

Your privacy is protected.

The Federal Health Insurance Portability and Accountability Act (HIPAA) security and privacy rules will be strictly followed.

The Department has a comprehensive compliance program in place to protect confidential patient health information.

All Department personnel who handle protected health information are specially trained in patient privacy matters as part of their EMS training.

Pricing

Advanced Life Support	\$750
Basic Life Support	\$700
EKG	\$80
Mileage	\$10

High quality medical care, treatment, and transport will *always* be provided.

No form of payment will ever be expected at the time of service.

Who do I contact with billing or insurance problems?

EMS Billing Vendor

Customer service representatives are available to address billing and insurance questions:

Digitech Computer, LLC. Billing Service
480 Bedford Road, Building 600
2nd Floor
Chappaqua, NY 10514
Phone: 855-492-9745
Email: howa@payambulance.com

Patient Advocate

The Department has a designated Patient Advocate to help understand issues and concerns as they arise and to quickly resolve them.

HOWARD COUNTY DEPARTMENT OF FIRE AND RESCUE SERVICES

Phone: 410-313-5962

Email: EMSBilling@howardcountymd.gov

Website: www.hcdfrs.org



EMS Insurance Reimbursement Program



HOWARD COUNTY DEPARTMENT OF FIRE AND RESCUE SERVICES



What is the EMS Insurance Reimbursement Program?

Howard County Council passed legislation (CB 09-2019) in April 2019 authorizing the County to impose a charge for emergency medical services (EMS).

The most important priorities for the County and Department of Fire and Rescue Services is:

- To provide high quality medical care and excellent service to each patient
- To always provide medical care, treatment, and transport regardless of a patient's insurance status or ability to pay

Our emergency service providers will not seek patient insurance information at the time care is provided.

At some later time, the County's vendor, will work with the Department, the patient, and the receiving hospital to obtain patient information necessary for billing purposes.

How will billing work?

The County will bill patient insurance companies on their behalf.

County Residents:

Any portion of the emergency medical service charges that are not covered by insurance companies will be considered paid through the County resident's payment of County taxes.

Non-County Residents:

Non-County residents will be billed and will be responsible for non-reimbursed, out-of-pocket expenses not covered by insurance.

Because the County believes that no patient should suffer financial hardship because of the need for emergency medical services, non-County residents responsible for unreimbursed or out-of-pocket charges may request a waiver based on financial hardship.

How will the reimbursement be used?

Reimbursements from the EMS charge will be used to augment the current tax-based funding.

Reimbursements from the EMS charge will only cover a small portion of the actual costs of the services provided by the Department.



Reimbursement will not cover:

- Cost of maintaining 24 hour emergency readiness
- Providing quick first response and patient care support from our network of fire and rescue resources
- Using the latest cutting edge technology
- Ensuring experienced paramedic supervisors help guide care