

## Dear Resident or Visitor of York County,

Using a “service professionalism” philosophy, the York County Department of Fire and Life Safety strives to provide the best fire and emergency medical services possible to our citizens, businesses, and visitors. Our people, training, equipment, and professionalism enable us to give you around-the-clock quality emergency medical care. We do it with competence, compassion, and an intense sense of duty to the people we serve. We want our residents and visitors to know, without fail, that *no one will ever be denied service because of a lack of insurance or an inability to pay. When you need emergency assistance, we want you to call 9-1-1 without hesitation.*

Our EMS transport cost recovery program, or what is commonly known as EMS transport fee, is structured with concern for the medical and financial health of our County residents and visitors. The program has been designed to minimize out-of-pocket expenses for York County residents. As such, after patients’ insurance companies, Medicare or Medicaid are billed for services, we will waive remaining co-pays and deductibles for county residents. Uninsured County residents will be treated with compassion and provided with options to ensure financial hardship is avoided. There will be no charge for emergency medical care treatment if the patient is not transported.

Our commitment to you is to provide the best EMS care possible—period. We are proud and privileged to do so.

Respectfully,



Stephen P. Kopczynski  
Fire Chief/Director

For additional information about these fees or the York County EMS transport cost recovery program, contact:

The York County Department of  
Fire and Life Safety

P.O. Box 532  
Yorktown, Virginia 23690-0532

(757) 890-3600  
Monday-Friday, 8:15 a.m. to 5 p.m.

Or visit us on the web at:  
[www.yorkcounty.gov/fire](http://www.yorkcounty.gov/fire)

### Can We Find You - Day or Night?

Make sure that your home, mailbox, and/or driveway are clearly marked with your house and/or business address. Numbers should be made of a durable, easily visible material no less than three inches tall so that emergency services members can view them unobstructed.



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## EMS Transport Cost Recovery Program



# Emergency Medical Services Transport Cost Recovery Program



## What is EMS Transport Cost Recovery?

Emergency Medical Services (EMS) transport cost recovery, sometimes referred to as an EMS transport fee, is the process of obtaining financial reimbursement for the cost of providing medically necessary ambulance transportation. Medicare, Medicaid, and the majority of private insurance policies allow for reimbursement for this service. The EMS transport cost recovery program is designed using compassionate billing practices to ensure that no one suffers financial hardship as a result of the program. There will be no charge for emergency medical care treatment if the patient is not transported.

## What is Compassionate Billing?

Compassionate billing is intended to eliminate or minimize out-of-pocket expenses for ambulance transport services received by York County citizens and visitors. York County regards taxes paid by its residents as co-pays and/or deductibles for ambulance transport service, for ALL persons residing in York County households. Non-County residents will be assessed normal deductibles

and co-pays in addition to the amount the insurance companies approve for payment. Uninsured or underinsured patients who demonstrate financial hardship will be eligible for a hardship waiver, sliding scale deductibles, or a payment plan that may require moderate payments with no interest or penalties.

## Guiding Principles of the York County EMS Transport Cost Recovery Program

- York County's EMS transport cost recovery program will not impact access to the excellent EMS services available to the citizens, visitors and businesses in York County.
- Ability to pay will never be considered when providing emergency medical care treatment and transportation.
- The system of providing Emergency Medical Services in York County will remain caring, professional, and compassionate.
- No one will suffer financial hardship as a result of the EMS transport cost recovery program.

***MOST IMPORTANTLY - No one will ever be denied Emergency Medical Services because of a lack of insurance or an inability to pay.***

## Who do I call if I have a question regarding billing or insurance coverage?

The billing company used by the County has customer service representatives to address your questions at (800) 814-5339. If you are not satisfied with this response or wish to speak with someone locally, you can contact the York County Department of Fire and Life Safety at (757) 890-3600 or e-mail questions to [patient.advocate@yorkcounty.gov](mailto:patient.advocate@yorkcounty.gov).

## Schedule of Service Fees

- Basic Life Support ..... \$450.00
- Advanced Life Support
- Level 1 ..... \$550.00
- Advanced Life Support
- Level 2 ..... \$800.00
- Ground Transportation
- Mileage ..... \$10.00\*

\*Per transport mile to a facility and/or other transport agency



## Professional Service Commitment to Citizens, Businesses, and Visitors

The York County Department of Fire and Life Safety is committed to providing professional service that is second-to-none. When citizens, businesses, and visitors need help, the County wants them to call 9-1-1 without hesitation. Firefighters/emergency medical care providers have been given the best possible equipment and training to help them ensure your safety and well being. As a resident or visitor of York County, your insurance company, Medicare, or Medicaid will be charged for transport to a medical facility or other medical transport agency. The Department of Fire and Life Safety is committed to working with you to ensure that if you cannot pay your bill, you will not suffer financial hardship.

The men and women of the York County Department of Fire and Life Safety take great pride in the services that they render and will continue to provide the outstanding, professional, and compassionate care that you expect.