



Rogers Fire Department Standard Operating Procedures

Policy Title:	Ambulance Billing		
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PURPOSE

The purpose of this policy is to provide the customer with one point of contact throughout the collection process and maximize potential revenues.

POLICY

The Assistant to Emergency Medical Services (AEMS) shall be the primary point of contact for all ambulance billing and collections. The AEMS shall prepare each run packet upon receiving the paperwork. Each run packet shall consist of the following documentation:

1. Hospital Face Sheet
2. PCR/NFIRS Report
3. Rogers Fire Department Signature Form
4. Run Report from Fire House

If all paperwork is not received, the AEMS will contact the paramedic assigned to the run to complete the necessary documentation. A request will be made via fax to the appropriate hospital if a face sheet is incomplete or if one was not provided by the facility. This is to ensure the most up to date information and eliminate having to contact the patient multiple times for information.

Invoice/Collection Process

Invoices shall be prepared and sent to customers and insurance providers within seven business days from the date of service. After nine months a second invoice is sent to the patient advising that they have fourteen days from the date of the invoice to remit payment or call for payment plans or the account will be sent to collections. When the account reaches ten months it is sent to collections. Patients are permitted to make monthly payments until accounts are paid in full with no penalties or interest charged. There is no minimum amount required for monthly payments. A discount of twenty percent can be given if a

patient without insurance pays the account in full. Phone calls will be made to the patient if mailed invoices are returned.

Collection Agencies

Only after all attempts to work with the customer have been exhausted, the account shall be turned over to a collection agency.

Write-Offs

Accounts shall only be written-off for one the following reasons:

1. Account is stale dated
2. Certificate of Death is provided after collection has been made from the customer's insurance (if applicable)
3. Administrative errors
4. Reasons deemed by the Fire Chief

Closing Invoice

Invoices shall be considered closed after collection is made or the account is written-off.

Stale Dating

All invoices shall be stale dated after two years from the date of service or last payment. Stale dating shall be preformed on the last business day of the month.