

Town of Dighton

Policy	Ambulance Billing Policy
Effective Date	Upon Approval
Revisions	
Board of Selectmen Approval Date	January 11, 2023

PURPOSE

The purpose of this policy is to establish fair and equitable guidelines relating to all aspects of ambulance service billing for the Dighton Fire Department and the Town of Dighton. This policy will cover account abatements, and hardship write-offs of Ambulance services.

POLICY

It is the policy of the Dighton Fire Department to bill all patients for receiving services for emergency medical transportation to a medical facility, and to pursue reasonable measures to collect billed amounts except where waiver of the fee is warranted due to financial hardship. This policy shall apply to all patients receiving Emergency Medical Services (EMS) from Dighton Fire Department personnel. A patient shall be considered any person receiving, at minimum, a medical assessment for injuries, illnesses, potential injuries and illnesses, and mental/psychological evaluations. The guidelines set forth in this policy do not cover outside agencies (i.e., mutual aid ambulances) that are called in for mutual aid purposes. The Fire Chief is hereby designated to act on behalf, and as an agent, of the Board of Selectmen in administering this policy.

IMPLEMENTATION

Patient Invoicing:

The Town's ambulance billing clerk shall endeavor to collect on any amounts due, by issuing written statements and past due notices as necessary. The requirements found in this policy shall be included as part of the ambulance billing notices.

The Town's ambulance billing clerk shall issue an invoice to every patient or their healthcare insurance provider, which covers the cost of the ambulance transport. The reverse side of the invoice asks for insurance information to be provided for those invoices going directly to the patient. The billing clerk would then bill the insurance company if it has not already done so.

If no insurance information is provided, the patient shall be responsible for payment of the bill unless payment will create a financial hardship. The patient will receive four invoices in 0-, 30-, 45-, and 60-days increments. The patient will receive one statement 90 days after the date of service.

After reasonable and customary attempts to collect payment from patient, patient's health insurance, or any other payer; unpaid invoice within 180 days from the date of service will be deemed as uncollectible and recommended to be written off.

Collections:

Upon exhaustion of reasonable efforts by the ambulance billing clerk to collect delinquent accounts, it shall, submit to the Fire Chief those accounts that it deems are uncollectible and therefore are candidates for removal from the Town's books (writing-off) or further collection efforts by a licensed collection agent.

It shall be the responsibilities of the Fire Chief, together with Town Administrator, Town Accountant, and Town Treasurer/Collector, to declare an account(s) uncollectible, authorize the ambulance billing clerk to write the account(s) off its books, and shall concurrently notify the Town Accountant of such authorization, who, in turn, will write them off the Town's books.

Abatements:

The Board of Selectmen have authorized the Town Administrator to abate uncollectible fees as recommended by Fire Chief, Town Accountant and Town Treasurer/Collector.

Uncollected fees will be reviewed and abated every nine months.

Financial Hardship Write-offs:

Upon request Financial Hardship Application will be included with patient invoice. Application will display a table of current poverty guidelines and a questionnaire requesting family size and income; agreed upon by Fire Chief, Town Administrator, Town Accountant, and Town Treasurer/Collector. If the family income falls within the poverty guidelines, this information would be provided on the form and then signed under penalty of perjury, by the patient and submitted to the Fire Department.

The Fire Chief shall review all requests for payment waiver due to financial hardship.


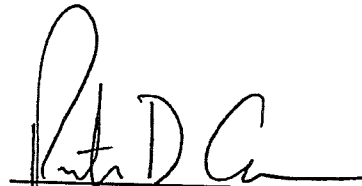
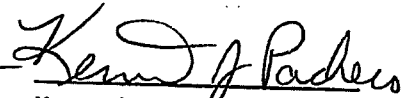
The Fire Chief may establish that a financial hardship exists, justifying a waiver of the amount due.

All communications with accounts, whether verbally or in writing, shall include a notification that amounts owed may be waived upon demonstration of financial hardship.

The Fire Chief will provide a report/summary to the Town Administrator, Town Accountant, and Town Treasurer/Collector relating to financial hardship granted.

The Dighton Fire Department shall mail a letter notifying the applicant of the disposition of their request.

Signatures


Leonard E. Hull, Chairman
Peter D. Caron, Clerk
Kenneth J. Pacheco, Member

