

TOWN OF ALTON FIRE-RESCUE DEPARTMENT
ALTON, NEW HAMPSHIRE

SOG# 1000 - 025

DATE: April 26, 2017

EFFECTIVE DATE: April 26, 2017

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

PURPOSE:

To Establish a Guideline for Ambulance Service Billing - Residents. A Resident is a person who pays 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:

Resident -A "resident" shall be considered a person who pays property taxes to the Town of Alton, on the date of ambulance transport service. A "resident" will be considered a person who rents a particular piece of rental property for the purpose of a place of domicile. This person must submit a current rental agreement, current property tax bill (Town of Alton) or two receipts from an entity such as the following: Phone Bill, Water Bill, Electric Bill, Heating Fuel Bill, Insurance Bill, which has a date that is concurrent with the date of ambulance service transport. In the event that a person utilizes a PO Box for the purpose of US Mail and the methods of proving domicile above, and do not have a physical address in the Town of Alton, that person must possess a NH Driver's License that has a physical address in the Town of Alton on the date of Ambulance Service Transport. If a person cannot prove residency as noted above in the Town of Alton, that person will be considered, a "Non-Resident".

PROCEDURE:

The procedure for Ambulance Service Billing for 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.

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. Town of Alton residents will not receive a fourth notice of intent to send the client to collections, which is also known as the "Collection Letter", from Comstar. Alton residents will receive a forth letter from the Town with the purpose being that the Town resident provides a monetary donation for each ambulance service transport event. Alton residents will not be forwarded to the collection agency, First Financial Resources (FFR) or to the credit bureau, Experian. The funds collected from a Town of Alton resident through entities such as Self Pay (Payment made for ambulance transport services on a voluntary basis), Medicare, Medicaid, Private Medical Insurance and Automobile Insurance shall be the sole source of funding for ambulance service transport/ paramedic intercept fees.
8. Funds collected through Self Pay (Payment made for ambulance transport services on a voluntary basis), Medicare, Medicaid, Private Medical Insurance and Automobile Insurance shall be the considered final payment for ambulance service transport/paramedic intercept services. No further attempts at ambulance transport services collection shall be conducted by the Town of Alton.
9. Town residents covered under this policy are encouraged to provide a donation for services rendered. The Town will send a letter to Town Residents for the purpose of a possible donation to the Town of Alton for ambulance transport services.
10. Town residents have the ability to establish a payment plan with Comstar. Residents are able to establish a payment plan through Comstar.

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