

TOWN OF ALTON FIRE-RESCUE DEPARTMENT
ALTON, NEW HAMPSHIRE

SOG# 1000 - 026

DATE: April 26, 2017

EFFECTIVE DATE: April 26, 2017

SUBJECT: **Ambulance Service Billing Policy for Non-Residents.**

PURPOSE:

To Establish a Guideline for Ambulance Service Billing - Non Residents. A Non-Resident is a person who does not pay property taxes to the Town of Alton, NH.

SCOPE:

Applies to Members performing Ambulance Service Billing and/or Ambulance Service Billing Company Representing the Town of Alton (Currently: Comstar Ambulance Billing Company)

DEFINITIONS:

Non-Resident-A "non-resident" shall be considered a person who does not pay property taxes to the Town of Alton, on the date of ambulance service.

PROCEDURE:

The procedure for Ambulance Service Billing for Non-Residents shall be as follows:

The Alton Fire & Rescue Department (Ambulance Service) shall bill for Emergency Medical Services rendered for the following:

1. Patients who are transported by ambulance to an approved receiving facility/hospital.
2. Paramedic Intercept.

The procedure for ambulance service billing shall be as follows:

1. The ambulance crew upon completion of an ambulance transport shall complete the ambulance transport record, Temsis Record/Ambulance Incident paperwork in the NH EMS Bureau reporting system (Temsis). The report shall be completed within 24 hours of the date and time of the request for service. The ambulance crew transporting the client shall obtain billing information, if available. The crew member completing the paperwork shall mark the record as "Complete" in Temsis. The validity score shall be 100% to ensure that the record is complete. The completed paperwork shall be deposited into the "Lock Box" by the Secretary's Office door. At no time shall the paperwork be left unattended to allow the documentation to be viewed by anyone other than the ambulance crew attending the incident. The paperwork submitted shall include the "Receiving Hospital Demographic Data Sheet", if available prior to leaving the receiving facility. If the "Demographic Sheet", is not available at the time that the ambulance crew is at the receiving facility, the department secretary will contact the receiving hospital to obtain the required information on the next business day.
2. The department secretary shall at a minimum of twice per week, enter the Temsis system and mark all ambulance transports as "Ready for Billing". The Department Secretary will scan all documents required for inclusion in the Temsis System for review by Comstar. The Department Secretary shall verify all non-residents through the Town of Alton Assessing Department records when an out of town address/zip code has been entered on the NH Temsis/Hospital demographic documentation.
3. The department secretary shall forward the required billing information to Comstar through either an email or fax. The department secretary shall notify Comstar that a batch of incidents is "ready for billing".

4. Comstar will access NH Temsis System through a secure "Log in Process" to obtain the appropriate information to "bill the ambulance transport". The Comstar procedure shall include a process to verify the correct address, patient information and applicable insurance.

5. Comstar will submit to Medicare, Medicaid, Automobile Insurance and/or any Private Medical Insurance the schedule fee (Invoice) for ambulance transport service by the Alton Fire & Rescue, as approved by the Alton Board of Selectmen.

6. Comstar will also submit a series of three invoices for ambulance service transport fee to the patients account. The schedule for invoices shall be between 30 and 45 days between each invoice from the date received by Comstar.

7. Prior to any attempt at "collections or submission of the client to a collection agency or credit bureau" the transported patient will be a sent a letter from the Towns Attorney. This will be the fourth correspondence letter to the client for the purpose of collecting fees for services rendered.

8. Comstar shall provide the client/customer with the option to establish a payment plan for arrangement of paying the outstanding balance for each ambulance transport incident.

9. The Alton Fire & Rescue Department will receive a detailed report from Comstar of all unpaid balances prior to submission to any Collection Agency or prior to reporting the client to a Credit Bureau. This detailed report will be reviewed each month by the following: Fire Chief, Town Administrator and a member of the Board of Selectmen. Each of the above shall sign off prior to any client nonresident/non-taxpayer being reported to a Collection Agency or Credit Bureau.

10. Upon approval by the three assigned members noted above, the approval for submission of the outstanding ambulance transport fee's will be submitted to the "Collection Agency, the company currently utilized is First Financial Resources, or FFR" for processing. Comstar will report the clients to FFR upon approval by the Town of Alton. FFR will make every effort to collect as much revenue for the Town of Alton. FFR will charge for services rendered. FFR will report to Comstar all funds collected and fee's charged on a monthly basis.

11. Prior to any attempt at "collections or submission of the client to a collection agency or credit bureau" the transported patient will be a sent a letter from the Towns Attorney. This will be the fourth correspondence letter to the client for the purpose of collecting fees for services rendered. The clients shall be reported after 13 months of failed collections by FFR to Experian Credit Bureau. This process will be reviewed and signed off by the following: Fire Chief, Town Administrator and a member of the Board of Selectmen. This report will be forwarded to Comstar.

The Alton Board of Selectmen approved this policy on April 26, 2017:

