

King William County has implemented an Emergency Medical Services (EMS) Revenue Recovery Program to help defray some of the costs of providing emergency ambulance transports. This program will be beneficial to the citizens because it will allow the rescue squads to continue to maintain the same high quality of emergency services.

FREQUENTLY ASKED QUESTIONS

Why does the County need a Revenue Recovery Program?

The number of 911 calls being placed to King William Emergency Services (EMS) has significantly increased in recent years and the ability to respond to these calls has become more difficult due to the unavailability of personnel and aging equipment. As the need for additional emergency response has increased, local governments have sought ways to pay for these services without raising taxes. Many other localities have found that billing Medicare, Medicaid and private insurance for ambulance transport services has resulted in a large amount of revenue being recovered to help fund Fire & EMS services.

What is an EMS Revenue Recovery Program?

Medicare, Medicaid, and most private insurance plans cover emergency ambulance transports. The reimbursement received from the EMS Billing Recovery Program will be used to help to fund equipment and supplies necessary to continue to provide emergency services to the community.

How will this affect the services received?

Patient care will continue to be the most important issue at hand when a citizen calls 911. A patient will never be denied services based on their ability to pay or lack of health insurance.

The crew member may request insurance information from the patient, family member or staff at the hospital in order to facilitate the billing process. If information cannot be obtained at the time of service, you may be contacted by the billing agency to request additional insurance information.

What are the charges for ambulance transport?

Basic Life Support (BLS) non-emergency	\$250.00
Basic Life Support Emergency	400.00
Advanced Life Support (ALS) non-emergency	300.00
Advanced Life Support (ALS) Emergency	475.00
Advanced Life Support 2(ALS-2)	690.00
Specialty Care Transport	820.00
Mileage 1-17 miles (per miles)	8.50
Mileage 18+ miles (per mile)	13.00

How does Revenue Recovery Work?

King William County has contracted with EMS Management & Consultants, Inc. of Lewisville, North Carolina to bill Medicare, Medicaid and medical insurance companies, including liability and workers' compensation for these services.

If I have health insurance, what will my out-of-pocket expenses be?

As a County resident, you will not receive an invoice for any amount owed after insurance has paid. As a resident, your tax dollars will serve as your responsibility for any services that you receive. You may receive an Explanation of Benefits from your health insurance, notifying you of any amounts paid directly to King William County. Under the current procedures, residents are not required to remit any co-pay. Charges are based on services rendered.

Will my health insurance premiums increase as a result of this billing?

Unfortunately, health insurance premiums continue to rise regardless of whether or not a community decides to bill for EMS transports. Such factors as prescription-drug coverage, litigation, technology improvements in the medical field and depressed insurance company investment returns have resulted in escalating health insurance premium costs. However, ambulance transport costs represent less than 1% of health care expenditures. Many other local governments in Virginia have implemented a revenue recovery program for ambulance transport fees, and they have reported no evidence that EMS billing increases health insurance premiums.

What if I do not have insurance, and am unable to pay my bill?

All patients will be provided medical care including transport, regardless of their ability to pay.

Please check back periodically for FAQ updates. If you have questions regarding the EMS Billing Recovery Program, go to the county's website at http://www.kingwilliamcounty.us/fire_rescue.htm or you may contact Steve Puckett, the county's Emergency Services Director at 804.769.2654. If you have questions related to an insurance statement, you may contact the billing agency directly at 1.800.814.5339. Please have the "run number" referenced on the statement you received when you place this call.