

Fairfax County Fire and Rescue Department Emergency Ambulance Service Billing

Emergency Ambulance Service billing is scheduled to begin on April 1, 2005 in Fairfax County. The Fairfax County Fire and Rescue Department uses a “**service first**” policy for its residents and visitors and strives to provide the best emergency medical service possible.

Fairfax County residents who have Medicare, Medicaid or other medical insurance will **NOT** pay any costs for ambulance transport—insurance payments will be accepted as payment in full.



No one will ever be denied county ambulance service based on ability to pay or for the lack of health insurance. When residents need emergency assistance,

they should call 9-1-1 without hesitation. Firefighters and advanced life support providers have been given the best possible equipment and training to ensure the safety and well being of all residents.

As a county resident, your insurance company, Medicare, or Medicaid will be charged for emergency ambulance service to a medical facility. For



county residents who are uninsured, the Department will work with you to ensure that if you cannot pay your bill, you will not suffer financial hardship. A hardship waiver form will be available for residents who need one. When no one is taken to a medical facility, there will be no charge for care provided. **Again, no one should ever hesitate to call 9-1-1 because of inability to pay or lack of insurance.**

Frequently Asked Questions

How does billing work?

After patient care is provided, insurance information will be obtained routinely, often at the hospital. Fairfax County will waive co-payments and deductibles for county residents. Residents may receive an initial statement from the billing company. For county residents who are uninsured, Fairfax County has adopted a compassionate billing policy. Fairfax County has contracted with a company to handle emergency ambulance service billing.

If I don't have health insurance, and cannot pay my bill, what options do I have?

Patients taken to a medical facility by county ambulance who do not have health insurance will be sent a request for information that will include a financial hardship waiver form. The waiver form should be submitted to the billing company. The county will waive the ambulance service charge for financial hardship.

Will visitors or non-county residents be charged a co-payment?

Yes, only county residents are eligible to have their co-payments and deductibles waived.

What if my insurance company will not cover my emergency ambulance service bill?

The county's billing service will attempt to gain all information required to show the medical necessity of the transport. However, if the claim is ultimately rejected, the Department will consider the charge uncollectible for county residents.

If the co-payment for emergency ambulance service is being waived, will there be any out-of-pocket expenses incurred for county residents?

There will be no additional charges for emergency ambulance service for county residents who have health insurance, Medicare, or Medicaid.

What are the charges for emergency ambulance services?

Charges include: \$400 for Basic Life Support (BLS) to a medical facility; \$500 for Advanced Life Support, level 1 (ALS1) to a medical facility, (serious medical problems or traumatic injury); \$675 for Advance Life Support, level 2 (ALS2) to a medical facility, (cardiac arrest); and \$10 per mile, from pick-up point to the hospital by county ambulance service.



How will my privacy be protected?

All Department members have been trained on patient privacy Health Insurance Portability and Accountability Act (HIPAA) requirements and will strictly adhere to those standards.

Who will I call if I have a billing or insurance problem?

The billing company will have customer service representatives to address billing and insurance questions. If you are not satisfied, you may

contact the Fire and Rescue Department Patient Advocate at 703-246-2266.

Does this billing program cover all ambulance service in Fairfax County?

This billing program covers all ambulance services provided by the Fairfax County Fire and Rescue Department. This program does not cover any privately provided ambulance services or charges.

For more information, questions, or to schedule a community presentation, please call 703-246-2266; TTY 711. This information will be provided in alternative formats, such as large print or Braille. Please allow ten days to process your request. Additionally, this flyer is available on the Fire and Rescue Department's web site at www.fairfaxcounty.gov/fire for you to share with others.