



Boundary Ambulance Service Standard Operating Guidelines

Billing SOG

Purpose:

To define the procedure of Boundary Ambulance Service (BAS) as it relates to billing and collection procedure to include transport fee schedule and charity policies for customers/patients of Boundary Ambulance Service (BAS).

Policy: It is the policy of Boundary Ambulance Service that no person will be denied ambulance transport in an emergency regardless of the ability to pay.

Definitions: *System Design* will be the designated billing service beginning January 1, 2016 through the contracted period

Responsibility: It is the responsibility of the lead provider performing patient care on a call to properly complete his/her patient care report to include all supporting documentation for billing purposes.

Procedure:

Billing:

Boundary Ambulance Service (BAS) designates its lead paramedic/supervisor on a given shift to QA/QI the previous shifts PCR's. Once the supervisor has assured all reports from the previous shift is correct, then he/she will be responsible for noting the PCR as completed and ready for billing.

Boundary Ambulance Service (BAS) designates its Administrative Assistant to make sure completed PCRs are either uploaded or delivered to the contracted billing agency. The Administrative Assistant will keep constant open lines of communication with the billers.

Collections:

Collection/Unpaid accounts are handled by Chapman Financial Service of Spokane, Wa.

Charity/Assistance:

On a case by case basis it will be left up to the Chief of EMS discretion on how to handle unpaid accounts. Special consideration will be given in regards to insurance available to patient, family income and the ability to arrange payments. The Chief of EMS will evaluate each circumstance and make a determination on payment.