

City of Elk City

Ambulance Billing and Collections

The City of Elk City Fire Department operates a Basic Life Support (BLS) emergency medical service for its service area and will assist in Advanced Life Support (ALS) services. The fire department has fire trucks and ambulances staffed 24-hours a day with highly trained, state-licensed firefighter/paramedics to respond to a variety of medical emergencies within our city and the surrounding area.

Ambulance Fees

Patients who are treated or transported by the City of Elk City EMS Department will be billed according to the ambulance fee schedule set by the City Commission. The City of Elk City EMS services are funded by direct user fees, sales tax and 522 county EMS district ad valorem funds. These funds enable the city to maintain exceptional service, equipment, and trained paramedics to its service area without charging a separate ambulance tax.

Patients are responsible for providing accurate third-party coverage information at the time of service or with initial contact by the ambulance billing clerk. If the patient is solely responsible for the entire ambulance fee with no third-party coverage and the bill is unable to be paid in full, the patient will need to contact the city/ambulance billing clerk to arrange a payment plan. Financial assistance is available for those who qualify.

While the city will bill the third-party payors on the patient's behalf, the responsibility for payment is ultimately the patient's/responsible party's responsibility.

The City of Elk City accepts cash, check or credit card. The patient/responsible party may pay by mail, on the city website (elkcity.com) or in person (at City Hall) for payments on ambulance invoices.

Insurance

The City of Elk City will bill the patient's insurance carrier as a courtesy to its residents and visitors. If the patient was unable to provide insurance information at the time of service, a billing clerk will be in contact with the responsible party for third-party coverage information. If contact is unable to be made by the billing clerk, a request for third-party coverage information will be included with the initial invoice to the patient/responsible party.

Patients may provide insurance information by emailing ambulancebill@elkcity.com or calling the billing office at 580-225-3572.

When insurance payments are received, the credit is applied to the account and any remaining balance is the responsibility of the patient. Patients are expected to pay their balance in full. If you are unable to pay the bill in full, please contact our billing office to discuss payment options.

Self-Pay/Underinsured/Uninsured Patients

A patient without third-party coverage is encouraged to contact our office to discuss payment options. A discount may be provided for patients who meet specific criteria and/or can demonstrate financial hardship. Please contact our billing office via email at ambulancebill@elkcity.com or phone at 580-225-3572 for additional information. Please feel free to read and download our **Ambulance Billing Financial Assistance Application**.

Billing Procedures

1st Invoice – Shortly after medical or ambulance services, an invoice will be sent to the patient/responsible party. If any insurance information was provided to the paramedics, as a courtesy, we will file the claim accordingly. If you were unable to provide information or no information was provided at the time of service, please provide the appropriate insurance information as soon as possible.

2nd invoice – approximately 30 days after the 1st invoice has been sent, the 2nd invoice will be mailed.

3rd invoice/Notice of Intent to Place with Collections – approximately 30 days after the 2nd invoice has been sent a 3rd and final invoice will be mailed with a statement of intent to send to collections, if payment is not received within the amount of time specified.

Notice of Intent to Place with Collections

Once the City of Elk City has sent the 3 invoices mentioned above and the attempts have proven unsuccessful at collecting payment and/or no contact has been made by the responsible party to arrange for other payment options, the account will be turned over to our collections processor (American Municipal Services 1-888-420-9700) for further collection attempts.

Privacy Policy

ELK CITY FIRE/EMS is committed to protecting your personal health information. We are required by law to maintain the privacy of health information that could reasonably be used to identify you, known as “protected health information” or “PHI.” We are also required by law to provide you with the attached detailed **Notice of Privacy Practices** (“Notice”) explaining our legal duties and privacy practices with respect to your PHI.

We respect your privacy, and treat all healthcare information about our patients with care under strict policies of confidentiality that our staff is committed to following at all times.

PLEASE READ THE **DETAILED NOTICE**. IF YOU HAVE ANY QUESTIONS ABOUT IT, PLEASE CONTACT Kyle Chervenka, OUR HIPAA COMPLIANCE OFFICER, AT 580-225-0500 or chervenkak@elkcity.com.