

BASIC LIFE SUPPORT TRANSPORT BILLING POLICY

Policy:

It is the policy of the City of Redmond (the City) to bill third-party payers and patients for emergency medical services (EMS) transportation user fees in a fair, equitable and consistent manner.

Responsibilities:

The City or its billing contractor will conduct billing and collection according to the guidelines included in this policy.

Definitions:

- 1) Resident: A person living within the boundaries of the City. Until otherwise specified, for purposes of EMS transport billing only, persons who live or work within the boundaries of the Redmond, Bellevue, Kirkland and King County Fire District 34 will be treated as residents in reciprocity with these cooperating agencies. The City reserves the right to add to or remove from this list of cooperating agencies.
- 2) Third-party payer: Medicare, Medicaid, private medical insurance, supplemental medical insurance, Labor and Industries industrial insurance, accidental-injury insurance and or any other insurance payer that may be properly billed for emergency medical transportation fees.

Guidelines:

- 1) City of Redmond Billing Procedure for Third-Party Payers: The City will bill third-party payers according to the City's existing rate schedule, which may be amended from time to time. The City will send no more than three bills to a third-party payer related to an individual transport incident. If no payment is received within thirty (30) days after the final billing, the City may assign the account to a collection agency to collect that portion of the transport fee for which the third-party payer is responsible.
- 2) Medicaid Patients: Pursuant to federal law and the patient's indigent status, the City will accept that amount paid on behalf of any Medicaid patient (regardless of resident status), along with any available supplemental insurance payment, as full and final payment of the transport fee and will write off the balance.
- 3) Patients Who Have Other Insurance:
 - i) Residents: The City will bill the third-party payer(s) and will accept the amount received from the third-party payer(s) as payment in full. Any remaining balance will be written off in consideration for EMS levy taxes paid by the resident patient. If the

patient has no insurance (private pay), 100% of the bill will be written off in consideration of EMS levy taxes paid by the resident.

- ii) **Non-Residents:** In addition to billing the third-party payer(s), the City will take the following actions, which the City deems to constitute good faith efforts to collect unpaid balances:
 - (a) Send three bills directly to the non-resident patient for any amounts that are legally collectable and not paid by the third-party payer(s). Medicare patients may only be billed for unmet Part B deductible and copayment.
 - (b) Any amounts not collected within thirty days after the third and final billing will be reviewed by the Fire Chief, who will make to recommended to the Finance Director for collection, write off by the City or such other action as deemed appropriate.

4) **Patients Who Have Not Provided Complete Insurance Information or Patients Who Have Not Signed Authorizations:**

- i) The City will send a bill directly to the transported patient along with:
 - (1) a request for additional insurance information
 - (2) And/or a request for authorization to bill insurance,
 - (3) And an application for financial assistance along with information about our financial assistance policy in case the patient is not a resident.
- ii) If no response is received prior to sending subsequent bills, requests for insurance information and/or authorization and information about our Financial Assistance Policy will be included along with these bills.
- iii) Any amounts not collected within thirty days after the third and final billing will be reviewed by the Fire Chief, who will make to recommended to the Finance Director for collection, write off by the City or such other action as deemed appropriate.

5) Reasonable payment arrangements will be extended for amounts not eligible for debt forgiveness under the Financial Assistance Policy. Monthly payments, without interest, may be arranged. If three consecutive monthly payments are missed, the account will be reviewed by the Fire Chief, who will make to recommended to the Finance Director for collection, write off by the City or such other action as deemed appropriate.

6) Patients transported from locations outside the City (or cooperating agency) will not be charged the transport fee so long as the jurisdiction does not charge a fee, in accordance RMC 3.90.010 (e).

- 7) **Financial Assistance**: The City reserves the right to waive any transport fee on a case-by-case basis in accordance with the City's Financial Assistance Policy.