



## THE CITY OF KEY WEST

Post Office Box 1409 Key West, FL 33041-1409 (305) 809-3700

To: Jim Scholl, City Manager

Via: Sarah Hannah-Spurlock, Assistant City Manager

From: Edward Perez, Division Chief of EMS, KWFD  
Michael Davila, Division Chief of Operations, KWFD

Date: March 18, 2015

Reference: Commission Adoption of Formal Policy on collection of Emergency Medical Fees

### **Purpose:**

To provide a standard process for collecting fees for ambulance transport by the Key West Fire Department

### **Policy and Procedure:**

The City's billing company will appropriately process all claims for ambulance transports utilizing the insurance payer information provided by the patient at the time of transport. This will include submission for payment to Medicare, Medicaid, and private insurance payers.

A patient statement is initiated by the billing company once a claim has been adjudicated by the last known payer. Statements are generated every thirty (30) days for a total of three (3) statement cycles or 90 days.

Patients and responsible parties receive two (2) statements and a final notice, each thirty (30) days apart. In addition, for those accounts with no payment, the billing company extends a phone call each month to the responsible party on the account in an attempt to contact the patient regarding the balance due. It is considered a courtesy reminder phone call and is not a "collection" call. It serves to notify the patient of his or her account balance prior to the possibility of third-party collection agency becoming involved. The billing company may also negotiate and arrange modified payment schedules for individuals unable to pay full amount when billed in accordance with City procedures.

Upon completion of the statement process, the City may consider sending the unpaid balance to a bad debt collections agency.

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Following the first twelve (12) months of performing ambulance transport service, staff will review local and non-local transport data and bring forth a recommendation regarding a resident ambulance transport fee waiver program for Commission consideration.

### **Financial Impact:**

This process is intended to collect as much of the transport fees charged as possible. The revenues collected will offset the cost of providing the service through the Key West Fire Department.

### **Recommendation:**

Authorize the City Manager or his designee to initiate the standard process for collecting fees for ambulance transport. Direct staff to collect transport data for first 12 months of service and bring back to Commission for consideration a recommendation regarding a resident waiver of EMS transport fees

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