

QUESTIONS AND ANSWERS

Does my insurance pay for ambulance transports?

Many insurance companies, Medicare and Medicaid pay either in full or a portion of an emergency ambulance bill. To be certain, please contact your insurance company.

What charges will my insurance be billed?

Charges will be dependent upon care given and distance traveled:

Basic Life Support \$400

Advanced Life Support I \$650

Advanced Life Support II \$800

Mileage to Hospital - \$10.00/mile

What if my insurance denies the claim?

The billing company will work with you to resubmit the bill. A letter from your physician might be requested to reinforce the need for an emergency transportation on that occasion.

If I am injured in a vehicle accident will my medical insurance be billed?

The auto insurance company will be billed if provided that information.



SUBSCRIPTION SERVICE

To assist with out-of-pocket expenses that a patient may incur, the City has implemented a Subscription Service that allows residents to cover their entire family for a \$60 annual subscription fee. Non-residents may also purchase a subscription for themselves for \$60/year. Call today for information on this program and for an application.

HELP US FIND YOU IN AN EMERGENCY

Can the ambulance find your home at night, in the rain?

Make sure your home and mailbox are correctly marked with your house number. Numbers should be durable and easily visible and not less than 3" tall. The numbers should be placed by the main entrance to your house. If your entrance is not visible from the road, or is more than 50 feet from the road, then your driveway should be marked as well.



EMERGENCY MEDICAL SERVICES

Passport Subscription Service



City of Suffolk
Fire & Rescue
P.O. Box 1858
Suffolk, Virginia 23439
Phone (757) 514-4550

EMS PASSPORT SUBSCRIPTION SERVICE

THE MONEY IS THERE *for EMS CARE*

Most patients have sources of funding already **paid for** and **dedicated to** EMS services.

Funds come from premiums paid to health and auto insurance policies, workers' compensation, Medicare and Medicaid. Until now, these funds have gone **untapped**. Using this method, those who use the service fund the service. This relieves the taxpayers of the burden of funding the increasing costs of providing EMS in the community. Were it not for this program, taxes would need to be increased in order to supply the needed funding.

EMS REVENUE RECOVERY WORKS LIKE BILLING FOR OTHER HEALTHCARE SERVICES:

- As required by law, Statements of Services Rendered are sent to all patients treated and transported. Charges are based on the type of service provided and the distance traveled. If the patient is not transported, there is no charge.
- Claims are filed by the City seeking reimbursement directly from the insurance carriers.
- Patients are billed for any deductibles, co-payments and charges not paid by third-party sources. If patients do not have insurance, they will be responsible for any charges.

ABSOLUTELY NO ONE WILL EVER BE DENIED EMS SERVICES BASED UPON THEIR ABILITY TO PAY.

Will EMS Revenue Recovery eliminate the need for me to support my local EMS agency?

Absolutely not! In order for the Volunteer agency to continue to provide our community with the **best personnel** and **equipment** it is essential for you to support the agencies giving of your time, talents, and donations.

For additional information call
(757) 514-4550 or visit the City's website

at

www.suffolkva.us.

