

SPOTSYLVANIA COUNTY
COMPASSIONATE BILLING POLICY FOR AMBULANCE SERVICE

1. No one will EVER be denied necessary medical transport service due to either their inability to pay or a lack of insurance.
2. All consumers of ambulance services will be asked, in writing, to provide information regarding available insurance coverage. All consumers of ambulance services will receive written notification of the value of services received and notice of billing forwarded to their insurer(s).
3. Compassionate billing is intended to eliminate or minimize out-of-pocket expenses for ambulance services received by county residents. The County regards taxes paid by our residents as inclusive of co-pays and/or deductibles for ambulance service for all persons living in a taxpaying household. Elderly or disabled residents qualifying for real estate tax relief pursuant to County ordinance shall be deemed qualified for relief from any deductible or co-pay for ambulance services received.
4. Any resident lacking health insurance may submit a waiver request form stating a financial hardship. No personal banking information or tax form copies will be required as proof; the good faith statement made by the resident regarding household income level will suffice. Persons showing household income below \$100,000.00 shall qualify for waiver of fees based on hardship.
5. Spotsylvania's billing company will not pursue payment recovery through a debt collection agency without express authorization of the County Administrator or his designee.
6. Non-residents receiving Spotsylvania County medical transport will receive a bill, but these non-residents may also apply for financial hardship waiver.
7. If any insured party requires EMS transport within a given calendar year that exceeds their policy limits and no additional insurance coverage is available, the fees for service beyond coverage limits will be waived.
8. If the insurance company deems the transport is not medically necessary the billing company will verify the information that was submitted to the insurance company and resubmit the claim for reconsideration. If the insurance carrier still deems the transport not medically necessary the County Administrator or his designee will review the individual case for possible waiver of the fees.