

SERVICE

FIRST!

Shenandoah County takes pride in our combination system. When you receive fire and/or emergency medical services, you benefit from a combined volunteer and career system.

Our main objective and goal is to provide quality service in a timely manner.

Patients always come first!

All funds collected through EMS Insurance Billing will be used to offset the rising costs associated with supporting our EMS service providers as they continue to provide the best possible service to Shenandoah County citizens and visitors. Shenandoah County Government does provide funding to the volunteer agencies that assists with a number of basic operating costs such as training, maintenance, fuel, vehicle, medical and workers compensation insurances and supplies.

Your continued support of the volunteer companies is encouraged and greatly appreciated.

For more information on EMS Insurance Billing, please visit our website at:

Visit WWW.SCFR.NET

If you have questions
please call us at

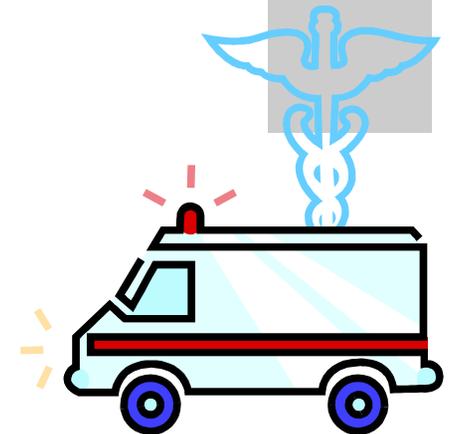
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**Shenandoah
County Fire
and Rescue**

A Combination Department



**Emergency Medical Services
Insurance Billing Program**

What is EMS Insurance Billing

Emergency Medical Service (EMS) Insurance Billing is a program to obtain reimbursement for the costs associated with transporting a patient to the hospital by ambulance. Medicare, Medicaid and most private insurance policies already allow for reimbursement for this service.

As the need for emergency medical services continues to increase in Shenandoah County, our local government is seeking ways to fund these services without relying solely on property taxes. EMS Insurance Billing allows for localities to recover a portion of the cost associated with EMS service delivery. The majority of fees will be collected from insurance companies, Medicare, and Medicaid.

No Shenandoah County resident will receive a bill for EMS Services.

More than 80% of Virginia residents and 85% nationwide, live in communities that have a cost recovery plan in place. More than 40 localities in Virginia, including Harrisonburg, Rockingham County, Staunton, Waynesboro, Winchester, Warren and Page Counties, have implemented a cost recovery system. If you were to have an accident or need emergency transport to a hospital in those locations, your insurance would be billed and those funds would go towards supporting that county's EMS system.

How does the program work?

This process is similar to what happens when a person receives services from a doctor or health care provider.

- First, the patient will receive the EMS service and emergency ambulance transportation to a hospital, if necessary.
- Patients receiving EMS transportation are asked to provide their insurance information, most often at the hospital, after being transported. However, attending to the patient's medical needs has been, and always will be, the first priority for EMS personnel.
- If the patient's insurance information is not available at the time of the call for service, the billing company will attempt to obtain the information at the hospital. If that is unsuccessful, the patient may receive a letter asking them for the information.
- Once the patient has been transported, a claim is sent to the insurance provider. Most insurance companies pay 80% of the charge for services. Shenandoah County residents will have the remaining 20% (co-pays and deductible fees) waived.

Critical Key Points

- When Shenandoah County residents need an emergency service, we want them to call 9-1-1 without hesitation, no matter what their financial status may be.
- No one will ever be denied EMS treatment or transport based on their ability to pay.
- If you are not transported to the hospital, there will be no bill.
- Most insurance companies, Medicare and Medicaid already allow for reimbursement for this service.
- This program bills the insurance company of the people that receive direct service, instead of relying on property tax increases.

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