



# Emergency Medical Services (EMS) Revenue Recovery Program

The Town of Christiansburg implemented an Emergency Medical Services (EMS) Revenue Recovery program beginning December 16, 2013.

**Read on to learn more about revenue recovery and what it means for you.**

## **What is EMS Revenue Recovery?**

An EMS Revenue Recovery program obtains reimbursement for emergency medical (ambulance) transport costs. Medicaid, Medicare and most other insurance policies provide standard coverage for this service. The EMS revenue recovery program recovers funds that will be reinvested into emergency services provided by the Town.

## **Why is EMS Revenue Recovery being implemented?**

The Christiansburg Rescue Squad responds to 3,400-4,000 calls for service annually; sometimes trying to answer three or four calls at one time. Local area needs have simply outpaced the ability of volunteer rescuers to respond to all of the calls in our community. The Town greatly appreciates and respects the service of our rescue squad volunteers and these men and women will continue to play a vital role in providing coverage to area residents under a revenue recovery program. The Town also supplements volunteer efforts to answer calls during the day with career advanced life support responders. Additionally, the overall cost of providing high quality emergency medical services continues to increase. Maintaining excellent service levels is a top priority for the Town and billing is an effective method of obtaining necessary funds without placing an additional tax burden on our citizens.

More than 100 other EMS providers across Virginia currently utilize similar EMS revenue recovery programs to help meet their community needs.

## What does EMS Revenue Recovery program mean for me?

With an EMS Revenue Recovery program, those requiring emergency care and transport are later billed for those services. Most insurance companies, including Medicaid and Medicare, provide coverage for emergency transport as part of their standard policy.

You or your insurance company will receive a bill **only if you are taken to the hospital**. If you call for emergency services, but are not transported by ambulance, you will not be billed.

The current Medicare and Town rates are as follows:

<u>Service</u>	<u>Medicare Rate</u>	<u>Town Rate</u>
Advanced Life Support (ALS) 1 Emergency	\$412.23	\$535.90
Advanced Life Support (ALS) 2 Emergency	\$596.65	\$775.64
Basic Life Support (BLS) Emergency	\$347.14	\$451.28
Mileage:	\$ 7.09	\$ 9.22

The Town has adopted “compassionate billing” practices, which are intended to minimize out-of-pocket expenses for those without the means to pay.

**Most importantly, no one will ever be denied EMS treatment or transport based on their ability to pay.** During an emergency, we want you to call 911 without hesitation.

### Please Remember:

- Medicaid, Medicare and most other insurance policies provide coverage for EMS transport as part of their standard policy.
- The Town uses compassionate billing practices
- No one will ever be denied EMS treatment or service based on their ability to pay.
- If you are not taken to the hospital, you will not receive a bill.
- Revenue recovery is a user-based fee. If you don't require EMS transport services, you don't pay.



For more information about the program, please visit:  
[www.christiansburg.org/revenuerecovery](http://www.christiansburg.org/revenuerecovery)