

FREQUENTLY ASKED QUESTIONS

Why should we bill?

Most people have insurance, either private or Medicare. Their premiums pay for medical transportation based on prevailing rates in the region.

Tax Lids are reducing the amount of tax dollars available for Fire Departments, Ambulances and Rescue Units.

If Greene County implements an EMS billing program, where would our payments come from?

While some payments may come from individuals, the overwhelming percentage of payments will come from insurance company payments. In fact, many communities derive nearly one-half of total income from Medicare alone.

Do many localities have EMS billing programs?

Absolutely yes. In Virginia, nearly 80% of the total state population is served by a private or public EMS agency that bills for EMS. Nationally, that percentage approaches 85%.

Many in citizens in Greene County believe that if we implement an EMS billing program, health insurance premiums will escalate. Is this true?

The fact is that in most cases, health insurance premiums will continue to rise regardless of whether or not a community decides to bill for EMS transports. Health care costs such as prescription drug coverage, medical litigation. Technology in medicine and depressed insurance company investment returns have been the "chief culprits" of escalating health insurance premium costs

Ambulance costs are less than 1% of health care expenditures. Billing at the allowable costs will have minimal impact on insurance premiums.

With less than 1 penny of every insurance dollar spent on EMS transports, such programs have virtually no effect on health insurance costs.

Will I be hounded by the EMS billing company?

No, our approach for billing is that we deal with the Insurance companies. No collections or threats. In fact we offer a toll free number for patients questions,

have alternative payment programs such as subscription and ability to pay programs

Are we required to bill all patients? Can we bill patients from our community at a lesser rate than someone from outside our area?

Federal Regulations are that, if you bill, you have to bill all patients transported the same rate. Greene County will set the rates and bill all patients according to those rates

If Greene County bills, does it affect the status of our volunteer ambulance services?

The Volunteer services in Greene County will maintain their status of a volunteer service

Will Greene County EMS file my insurance?

We will gladly file with all insurance programs.

What type of information will I have to give when I am transported?

Persons using the Emergency Medical Service are asked to provide any insurance information you have at the time of service, whenever possible

What if the insurance information was not given at the time of service?

If your insurance information was not obtained at the time of service the Billing Company will try to obtain the information from the hospital. If the information cannot be obtained, you may receive a letter requesting you to provide the information. You can contact our billing office to offer the correct information. When the billing office receives the information, your insurance will be filed. You will not receive any further correspondence or bills until the insurance company has made a determination on your claim.

What if I don't have insurance?

For patients who do not have insurance, we will gladly work with you to set up a payment plan or possibly you can meet certain hardship criteria.

What will my insurance company pay?

Most insurance companies will pay for 80% of the charges for the service

If my insurance pays, what will I have to pay?

If you insurance company pays, you are only responsible for any co-pays or deductibles

Can I make Payments?

Greene County EMS understands how unexpected health care bills can be a burden on our citizens. We will allow our patients to make regular payments on monthly basis until the balance is met. The County also offers an Ability To Pay Program.

What methods of payment do you accept?

Currently we can only accept cash, personal checks, and money orders

How much time will Greene County allow me to pay my bill?

By policy an account that has had no activity for 120 days will be reviewed if the bill is not paid in full or another payment plan has been established then the account will be sent to the County Office for review.

How do you protect my health information privacy?

Greene County will have a HIPAA Compliancy Program in place to protect your health information.

What if there is an overpayment on my account?

If there is an overpayment we will gladly process the paperwork to get you a rapid refund.

How much is Greene County going to charge for the EMS service?

BLS Emergency \$ _____
ALS1 Emergency \$ _____

ALS2
Mileage

\$ _____
\$ _____/loaded mile