

LOS PINOS FIRE PROTECTION DISTRICT STANDARD OPERATING PROCEDURE



| TITLE | NUMBER | EFFECTIVE DATE | REVISION DATE |
|--------------------|--------|-------------------------------|-------------------------------|
| BILLING PROCEDURES | 503 | August 9 th , 2005 | April 29 th , 2010 |

PURPOSE

To ensure continuity in processing of bills and logging of revenues received, the following procedure will be used:

PROCEDURE

EMS Crew Responsibility:

1. During a patient encounter, the LPFPD crew members are responsible for obtaining patient information that includes, name, address, date of birth, and SSN, and when the patient is transported, a copy of the ER face sheet, signed consent form and insurance information if possible.
2. The LPFPD crew will be responsible for documenting thoroughly all services rendered and the nature of the call, including reason for transport, which will be complete and ready to submit to insurance carriers.

EMS Director Responsibility:

1. The EMS Director will collect the patient care report, review it for completeness, and forward to the Medical Biller each week along with a super bill.
2. When creating the super bill to send to the Medical Biller, the EMS Director will send an initial letter to the patient requesting insurance information and advising them of options for paying their bill. The options listed will include: 1) Pay in full within 45 days of the letter and receive a 10% discount, 2) sign a payment agreement, 3) provide documentation verifying they are either a Southern Ute on the Tribal census, or they receive their medical care through the local Indian Health Service. This letter will also include the LPFPD financial policy.
3. When the checks arrive for payment of service, the Administrative Assistant will endorse the checks and deposit. A copy of the date received stamped check along with the EOB will be forwarded to the EMS Director who will forward to the Medical Biller, and retain a copy in the EMS Office.

*LOS PINOS FIRE PROTECTION DISTRICT
STANDARD OPERATING PROCEDURE*



Medical Biller Responsibility:

1. Will bill patients and third party insurance in accordance with contract, which is contained in the job description SOPs.

Larry Behrens

Larry Behrens, Fire Chief

April 29th, 2010

Date

FINANCIAL POLICY
Los Pinos Fire Protection District

We are committed to providing you with the best possible emergency care. If you have medical insurance, we are anxious to help you receive your maximum allowable benefits. In order to do so, we must have your understanding of our payment policy.

Payment for service is due within 60 days of service, unless payment arrangements have been made. Each patient is responsible for his/her own co-payment, coinsurance, and insurance deductible if it applies. We accept checks and/or cashier checks. We will be happy to process your insurance claim form as a courtesy to you..

Returned checks will be subject to additional collection fees. All accounts 60 days past due will be considered for collections, unless other payment arrangements have been made.

We will gladly answer questions relating to your insurance company.

- You must realize, however, that:
 - Your insurance is a contract between you, your employer and/or the insurance company. We are not party to that contract.
 - Our fees are generally considered to fall within the acceptable range by most companies, and therefore are covered up to the maximum allowance determined by each carrier.
 - Not all services are a covered benefit in all contracts. Some insurance companies arbitrarily select certain services they will not cover.

We must emphasize that, as emergency medical providers, our relationship is with you, not your insurance company. While the filing of insurance claims is a courtesy that we extend to our patients, all charges are your responsibility from the date the services are rendered. We realize that temporary financial problems may affect timely payment of your account. If such problems do arise, we ask that you contact us promptly for assistance in the management of your account. If you have any questions about the above information or any uncertainty regarding your insurance coverage, PLEASE don't hesitate to contact us. We are here to help you.