

Town of Williston
Policy for Collection of Ambulance Transport Revenue

1. Purpose: The purpose of this policy is to establish billing and collection practices for the Williston ambulance transport service. The intent is to adopt firm but fair policies for the collection of patient accounts. It is our goal to collect, with compassion, most money owed to the town for services provided.
2. Service Rates: Rates for the ambulance service fees will be set by the Selectboard on an annual basis.
3. Exemptions: The above Ambulance Service Fees, however, shall not be imposed in the following circumstances:
 - For ambulance calls when the patient refuses medical treatment; and
 - For ambulance calls when services are not needed.
4. Time for payment: All Ambulance Service and/or Fire Utility Service Fees shall be due and payable to the Town of Williston, or its designated billing and collection agent, within thirty (30) days from the date the service is invoiced, unless a payment plan has been requested and approved.
5. Billing Process:
 - All transports by Williston Fire Department will be billed.
 - The Town's EMS Billing Agency will first make an effort to collect payment from the Patient's insurance company(s), at which time the Patient will be sent a statement advising of the billed amount.
 - Co-payments, deductible amounts, and amounts not classified as uncollectible, will be billed directly to the Patient through a monthly billing statement.
 - Patients whose insurance company sends payment directly to the insured will be responsible for their bill in its entirety.
 - Over payments will be refunded to the insurance company or Patient within sixty (60) days.
6. Payment Plans: Upon request by the Patient, a payment plan may be established. Payment Plans will be set at a minimum of \$25.00 per month, or a mutually agreed upon amount.
7. Uncollectibles: Uncollectible ambulance charges are classified as follows:
 - Charges in excess of amounts allowed by Medicaid, Workers Compensation and Hospice Care, which are not covered by any secondary insurance, will be accepted as payment in full and any co-payment amounts will be written off.
 - Charges specified by Medicare as adjustments to the amounts paid will be written off. Medicare patients are responsible for any remaining amounts not paid by Medicare or other insurance.
 - Charges billed as private pay and to private insurance providers or other third-party payers that remain unpaid after the completion of the collection process and the likelihood of collection appears remote because of difficulty in locating responsible party or other related reason.
 - Charges billed as private pay but who have been granted a waiver because of financial hardship.
 - Any write-off of a private pay charge will not prevent possible future collection on the account.
 - Balances of less than \$10.00 will be written off as being uncollectible, by the Town.
 - The determination that private pay charges are uncollectible requires approval by the Town Manager and must be indicated in writing before the amounts identified as uncollectible are removed from the current account receivable records.

- Charges for transports which are more than one year old and which have been pursued by all means possible will be written off as uncollectible, with the approval of the Town Manager.

8. Financial Hardship Determination: In order to make the determination that a financial hardship exists, the Town will use the following guidelines:

- Any patient who contacts our billing office and informs us that they have a financial hardship will be offered a payment plan to meet their individual needs.
- Any patient that states that they are unable to meet the terms of a payment plan for the full amount of the bill will be offered a reduction in the bill to the current Medicaid rate of reimbursement with the balance written off as a “financial hardship”. A payment plan for the balance due will be arranged if necessary.
- If the patient’s financial hardship is such that no payment plan will work, then a complete waiver of the bill may be granted by the Town Manager. This determination will be considered on a case-by-case basis. Documentation of the financial hardship may be requested by the Manager and may include, but not be limited to, a letter from a third party, i.e. a social worker, or a letter from the patient detailing the hardship.
- All information submitted will be kept confidential.

9. Collections:

- Collection efforts will continue until the balance is either paid in full, or the amount owed has been determined to be uncollectible, or the Town Manager has made a determination that a financial hardship exists and all or part of the remaining balance has been waived.
- Patients who make no attempt to reconcile their balance will be addressed on a case-by case basis and may be taken to small claims court.

10. Reporting:

- The Fire Dept will verify on a monthly basis that the billing agency has recorded the correct number of calls and transports.
- The Finance Dept will verify on a monthly basis that all funds deposited are recorded by the billing agency.
- The Town Manager will provide the Selectboard on an annual basis a summary of the amount, number and type of bills determined to be uncollectible.

Effective Date: This policy becomes effective July 1, 2011.

Adopted this ____ day of ____, 2011.

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