

RESOLUTION NO. 440

**A RESOLUTION OF THE TOWN OF STEVENSVILLE, TOWN COUNCIL
ESTABLISHING AMBULANCE BILLING POLICIES**

WHEREAS, the Town is authorized by MCA 7-34-101 to establish and maintain an ambulance service; and

WHEREAS, on July 23, 2018 the Town Council of the Town of Stevensville agreed to enter into a Billing Agreement with Pintler Billing Services, and


WHEREAS, the Stevensville Fire Department is desirous of establishing, by resolution, EMS Billing Policies,

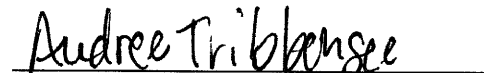
NOW THEREFORE BE IT RESOLVED, by this Town Council of the Town of Stevensville that the attached "EMS Billing Policies" be and is hereby adopted.

PASSED AND ADOPTED by the Town Council and approved by the Mayor this 10th day of December 2018.

Approve:

Attest:


Brandon E. Dewey, Mayor


Audree Tribbensee, Town Clerk

STEVENSVILLE FIRE DEPARTMENT AMBULANCE SERVICE

EMS BILLING POLICIES

PURPOSE: To establish guidelines for billing patients for EMS services.

GENERAL: The EMS services provided by Stevensville Fire Department will be billed to insurance companies and patients by Pintler Billing Services and according to the executed Billing Agreement. In addition to the general outline described in the Billing Agreement, these policies adopted by Stevensville Fire Department on _____ will provide specific direction to Pintler Billing Services for purposes of procuring payment from patients and/or insurance companies on behalf of Stevensville Fire Department.

BILLING PROCEDURES:

- **PHASE 1:** Standard billing practice – Pintler Billing Services will send a claim to the appropriate insurer, or if none exists, a statement will go to the patient/guarantor. Once the insurer has paid any remaining balance will be billed to the patient. An offer of a 10% discount for payment in full within 30 days will be provided to all patients with the first statement that they receive.

If an insurance company responds to the claim with a negotiation request, Pintler Billing Services is authorized to negotiate to a minimum of 80% of billed amount, but will begin with a counter-offer of 95%, and if necessary proceed downward in increments of 5% to the minimum of 80%.

If a patient responds to a bill with a request for a write-off or reduction, a financial hardship form will be sent to them for completion. (See Appendix A) All completed hardship forms will be forwarded to the Chief for consideration and determination.

- **PHASE 2:** Past due billing (accounts 45 days past due) will be pursued with a call from Pintler Billing Services to the patient or their guarantor and a discussion about their account. An attempt to obtain payment in full via credit card will be made with any contact in Phase 2.

If the patient/guarantor is unable to be contacted (bad phone number, bad address), Pintler Billing Services will contact the receiving hospital to request updated information. If the hospital cannot provide any additional information the account will move to Phase 3.

STEVENSVILLE FIRE DEPARTMENT AMBULANCE SERVICE

If the patient/guarantor states they are unable to pay their bill in full and requests a payment plan, the following applies: Accounts owing more than \$500 will be set up at a minimum of 10% of the balance due per month, and accounts with less than \$500 owing will be set up with a minimum of \$50 due per month. An account may stay in Phase 2 for months if the patient is making an effort to pay. Such accounts will be monitored monthly to ensure that payments are being made. In the event that monthly payments are not received on schedule the account will move to Phase 3.

If the patient/guarantor is unable to pay their bill and requests assistance, a financial hardship form will be sent to them for completion. (See Appendix A) In the event that the hardship form is not returned for consideration the account will move to Phase 3.

- **PHASE 3:** Accounts in this phase will be considered delinquent. An information packet (consisting of account information, current balance due, and record of efforts to collect made so far) will be prepared and sent to the Chief for consideration of referral to collections. The Chief will reply with direction for Pintler Billing Services, either approving the account for collections or directing the account be written off.

The approved accounts will be sent to a collections agency. The first step will be a 30 day "pre-collect" period which allows the patient a window to make payment in full with no record on their credit. If the account is not paid within 30 days, it will proceed to straight collections and will be subject to the agreement between the _EMS Company_ and the collections agency.

EXCEPTIONS:

1. Currently active employees/volunteers of the department and their immediate family members will not be billed for services.
2. Former employees/volunteers who have served for ____ years or longer will not be billed for services, and their family members may be eligible for similar treatment at the discretion of the Chief.