>

Elective Services	Services falling outside of generally accepted standards of medical practice		x
Experimental Services	Services falling outside of generally accepted standards of medical practice		x
Genetic Counseling			x
Hearing Services	Hearing Aids	Base level model at 1 device per every 5 years. See Hearing Services policy.	
	Cochlear Implants		X
Infectious Disease	Travel Clinic		x
	Immigration Clinic		x
Infertility Services			x
Mental Health	Late or Missed Appointment Fee		x
	Substance Abuse/CARC	Non Court ordered covered.	Court Ordered
Non-Carle Providers or Services	Only services or providers billed by a participating Carle entity can be considered through the various programs.		x
Optical	<b>Glasses</b>	<b>First pair of standard frame and standard lenses after cataract surgery at the Medicare reimbursement rate, patient responsible for excess cost.</b>	Retail with noted exception for cataract patients.
	Contact lenses		x
	Cataract lenses	Basic (non-premium lens) covered.	
Other	CT Calcium Scoring		x
	Report Completion Fee		x
	Medical Record Copying Fee		x
Out of Network Insurances	Non-emergent		x
	Non-authorized (i.e. VA, Mental Health carve-out)		x
Pulmonary	Phase III Therapy		x
Reduced Rate Services: <i>i.e. Sport or OccMed Physicals, Flu Clinic, etc.</i>			x
Screening/Routine Services		Must follow the general standards of medical practice.	
Therapy Services	Outpatient Therapy Services: Physical Therapy, Occupational Therapy, Speech Therapy	Maximum of 20 visits per calendar year, per discipline (PT, OT, Speech)  *Department Leadership may approve additional visits under extenuating circumstances.*	





<b>Title</b>	FIN - Presumptive Eligibility for Financial Assistance				
<b>Region</b>	Carle Health Central - BroMenn, Carle Health Central - Eureka, Carle Health East, Carle Health South, Carle Health West - Methodist, Carle Health West - Pekin, Carle Health West - Proctor				
<b>Scope</b>	CFH, CHRHC, CBMC, CEH, CRMH, CMH, CPkH, CPrH and all entities				
<b>Document type</b>	Policy & Procedure				
<b>Owner</b>	Jodi Eeten (Mgr - Fin Svc Self Pay Rec)				
<b>Reviewer(s)</b>	Steven Smith (Dir - Financial Services)				
<b>Approver(s)</b>	APM Administrators, Aron Klein (Sr. VP, Finance), Dennis Hesch (Exec VP & Chief Finance and Strategy Officer)				
<b>Effective Date</b>	02/27/2014	<b>Next Review Date:</b>	04/15/2028	<b>Approval Date</b>	04/15/2025

**ATTACHMENTS** N/A

#### **PURPOSE/ SCOPE**

- A. To identify and assist those patients where financial need has been determined by other means outside of the Carle Financial Assistance application.
- B. Certain identified patient populations are presumptively eligible for the Carle Financial Assistance Program or Carle Regional Financial Assistance Program.
  - 1. Experian Financial Assistance Screening - Probable
  - 2. Homelessness
  - 3. Deceased with no estate
  - 4. Mental incapacitation with no one to act on patient's behalf
  - 5. Illinois Medicaid eligibility
    - a. Title XIX
    - b. Title XXI
    - c. In-network Medicaid Managed Care plans
  - 6. WIC (Women, Infants and Children Nutrition Program)
  - 7. SNAP (Supplemental Nutrition Assistance Program)
  - 8. LIHEAP (Low Income Home Energy Assistance Program)
  - 9. Frances Nelson Health Center discount referral
  - 10. Community Health Care Clinic Referral
  - 11. Receipt of grant assistance for medical services

#### **DEFINITIONS**

- A. **Family/Household Size** - includes those dependents listed on tax returns, divorce decree or child support order. Defined by the IRS for tax filing purposes under section 36B (d) (1), "a taxpayer's family consists of the individuals for whom the taxpayer claims a personal exemption deduction under section 151 for the taxable year. Taxpayers may claim a personal exemption deduction for themselves, a spouse, and each of their dependents. Section 152 provides that a taxpayer's dependent may be a qualifying child or qualifying relative, including an unrelated individual who lives with the taxpayer. Family size is equal to the number of individuals in the taxpayer's family."
- B. **Resident** – a person who lives in the state of Illinois and who intends to remain living within Illinois indefinitely. Relocation for the sole purpose of receiving health care benefits does not satisfy the residency requirement.
- C. **Experian Information Solutions, Inc. (Experian)** – is a third party vendor that uses proprietary data analytics to provide unique information related to patients for the purpose of financial assistance and recovery of patient debt.

#### **STATEMENT OF POLICY**

- A. The Carle Foundation Hospital and other participating Carle entities (a.k.a. Carle) desire that all patients be aware of the various forms of assistance available.
- B. Carle will strive that those eligible for assistance be identified as early in the care and billing process as possible, and that the process be as simple as possible for the patient.

#### **PROCEDURE**

- A. Patients who appear to need financial assistance should be identified by Carle personnel as soon as possible in the registration, care, treatment or billing process.
- B. The following will serve as documentation of inclusion for certain presumptively eligible patients. This documentation is to be submitted to Self Pay Receivables Management for administration and management of the various discount programs at Carle.

1. Experian Financial Assistance Screening
  - a. Result of Probable with a low likelihood of payment
  - b. Documentation within the Experian web portal and/or Epic Prelude
2. Homelessness
  - a. Medical documentation of homeless status
  - b. Letter from local area shelter
3. Deceased with no estate
  - a. Death certificate
  - b. Deceased Patient Application Form
4. Mental incapacitation with no one to act on patient's behalf
  - a. Verification by Carle Social Worker or other qualified medical staff
  - b. Court documentation
5. Illinois Medicaid eligibility
  - a. HFS.com online verification.
6. WIC (Women, Infants and Children Nutrition Program)
  - a. Indication of participation on Carle Financial Assistance Program application
  - b. Copy of current participation document
  - c. Letter from WIC office
7. SNAP (Supplemental Nutrition Assistance Program)
  - a. Indication of participation on Carle Financial Assistance Program application
  - b. Copy of award letter
8. LIHEAP (Low Income Home Energy Assistance Program)
  - a. Indication of participation on Carle Financial Assistance Program application
  - b. Copy of award letter
9. Frances Nelson Health Center discount referral
  - a. Discount referral form to Carle from Frances Nelson
10. Community Health Care Clinic Referral
  - a. Discount referral form to Carle from Community Health Care Clinic
11. Receipt of grant assistance for medical services
  - a. Copy of award letter

#### **OTHER RELATED LINKS AS APPLICABLE TO SITE**

**- ALL policies and links in process of being updated to include BRAVO entities.**

[FIN - Carle Financial Assistance Program](#)

[FIN - Carle Rural Health Financial Assistance Program](#)

[FIN - IL Hospital Uninsured Patient Discount Program](#)

[FIN - Self-Pay Billing and Collection Policy](#)

#### **REFERENCES**

- 210 ILCS 88/27 – Fair Patient Billing Act
- 210 ILCS 89 – Hospital Uninsured Patient Discount Act
- [79 FR 78953 - Federal Register, Department of the Treasury \(IRS 501r Rules and Regulations\)](#)





## **Methodist Health Services Corporation**

**Methodist Medical Center of Illinois Tax ID 37-0661223**

**Proctor Hospital Tax ID 37-0681540**

**Pekin Hospital Tax ID 37-0692351**

## **Community Benefit Narrative**

**Methodist Health Services Corporation**  
**(“Carle Health”)**  
**2024 Community Benefits Statement**

Carle Health - Methodist is a non-profit organization founded in 1900. The Medical Center is licensed for 349 beds. Methodist is a fully integrated healthcare organization offering acute care, obstetrical services, behavioral health care, post-acute care, wellness and prevention, physician offices, outpatient clinics, home care, and hospice.

Carle Health - Proctor is licensed for 185 beds. Proctor is a fully integrated healthcare organization offering acute care, behavioral health care, wellness and prevention, physician offices, and outpatient clinics.

Carle Health - Pekin is licensed for 85 beds. Pekin is a fully integrated healthcare organization offering acute care, wellness and prevention, physician offices, and outpatient clinics.

With 5,000+ full and part-time employees, Carle Health is the third largest employer in the Peoria/Pekin MSA.

As measured by both revenue and activity, Carle Health is the second largest healthcare provider in Central Illinois. In 2024, Carle Health – Peoria Region served 19,390 inpatients; 433,458 outpatient visits; 80,386 emergency visits; and 569,475 physician visits. Carle Health’s primary service area consists of Fulton, Peoria, Tazewell, and Woodford Counties. This geographic region represents 85% of all hospital admissions. The secondary service area includes 14 Central Illinois counties. Combined, Carle Health serves a population of nearly 1.0 million people.

## **Charity Care**

Provision of charity care is identified through careful monitoring of economic trends and availability of insurance from various sources. Screening of individuals identified as unable to pay the full cost of services is initiated by financial counselors. In addition, any employee may identify a potential charity need because of unanticipated medical care combined with the inability to pay.

## **Charity Care (continued)**

Communication of the availability of this program occurs through brochures distributed to patients at various locations within Carle Health, signs at certain locations, patient statements, telephone communications, Carle Health website and financial screening activities. In addition, identification may occur during billing and collection functions that identify inability to pay.

Access to this program is available through every point of entry into Carle Health including the emergency departments, outpatient services areas, and inpatient registration and through various hospital-operated clinics and physician offices.

During the charity care application process, the patient is asked to document their current economic status. The patient or responsible party may request a Finance Assistance Form and guidelines for Charitable Consideration at any time and at any point of entry into the Carle Health system, i.e., prior to or at the time of admission/registration, upon receipt of final bill or first statement, and at any point during the collection process. Carle Health will waive some or all charges based on the comparison of the patient's current economic status to the current Federal Poverty Guidelines and/or review of credit rating reports. In 2024, Carle Health total cost of uncompensated charity care provided was \$924,980.

## **Language Assistance Services**

Carle Health provides interpreters or the use of a language assistance telephone service for its non-English speaking patients. In 2024, Carle Health provided \$20,151 in language assistance services to its patients.

## **Excess of Costs Over Reimbursement for Government Sponsored Programs**

Carle Health provides care to certain patients under payment arrangements with Medicare, Medicaid, and certain other government-sponsored programs. Services provided under these arrangements are paid at predetermined rates as defined by the programs.

The Medicare and Medicaid programs accounted for 70.9% of Carle Health gross patient revenue in 2024. Carle Health is paid below levels that fully compensate it for the underlying costs to provide care to Medicare and Medicaid beneficiaries. In 2024, the excess cost over reimbursement was \$31,124,947 for Medicare and was \$38,427,011 for Medicaid.

Please note that the significant increase in Medicaid loss is due to a reclassification of the Outpatient Clinic Medicaid loss from the subsidized health services section. The reclass resulted from transitioning from UnityPoint to Carle Health reporting methodologies.

## **Donations**

### **Sponsorships & Community Benefit**

Carle Health provided direct financial support to various community organizations in 2024, in addition to sponsoring specific activities within charitable organizations. The total amount of this support was \$357,481. Examples of organizations that benefited from this support include the Susan G. Komen Foundation, Heart of Illinois United Way, and Hult Center for Healthy Living.

#### **Wellmobile**

The Carle Health Wellmobile is a van that provides community education and free or low-cost health screenings throughout central Illinois. In 2024, the Wellmobile performed over 8,000 screenings. These screenings identified individuals with abnormal blood pressure, abnormal blood glucose scores and abnormal cholesterol ratios.

Participants are informed about the Wellmobile locations through public service announcements, [www.wellmobile.org](http://www.wellmobile.org), community screening brochures that are available in doctor offices, and health fairs.

#### **United Way**

Carle Health was the third largest financial supporter of the Heart of Illinois United Way Campaign in 2024, which provides financial support annually to 85 area health and social services programs in Central Illinois.

### **Institutional Review Board**

The IRB is made up of local health care entities, which set protocols and review medical research projects for the local area. Carle Health medical research funding for IRB was \$15,759 in 2024.

### **Donated Office Space**

Carle Health donated the use of office space to Central Illinois Friends of People with Aids. The amount of support for the CIFPWA office space was \$20,140 in 2024. Carle Health also donates office space to the Susan J. Komen Foundation in the Atrium building lobby. The support provided was \$47,430 in 2024.

## **Volunteer Services**

For 2024, non-employee volunteers contributed 45,919 hours or approximately \$642,866 of labor dollars at Carle Health. Volunteer hours are recovering from significant reductions during the COVID-19 pandemic.

## Education

### Residency Program

In 2024, Carle Health Family Practice and Psychiatry Residency Program employed 45 residents and fellows throughout the year. Carle Health has agreements with several area clinics and organizations to rotate residents to provide services for the community at no cost. The net unreimbursed cost incurred by Carle Health for the 2024 Residency Program was \$7,528,575.

### Internships

In 2024, Carle Health provided internships in fields varying from student nurses, radiology technicians, and pharmacists. The unreimbursed cost to Carle Health to provide these internships was \$373,907

## Subsidized Health Services

Carle Health provides subsidized healthcare to patients in various service areas. The unreimbursed cost to Carle Health in 2024 was \$1,711,189 for the services listed.

- Pediatric GI
- Perinatology
- Child & Adolescent Psychiatry & Mental Health clinic
- In School Health

Please note that the significant decrease in Subsidized Health Services is due to a reclassification of the Outpatient Clinic Medicaid loss to the Government Sponsored Healthcare section. The reclass resulted from transitioning from UnityPoint to Carle Health reporting methodologies.

## Bad Debt

For a variety of reasons, including, but not limited to, income level and lack of adequate insurance coverage, Carle Health may write off patient charges it deems to be uncollectible. In 2024, the cost of this uncompensated care, exclusive of amounts included in charity care, was \$5,325,246.

## Other Community Benefits

### Methodist Inn

The Methodist Inn provides no-cost overnight accommodations in a “hotel-like” setting within the hospital for patients’ families, patients, and loved ones. The Inn was started as a service to patients and their families several years ago. Many Carle Health patients live outside the Peoria area. Operating the Inn allows these people a place to stay the night before surgery and, if needed, the night following the ambulatory procedure. The Inn is also available for families of hospitalized patients.

## **Methodist Inn (continued)**

The Inn's rooms are fully furnished with twin beds and other amenities. The Inn has a lounge for the guests' use. A small breakfast nook has a microwave and vending machines. A continental breakfast is provided each morning for the guests of the Methodist Inn.

In 2024, Carle Health provided 346 nights of lodging in the Methodist Inn without charge. Using comparable area hotel rates, these nights had a value of \$31,140.

## **Pastoral Care**

Carle Health provides a comprehensive Pastoral Care Department staffed by an interfaith team of clergy who are trained in hospital ministry. In 2024, the Pastoral Care department had unreimbursed costs of \$603,911

### **Clinical Ministry Team**

At the core of the funding received from Carle Health is a clinical ministry team that is available 24 x 7 to offer presence, comfort, support, crisis intervention, conflict management, and help with loss and grief. This service is integrated into our patient care model and is critical to the emotional and spiritual care and support offered to patients and their families. This team maintains a network of relationships to offer the widest range of patient support opportunities. Our team helps Carle Health ensure that the key life values of our patients and their families are actively respected and that important life rituals can be observed.

### **Chaplain Assistant Volunteer Training**

The Chaplain Assistant Volunteer Training program was started by the Carle Health Pastoral Care Department to train people from area congregations to promote health in our communities and congregations and to invite church members to become part of our Carle Health pastoral community visiting and supporting patients, their families, and our staff. The director of the department oversees the training and coordinates the volunteers' clinical work.

## **Pastoral Care (continued)**

### **Community Pastoral Care Program**

The purpose of this program is to:

- To make health care resources consistently available to the poor and under-served of Peoria.
- To make these resources available through the compassionate caring of area churches.
- To promote health in our community through area church and faith groups
- To improve relationships between Carle Health and area faith communities.
- To train congregations to minister effectively to people with health care concerns.
- To give the churches the awareness of community and regional resources.
- To promote community health fairs, health screenings, and clinic use to improve life.
- To empower people to become more health responsible for themselves and their families.

### **Pastoral Care Department Education**

The Pastoral Care department education program training has been provided for people in over 90 area churches. Since the inception of the program, over 360 individuals have participated in the training provided by the pastoral care program.

## **Community Outreach**

### **Ambulance Education**

Each ambulance squad in the Peoria area EMS System predetermines what emergency medical services (EMS) education is needed for their agency annually. The plans are submitted to the Illinois Department of Public Health for approval or revision. Each agency is responsible for obtaining the education resources. Carle Health provided education in 2024 for various EMS agencies. This education was provided at no cost to the agencies

### **Behavioral Health**

Carle Health has identified Behavioral Health as one of the most critical issues in healthcare for the local area. Programs are available for children, adolescents, adults and seniors, through inpatient, outpatient, partial

hospitalization, and physician services. Carle Health Mental Health Clinic serves individuals and families who may not qualify financially for other behavioral health services in the community. In 2024, there were 2,667 inpatient mental health admissions resulting in 22,118 days of care. There were 25,345 visits for outpatient Behavioral Health services.

## **Community Outreach (Continued)**

### **Clinical Staffing for Behavioral Health Services**

Carle Health's inpatient staff meets with community providers and local school district personnel to discuss clinical issues for specific patients. This is done on a weekly basis and involves a minimum of three staff. Time spent varies, but the average is 60-90 minutes a week, discussing clinical issues and discharge issues. There is no charge to patients, families, or other facilities.

### **Behavioral Health Screenings**

Patients are also screened in the Diabetes Care Center and Cardiopulmonary Rehabilitation areas for depression or other potential mental disorders. All patients complete a questionnaire, which is reviewed by staff and if appropriate, follow up appointments are scheduled with a mental health provider to further assess and make appropriate referrals.

### **Basic Life Support/Cardio-Pulmonary Resuscitation; Automated External Defibrillator & First Aid Training**

Carle Health continues to provide classes for all levels of training for American Heart Association's approved Cardio-Pulmonary Resuscitation (CPR), with or without Automated External Defibrillator (AED) & First Aid Training with or without CPR/ AED for the adult, child, and infant population. Monthly CPR initial provider courses and renewal courses are currently offered at Carle Health. An instructor course for CPR that includes First Aid components is offered once each year.

Additional advanced American Heart Association courses for healthcare professionals such as Advanced Cardiac Life Support (ACLS) and Pediatric Life Support (PALS) Courses using the most current Emergency Cardiac Care guidelines also are offered through the Community Training Center.



**Carle Health Methodist Hospital**  
**CY 2024 – 210 ILCS 76/22 Public Report**

§ 22(a): *In order to increase transparency and accessibility of charity care and financial assistance data, a hospital shall make the annual hospital community benefits plan report submitted to the Attorney General under Section 20 available to the public by publishing the information on the hospital's website in the same location where annual reports are posted or on a prominent location on the homepage of the hospital's website. A hospital is not required to post its audited financial statements.*

1. Reporting Period:
  - a. 1/1/2024 through 12/31/2024
2. Charity Care:
  - a. Hospital Total Charity at Cost: \$572,475
  - b. ED Subset: \$44,768
3. Total Net Patient Revenue
  - a. \$378,534,080
4. Carle Health System Total Community Benefits Spending
  - a. \$298,218,180
5. Data on Financial Assistance Applications:
  - a. The number of applications submitted to the hospital, both complete and incomplete;
    - i. 28,294<sup>1</sup>
  - b. The number of applications approved; and
    - i. 52,076
  - c. The number of applications denied and the 5 most frequent reasons for denial.
    - i. Number Denied:
      1. 6,976
    - ii. Top 5 Reasons for Denial (Unordered):
      1. Incomplete Application
      2. Income Exceeds Policy Threshold
      3. Patient Qualifies for Medicaid
      4. Patient Out of Qualifying Area
      5. Other
6. To the extent that race, ethnicity, sex, or preferred language is collected and available for financial assistance applications, the data outlined in paragraph (5) shall be reported by race, ethnicity, sex, and preferred language.
  - a. Carle Health's Financial Assistance Program experiences the same five reasons for denial across all applicants; therefore, the top five reasons for denial are the same across all races, ethnicities, sexes, and preferred languages.
    - i. Top 5 Reasons for Denial (Unordered):
      1. Incomplete Application
      2. Income Exceeds Policy Threshold
      3. Patient Qualifies for Medicaid
      4. Patient Out of Qualifying Area
      5. Other

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<sup>1</sup>28,294 represents applications approved across the health system

CFAP covers Carle Foundation Hospital (CFH), Carle Hoopeson Regional Health Center (CHRH), Carle Richland Memorial Hospital, Carle BroMenn Medical Center, Carle Eureka Hospital, Carle Health Methodist Hospital, Carle Health Proctor Hospital, Carle Health Pekin Hospital, Carle Physician Group, Carle West Physician Group and a number of other distinct businesses like Arrow Ambulance and Champaign SurgiCenter; all of which are part of The Carle Foundation. When a patient applies for financial assistance, their application is considered for, and approval or denial is granted for, all Carle entities.

**Carle Health Proctor Hospital**  
**CY 2024 – 210 ILCS 76/22 Public Report**

§ 22(a): *In order to increase transparency and accessibility of charity care and financial assistance data, a hospital shall make the annual hospital community benefits plan report submitted to the Attorney General under Section 20 available to the public by publishing the information on the hospital's website in the same location where annual reports are posted or on a prominent location on the homepage of the hospital's website. A hospital is not required to post its audited financial statements.*

1. Reporting Period:
  - a. 1/1/2024 through 12/31/2024
2. Charity Care:
  - a. Hospital Total Charity at Cost: \$233,690
  - b. ED Subset: \$152,030
3. Total Net Patient Revenue
  - a. \$378,534,080
4. Carle Health System Total Community Benefits Spending
  - a. \$298,218,180
5. Data on Financial Assistance Applications:
  - a. The number of applications submitted to the hospital, both complete and incomplete;
    - i. 28,294<sup>1</sup>
  - b. The number of applications approved; and
    - i. 52,076
  - c. The number of applications denied and the 5 most frequent reasons for denial.
    - i. Number Denied:
      1. 6,976
    - ii. Top 5 Reasons for Denial (Unordered):
      1. Incomplete Application
      2. Income Exceeds Policy Threshold
      3. Patient Qualifies for Medicaid
      4. Patient Out of Qualifying Area
      5. Other
6. To the extent that race, ethnicity, sex, or preferred language is collected and available for financial assistance applications, the data outlined in paragraph (5) shall be reported by race, ethnicity, sex, and preferred language.
  - a. Carle Health's Financial Assistance Program experiences the same five reasons for denial across all applicants; therefore, the top five reasons for denial are the same across all races, ethnicities, sexes, and preferred languages.
    - i. Top 5 Reasons for Denial (Unordered):
      1. Incomplete Application
      2. Income Exceeds Policy Threshold
      3. Patient Qualifies for Medicaid
      4. Patient Out of Qualifying Area
      5. Other

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**Carle Health Pekin Hospital**  
**CY 2024 – 210 ILCS 76/22 Public Report**

§ 22(a): *In order to increase transparency and accessibility of charity care and financial assistance data, a hospital shall make the annual hospital community benefits plan report submitted to the Attorney General under Section 20 available to the public by publishing the information on the hospital's website in the same location where annual reports are posted or on a prominent location on the homepage of the hospital's website. A hospital is not required to post its audited financial statements.*

1. Reporting Period:
  - a. 1/1/2024 through 12/31/2024
2. Charity Care:
  - a. Hospital Total Charity at Cost: \$118,815
  - b. ED Subset: \$140,858
3. Total Net Patient Revenue
  - a. \$59,540,979
4. Carle Health System Total Community Benefits Spending
  - a. \$298,218,180
5. Data on Financial Assistance Applications:
  - a. The number of applications submitted to the hospital, both complete and incomplete;
    - i. 28,294<sup>1</sup>
  - b. The number of applications approved; and
    - i. 52,076
  - c. The number of applications denied and the 5 most frequent reasons for denial.
    - i. Number Denied:
      1. 6,976
    - ii. Top 5 Reasons for Denial (Unordered):
      1. Incomplete Application
      2. Income Exceeds Policy Threshold
      3. Patient Qualifies for Medicaid
      4. Patient Out of Qualifying Area
      5. Other
6. To the extent that race, ethnicity, sex, or preferred language is collected and available for financial assistance applications, the data outlined in paragraph (5) shall be reported by race, ethnicity, sex, and preferred language.
  - a. Carle Health's Financial Assistance Program experiences the same five reasons for denial across all applicants; therefore, the top five reasons for denial are the same across all races, ethnicities, sexes, and preferred languages.
    - i. Top 5 Reasons for Denial (Unordered):
      1. Incomplete Application
      2. Income Exceeds Policy Threshold
      3. Patient Qualifies for Medicaid
      4. Patient Out of Qualifying Area
      5. Other

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<sup>1</sup>28,294 represents applications approved across the health system