



## City of Poquoson Fire/Rescue

830 Poquoson Avenue, Poquoson, Virginia 23662  
(757) 868-3510 Fax (757) 868-3514

### **CITY OF POQUOSON COMPASSIONATE BILLING POLICY FOR AMBULANCE SERVICE**

1. No one will EVER be denied necessary medical services due to either their inability to pay or a lack of insurance.
2. All consumers of ambulance services will be asked, in writing, to provide information regarding available insurance coverage. All consumers of ambulance services will receive written notification of the value of services received and notice of billing forwarded to their insurer(s).
3. Compassionate billing is intended to eliminate or minimize out-of-pocket expenses for ambulance services received by city residents. The City regards taxes paid by our residents as inclusive of co-pays and/or deductibles for ambulance service for all persons living in a household paying Poquoson real estate and/or personal property taxes. Elderly or disabled residents who receive real estate tax relief under City rules will qualify for relief from any deductible or co-pay for ambulance services received.
4. Any resident lacking health insurance may submit a waiver request form stating a financial hardship. No personal banking information or tax form copies will be required as proof; the good faith statement made by the resident regarding household income level will suffice. Persons showing household income below \$100,000.00 shall qualify for waiver of fees based on hardship.
5. The City of Poquoson's billing company will not pursue payment recovery through a debt collection agency without express authorization of the City Manager or his designee.
6. Non-residents receiving City of Poquoson ambulance services will receive a bill, but these non-residents may also submit a financial hardship waiver.
7. If any insured party requires ambulance services within a given calendar year that exceeds their policy limits and no additional insurance coverage is available, the fees for service beyond coverage limits will be waived.
8. If the insurance company deems the ambulance services are not medically necessary the billing company will verify the information that was submitted to the insurance company and resubmit the claim for reconsideration. If the insurance carrier still deems the ambulance services are not medically necessary the City Manager or his designee will review the individual case for possible waiver of the fees.