

## **LUCAS COUNTY EMS**

### **NON-RESIDENT TRANSPORT BILLING WAIVER POLICY**

**7/1/09**

#### **PURPOSE:**

**To establish a policy of billing that allows waiving of ambulance transport fees based on established Department of Health and Human Service Poverty guidelines and to abide by decisions made by the Center for Medicare Medicaid Services (CMS) OIG.**

#### **SCOPE:**

**This regulation pertains to all non-resident individuals transported by Lucas EMS.**

#### **PREFACE:**

**The charges for EMS transport billing may be waived, based upon financial hardship, as determined by the guidelines established by Lucas County. These procedures are intended to serve as guidelines and to ensure an audit trail.**

#### **PROCEDURES:**

- 1. No one will EVER be denied necessary medical transport service due to either their inability to pay or a lack of insurance.**
- 2. Lucas County will address cases of financial hardship on an individual basis.**
- 3. Patients who are unable to pay their co-pays, deductibles or who are uninsured and unable to make payments may request a financial hardship review of their transport charge. Patients, or their designee, shall complete the "Request for Transport Fee Hardship Waiver Form". The form is available on the Lucas County EMS internet site or can be requested by calling Lucas County EMS at 419-213-6510 or from Lucas County's billing company toll free at 1- 866- 631-4551.**
- 4. The waiver application will be forwarded to the EMS Manager or designee for review and decision. Final resolution will be noted on the form. If approved for waiver, a copy will be made and it will be held in the department files for a period of five years. The original form will be transmitted to the billing company authorizing the elimination of the patient's charges. Lucas County EMS will notify the patient in writing as to the final disposition of the Hardship Waiver.**
- 5. Lucas County will consider income of 200% of the current HHS) Poverty Guidelines or less from applicant's household as the basis of granting any hardship waiver.**
- 6. This policy does not apply to Lucas County residents. Lucas County residents are not personally billed for transport fees whether or not insured, or for co-pays or deductibles.**