



A CITIZEN'S GUIDE TO EMERGENCY MEDICAL SERVICE AMBULANCE FEES

2006

Your Health is Our First Priority

Every minute counts when you're faced with a medical emergency. If you feel you need medical attention, don't hesitate, dial 9-1-1. Our highly trained Firefighter/Paramedics are just a phone call away.

Why is the City of Springfield billing for Emergency Medical Services?

To generate revenue that will serve to enhance the Fire *Rescue* Division services provided by the City through increased manpower, fire stations, new vehicles, and equipment. Billing for Emergency Medical Services is a basic user fee. A user fee only affects those individuals who use the service, including non-residents. After reviewing several alternatives, this method generated the most interest since it increased revenues without affecting the entire population like a property tax.

How will this affect me?

As a resident of the City of Springfield, you will NOT be responsible for any direct payment of ambulance fees. The City will accept whatever (if any) amount your insurance company or Medicare pays on your behalf. You will be asked to sign the Springfield Fire *Rescue* Division's EMS run report that will authorize us to collect directly, all insurance benefits for services provided, and to obtain/release any medical information necessary to process the claim.

Will Medicare cover the ambulance/transportation fee?

Medicare has a maximum amount they will pay for ambulance fees. You may also have Medicare Supplemental Insurance, which would cover any fees not paid by Medicare. We are required by law to accept the Medicare allowable amount and cannot bill for the difference between the allowable and the established fee.

Will I be charged if I call for Medical Services but don't go to the hospital?

No. The established fees are for providing the service of transporting patients to the hospitals located in the City of Springfield.

Can I still be taken to the hospital of my choice?

Absolutely. Our Paramedics will continue transporting patients to either Mercy Medical Center or Community Hospital. The choice will be yours, unless the need arises to transport you to the nearest hospital.

How can I afford the Emergency Medical Service ambulance fees?

Our billing program accepts the fact that you, as a resident of the City of Springfield, already pay your portion through taxes and you will not be responsible for any fees not covered by insurance. A “Request For Information” form may be sent to you regarding your primary and/or secondary insurance. Simply make the necessary changes/corrections so that we may submit a claim for payment on your behalf. Again, you will not be responsible for any unpaid balances.

It is our intent that the ambulance fees should have a minimal impact on citizens. **Your health is our first priority.** The financial details are secondary to your need for medical attention. We realize that you may have no insurance. Please rest assured that no one will be denied medical attention because of their inability to pay the ambulance/transportation fees. Do not let the established fee stand in your way.

How has my Service Delivery changed?

The Springfield Fire *Rescue* Division has expanded Medical Service delivery capacity from three (3) dedicated paramedic units in 2002, to eight (8) paramedic units in 2006. All paramedic units are now staffed with a minimum of two paramedics and one emergency medical technician. These same personnel are also firefighters, capable of responding to fire incidents in fire engines or ladder trucks as needed to maintain adequate fire protection coverage. The total number of locations from which paramedic units respond has also been expanded from three (3) fire stations in 2002, to six (6) fire stations in 2006, improving Medical Service coverage throughout the City. The additional paramedic units have been stationed in high demand areas thus distributing necessary resources to those areas and reducing response times.

Who uses Emergency Medical Services?

Our Emergency Medical Service is available to anyone who needs medical attention. The Springfield Fire *Rescue* Division has averaged 10,734 responses for Emergency Medical Services (EMS) each year for the past three years. Of those responses, more than 78% required transportation by an ambulance to one of our local hospitals; 70% received patient assessments at the Advanced Life Support level; and nearly 93% were residents of the City of Springfield.

What other area communities currently bill for Emergency Medical Services?

Enon	Fairborn	Moorefield Township	Hamilton
	Bethel Township	Huber Heights	Dayton
	Springfield Township	Columbus	Cincinnati

IF YOU HAVE ADDITIONAL QUESTIONS, PLEASE CALL (937) 324-7605