

Community Connections

EMS Transport Billing for Emergency Medical Services



**Program Information for
Anne Arundel Citizens**

Office of Public Information
410-222-8305 or 410-222-8367
FDEMSbilling@aacounty.org



Did You Know?

- The Anne Arundel County Fire Department responds to over 72,000 calls every year?
- Of those calls, 70% are related to the delivery of Emergency Medical Services?
- The Department provides Advanced Life Support (paramedic) and Basic Life Support (Emergency Medical Technician) services to over 510, 000 people?
- The Department transports 40,000 customers annually?



Did You Know?

- Each year the emergency call volume increases – last year reaching 40,000 transports.
- The cost of delivering critical emergency services = \$100 million
- In order to recoup costs and help ease the burden on taxpayers and property owners, we bill your health insurance for this cost.
- The demand and cost for providing essential service will continue to rise as our population increases





Our Mission

- An All-Hazards Emergency Response Organization, Committed to your Safety
- We Will:
 - Respond Quickly
 - Act Professionally and Competently
 - Be Nice



TOP TEN THINGS YOU SHOULD KNOW:

- **FIRST: Residents of Anne Arundel County will never receive a bill for this service.**
- **Only private insurance companies, Medicare and Medicaid will receive bills for this service.**



TOP TEN THINGS YOU SHOULD KNOW:

- **SECOND:** Even if you do not have private insurance or benefits under Medicare or Medicaid, you will not have to pay this fee if you are a county resident.



TOP TEN THINGS YOU SHOULD KNOW:

- **THIRD: Everyone will receive the same efficient and high quality Emergency Medical Services normally provided by the Anne Arundel County Fire Department regardless of your insurance coverage or financial situation.**
- **If you are a county resident, you will never receive a bill nor pay a fee for the EMS ambulance service.**





TOP TEN THINGS YOU SHOULD KNOW:

- **FOURTH:** You should never hesitate to call 9-1-1 when you, or someone you know, is experiencing a medical emergency or needs an ambulance.
- Prompt care can often mean the difference between life and death.
- No individual will ever suffer financial hardship as a result of calling for an ambulance.





TOP TEN THINGS YOU SHOULD KNOW:

- **FIFTH:** Your insurance premiums will not increase as a result of the implementation of this fee.
- It is a service already being paid for in current premiums and insurance companies are prohibited from raising premiums as a result of Anne Arundel County participating in a program that has been an industry standard for 30 years.



TOP TEN THINGS YOU SHOULD KNOW:

- **SIXTH:** You should continue to support your volunteer fire company if you want to.
- Donations enable fire companies to purchase apparatus, equipment, and make critical repairs to aging facilities, thus saving the County significant money it would otherwise have to spend on these critical operational requirements.





TOP TEN THINGS YOU SHOULD KNOW:

- **SEVENTH:** The County has entered into a revenue sharing program with our volunteer fire companies who staff their ambulances.
- Funds collected from transports completed by volunteer fire companies will be shared with them in an effort to bolster volunteerism in the County and help ensure ambulance availability.



TOP TEN THINGS YOU SHOULD KNOW:

- **EIGHTH:** Annapolis city residents will be treated as County residents for the purposes of this program.
- County residents will also be recognized in the same way by Annapolis City.



TOP TEN THINGS YOU SHOULD KNOW:

- **NINTH: No person will ever be denied service regardless of their ability to pay.**
- **A program will be established to ensure that non-residents are treated with compassion regarding fee recovery.**



TOP TEN THINGS YOU SHOULD KNOW:

- **TENTH:** You can contact the County Fire Department at any time to obtain answers to your questions about this or any program:
- **410-222-8367 (8EMS)**
- **fdemsbilling@aacounty.org**
- **www.aacounty.org/fire**
- **The EMS billing company will have customer service representatives to address billing and insurance questions through an 800 number and a website.**



When will Anne Arundel County begin Billing for EMS Transport?

- The plan is set to begin April 1, 2009
- Independent Billing Company



How does billing work?

- Patient care and attending to a patient's needs are always the most important priorities in EMS and Fire department professionals will not seek patient insurance information at the time care is provided.
- The independent billing company will obtain the necessary insurance information from the facility to which the patient is transported. Upon receipt, the company will bill the insurance carrier.
- Transported patients may receive request for information and an authorization to bill your insurance company but no further correspondence should be received until the insurance company has made a determination of payment.



What happens if I call 911 and do not need to be transported? Will I be billed?

- No. A charge will only be generated if you are transported to a hospital.
- You will, however, be required to sign a refusal of care form releasing the medical providers and the County from any liability arising from your refusal to accept transport to the hospital.



If I call 911 for someone else, am I responsible for any bill resulting from an EMS transport, even if I am not the person transported?

- **No! Only a person who is transported by an ambulance can have their insurance billed.**



QUESTIONS

Thank You!

**The Anne Arundel County Fire Department is
"Committed To Your Safety"**

The Office of Public Information
8501 Veterans Highway
Millersville, MD. 21108
(410) 222-8200
410-222-8747 (TDD)

