

## Campbell County EMS Billing Information -2016

The Campbell County Department of Public Safety is committed to meeting the highest standards of excellence and personal medical care when responding to the emergency needs of local residents, as well as visitors. To continue this level of quality service and offset funding gaps in the midst of growing 911 call volume and emergency response demands, Campbell County's EMS billing policy and its respective rates were updated by the Campbell County Board of Supervisors on August 2, 2016.

Rates for EMS transports are now charged as follows. Advanced life support levels reflect:

- the severity of the medical condition involved,
- higher levels of training required for staff to administer medical aid,
- the quantity of medications administered as required by patient's condition, and
- more invasive procedures required during transport.

Campbell County EMS Billing Rates	<b>Adopted 8/2/2016</b>
Advanced Level 2 Comprehensive Transport	\$918.00
Advanced Life Saving Emergency Transport	\$634.00
Advanced Life Saving Non-Emergency Transport	\$472.00
Basic Life Saving Emergency Transport	\$534.00
Basic Life Saving Non-Emergency Transport	\$367.00
Mileage (per mile)	\$10.86
<b>NEW</b> EMS Response with No Transport	\$100.00

**It is important to remember that under no circumstance will anyone be denied EMS service based on ability to pay or his/her insurance status. Any citizen needing emergency assistance should call 911 immediately, without hesitation.**

Please note that one new component approved in the billing process is a *\$100 fee for EMS responses that do not require ambulance transports to a medical facility.* As non-emergency 911 calls often pull away valuable time and resources from anyone facing a life-threatening crisis, please consider other transport options to get the appropriate services you need. A listing of non-emergency transportation providers is provided in most telephone directories.

“The new billing rates blend rising EMS needs with citizens’ and the locality’s ability to pay for these essential, life-saving services.” said Tracy Fairchild, Director of Public Safety. “They also reflect a desire to maximize the amount recouped from insurance companies as 911 and emergency medical services are now widely covered by most insurance policies.”

As always, ask your insurance provider about how your respective policy applies to EMS services and ambulance transports. Research what policies and packages are best for you and your family based on your medical history and current needs. Fees stemming from transport by Public Safety’s EMS crews are billed to patients’ insurance and/or Medicare/Medicaid first; any remaining charges then become the responsibility of the individual or the parent/guardian of the person receiving EMS service. Campbell County Department of Public Safety does offer a [financial hardship program and/or fee waiver](#) for those who qualify.

Residents should note that Altavista EMS operates under a separate emergency medical framework, rate structure and billing system. Their fees apply to transports within the Altavista area as well as to their mutual aid response efforts throughout the County.

Campbell County’s receives approximately 12,000 EMS calls annually. The current EMS structure includes four career-staffed ambulances, three volunteer agencies and Altavista EMS’ combined agency. If you have further questions regarding EMS services or billing, please contact the Campbell County Department of Public Safety at (434) 592-9540 or via email at [publicsafety@campbellcountyva.gov](mailto:publicsafety@campbellcountyva.gov)

**For your convenience, below is a listing of frequently asked questions regarding EMS billing:**

**Who sets the rates for Campbell County for EMS services?**

The Campbell County Board of Supervisors, in compliance with VA. CODE ANN. §32.1-111.14 (Cum. Supp. 2005), establishes and reviews the fee structure for EMS transports in the locality. This ordinance allows the Board to adjust rates and criteria for EMS services based on the needs of the constituency.

**If I call 911 and do not need to be transported by ambulance, will I still be charged?**

Yes - Effective August 2, 2016, anyone calling 911 for non-emergency EMS response who does not need to be transported to the hospital or medical facility will be charged \$100. If you know that your situation is not an emergency and does not require EMS transport, please consider an alternative to calling 911 to obtain the service you need.

**Does that mean I will be charged an extra \$100, even if they do decide to transport me?**

No – If medical transport is required, you will only be billed according to the rates established for the level of medical service you need. The \$100 fee only applies if no transport is necessary.

**How does the billing system work? Are claims to my insurance, Medicare/Medicaid automatically submitted on my behalf?**

Campbell County Department of Public Safety, through McKesson, submits claims on your behalf to your insurance company, based on the level of care received during ambulance transport. After the insurance provider has paid their portion of the bill, an invoice and instructions for paying the balance will be mailed to you. Outstanding fees must be paid within 90 days to avoid legal processing, unless you are on a payment plan or qualify for exemption per the County's financial hardship criteria.

**What happens if I do not have insurance or cannot pay the remaining fees associated with my EMS transport bill? What options are available to me?**

If you are unable to pay your fees all at once, you can contact the billing company at 1-866-366-3626 and request to be put on a payment plan. If you find that you are not able to pay the remaining balance of your bill, you can apply for a financial hardship review. The application for a hardship waiver and correlating criteria are available through the Department of Public Safety's website or you may call the Public Safety office to have a form sent to you. Contact information is listed on the back of this document.

**Are there other out-of-pocket expenses associated with EMS services?**

Only after your insurance claim has been filed and paid are you responsible for any

remaining costs stemming from an ambulance transport. There are no other expenses associated with Campbell County EMS care.

**Is my privacy and confidential information protected under this new billing process?** Your privacy is one of our top priorities. We will continue to handle your information with confidentiality and professionalism.

**If someone calls 911 to my home or on my behalf, am I responsible to pay?** If you are the one transported, you will be responsible for any fees incurred for ambulance service.

**How does this billing policy impact volunteer EMS services in my community?** These fees support 24/7 career staff and volunteer EMS agencies in order to provide the best service possible for the citizens of Campbell County.

**I live outside of Campbell County, but may need to rely on Campbell County's EMS service as I work and visit in the locality. Are there different rates for those who are not County residents?**

Rates are the same regardless of who is transported or where he/she resides.

**How much does Medicare/Medicaid currently pay toward EMS services?**

Medicare/Medicaid offices will be able to determine how much they would cover for your ambulance transport. You may contact Medicare directly at 1-800-MEDICARE (1-800-633-4227) and MEDICAID toll-free at:1-877-267-2323; on-line information is also available at: [www.medicare.gov](http://www.medicare.gov) and [www.medicaid.gov](http://www.medicaid.gov).

**Do these fees only apply to Career EMS service rendered by the Public Safety Department or does this apply to my community volunteer ambulance transports, as well?**

Fees apply to any transport, regardless of whether the crew is volunteer or career. In 2006 Campbell County began the self-supporting, revenue recovery program to fund an around-the-clock Career EMS program as well as to increase and sustain contributions to local volunteer EMS agencies to maintain their essential services in their service areas.

**Will these rate changes in any way affect my insurance premiums?**

The EMS transport rate increase should not affect your insurance premium; however, check with your insurance company to confirm their fee structure for EMS services.

**Are there other options if I need transport to the hospital for non-life threatening situations?**

There are medical transport services available in the area. Your local phone directory as well as online searches should provide you with options and contact information for

alternative services (medical transports, ambulance services, volunteer or faith-based transportation, taxi services, etc.).

**Do these rates/fees only apply to EMS, or are there charges if I have to call for fire department services as well?**

These charges are only applicable to EMS calls that result in a transport to a medical facility.

**Are there other rate increases on the horizon for Public Safety services?**

There are no additional rate increases for ambulance transport being considered at this time.

**Who do I contact if I have questions or have a problem with the billing process?**

If you have a question or concern about billing, please contact McKesson directly at 1-866-366-3626. Online assistance regarding your billing account is also available by visiting: <https://www.peryourhealth.com>

**.Contact Information and On-line Resources for Citizens:**

Campbell County Department of Public Safety

Website: [www.campbellcountyva.gov](http://www.campbellcountyva.gov) -

<http://www.campbellcountyva.gov/216/Public-Safety>

Email: [publicsafety@campbellcountyva.gov](mailto:publicsafety@campbellcountyva.gov)

(434) 332-9540

(434) 283-9540

(434) 592-9540

Campbell County Department of Public Safety Hardship Waiver and Criteria -

<http://www.campbellcountyva.gov/DocumentCenter/Home/View/213>

McKesson

Website: <https://www.peryourhealth.com>

Toll Free Number: 1-866-366-3626

Medicare and Medicaid

1-800-MEDICARE; (1-800-633-4227);

Medicaid - 1-877-267-2323

Websites: [www.medicare.gov](http://www.medicare.gov)

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