

## OUR PLEDGE OF COMMITMENT

No one will be denied needed medical services or suffer financial hardship because of an emergency. The volunteer and career staff of the Poquoson Fire and Rescue agencies will continue to provide outstanding, compassionate care. Do not hesitate to call 9-1-1 when you need emergency care.



We are happy to answer your questions regarding specifics of the Revenue Recovery program, or visit our website at

[www.poquoson-va.gov/fire](http://www.poquoson-va.gov/fire).

City of Poquoson Fire/ Rescue



Poquoson Volunteer Rescue Squad

Poquoson Volunteer Fire Company

Poquoson Ladies Auxiliary



## POQUOSON FIRE AND RESCUE

# Revenue Recovery Frequently Asked Questions

SERVICE FIRST!



DEDICATED TO SERVING YOU

## MOST IMPORTANTLY...

**NO ONE** will ever be denied care when there is a medical necessity for emergency services! We are dedicated to providing outstanding and compassionate care.



## SERVICE FIRST!

### DEDICATED TO SERVING YOU!



Poquoson Fire and Rescue  
830 Poquoson Ave.  
Poquoson, VA 23662  
Phone: 757-868-3510  
Fax: 757-868-3514  
Email: [Emily.Bond@poquoson-va.gov](mailto:Emily.Bond@poquoson-va.gov)

## Frequently Asked Questions...

**Q: What are the changes for emergency medical transport services?**

**A: Refusal—\$375, BLS- \$450, ALS I- \$550, ALS 2- \$775, Oxygen—\$50, plus a mileage fee of \$12.00 per mile.**

**Q: What happens if I do not have insurance or can not afford to pay for this service?**

**A: City residents who do not have any insurance and qualify for compassionate billing can submit a waiver form and fees will be waived.**

**Q: Who do I call if I have a question regarding my bill or insurance coverage?**

**A: The billing company (EMS/MC Billing) has customer reps. 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 call Emily Bond, Office Manager Fire/Rescue at (757) 868-3510 or email questions to [Emily.Bond@poquoson-va.gov](mailto:Emily.Bond@poquoson-va.gov).**

**Q: Will I have to pay for services if the ambulance does not transport me?**

**A: If you or family members are assessed/evaluated and not transported, a refusal fee of \$375 applies. This fee is often covered by insurance and is also eligible for waiver under the compassionate billing policy.**

**Q: Will visitors and non-City residents be charged a co-payment?**

**A: Yes, only City residents will have their co-payments and deductibles waived.**

## SERVICE FIRST!

**Q: Some residents have expressed concern about some people who cannot afford to pay and /or do not have any insurance. Specifically, they feel some people will hesitate in calling for assistance from the EMS Crews when they have an emergency?**

**A: Ability to pay will NEVER be considered when providing service. Under the Compassionate Billing Policy, no one will suffer financial hardship as a result of necessary emergency medical services. When residents need emergency assistance, they should call 911 without hesitation.**

**Q: How does the billing process work?**

**A: The City of Poquoson contracts with a private billing company to handle the billing process. After patient care is provided, insurance information will be obtained from the hospital. The City of Poquoson will waive co-payments and deductible for City residents. Non-insured residents will receive an initial statement from the billing company, while insured residents will receive an explanation of benefits (EOB) from their insurance company. Non-insured residents may submit a hardship waiver stating financial hardship.**

**For additional Revenue Recovery information visit our website at [www.poquoson-va.gov/fire](http://www.poquoson-va.gov/fire).**