

Dear City of Winchester Residents,

Frequently Asked Questions

Using “Your Care First” philosophy, City Officials, and the City of Winchester Fire and Rescue Department strives to provide the best Emergency Medical Service (EMS) possible to its residents and visitors. Our staff, training equipment, and professionalism enable us to give you around-the-clock quality Emergency Medical Care. We do it with competence, compassion, and an intense sense of duty to the people we serve.

A vital component of the department’s EMS division is the “Fee for Service” Revenue Recovery Program (RRP). The RRP went into effect July 1, 2006. We want residents to know without fail, **that no one will ever be denied services because of the inability to pay or for lack of health insurance.** When residents need emergency assistance, we want them to call **9-1-1** without hesitation.

Our RRP is based on concern for the medical and financial health of our City residents. We have designed this program to minimize the out-of-pocket costs for City residents. Uninsured residents will be treated with compassion and provided with options to ensure financial hardship is avoided. There will be **no charge** for emergency medical treatment if the patient is not transported.

EMS resources required to serve our residents and visitors continue to grow. Our high quality Fire and Emergency Medical System is comprised of 67 career and 40 volunteer Firefighters/EMT professionals, 6 ALS transport units, 6 fire engines, 2 ladder trucks, 2 Specialty Emergency Response Vehicle (SERV) and 7 Administrative vehicles. This forms the foundation for our high quality emergency response system.

Our commitment to you is providing the best EMS care possible. We are proud and honored to serve you.

Respectfully,

Allen W. Baldwin, Fire Chief

Q. How does the RRP billing work?

A. The City of Winchester has a Contract with a third party billing agency, Intermedix, whom handles all aspects of our billing program. After patient care is provided and you are transferred to ER staff, insurance information will be obtained, primarily from Winchester Medical Center. Any available insurance (Medicare, Medicaid, Commercial, Auto etc.) will be billed. Residents will receive statement for their insurance co-pay or deductible. Uninsured residents will receive a statement for the full cost of service. The City of Winchester has adopted a compassionate payment program where financial hardships will be considered.

Q. What are the charges for our services?

A. Charges include:

- Basic Life Support (BLS) Transport Base Rate - **\$445.00**
- Advanced Life Support (ALS) Transport Base Rate - **\$529.00**
- Advanced Life Support, Level 2 (ALS2) Transport Base Rate - **\$765.00**
- Mileage (per loaded mile, from pickup location to hospital) - **\$10.00**

Q. If I do not have health insurance, and cannot pay my bill, what options do I have?

A. Patients transported who do not have health insurance may request financial hardship. A Transport Fee Waiver Request Form can be completed by the patient and will be reviewed by the EMS Billing Manager for approval. Approval for Financial assistance is established by State Poverty Guideline.

Q. Will visitors or non-city residents be charged?

A. Yes, they will be charged the same as city residents.

Q. What if my insurance will not cover my ambulance transport bill?

A. The City’s billing service will attempt to gain all information required to show the medical necessity of the transport. However, if the claim is ultimately denied, the Department will consider the charge as patient responsibility. A financial hardship request may be requested at this time.

Q. I receive requests from Volunteer Fire Departments (Friendship, Rouss, Shawnee & South End) for donations. Does this replace volunteer funding?

A. No! The money collected from this program will allow for the growth of our fire and rescue staff. The volunteer stations will receive some financial support from the program, but the majority of this support will go towards capital and operating expenses. These stations rely on donations received from the community and fund raising to operate.

Q. How will my privacy be protected?

A. All Department members (Career and Volunteer) have been trained on patient privacy laws provided by the Health Insurance Portability and Accountability Act (HIPAA). Our department will strictly adhere to those standards. Please visit our website for a copy of our current Privacy Notice at:

https://www.winchesterva.gov/sites/default/files/documents/fire-rescue/notice_of_privacy_practices_revised_2013.pdf

Q. Who can I call if I have billing or insurance question?

A. Our current Billing Agency, Intermedix, has Patient Account Representatives available to answer any questions at 888-987-2057. You may also contact us locally at 540-662-2298 for assistance.

As a combined career and volunteer department, we are committed to providing services that is second-to-none. When our residents and visitors need help, we want them to call 9-1-1 without hesitation. Our Firefighters and EMS technicians have been given the best possible equipment and training to ensure your safety and wellbeing. As a city resident, your insurance company, Medicare, Medicaid, Commercial Insurance, Automobile, etc. will be charged for transport to a medical facility. For City residents who are uninsured, the Department is committed to working with you to ensure that if you cannot pay your bill, you will not suffer financial hardship. We will send a financial hardship waiver form to residents who request one. **No one should ever hesitate to call 9-1-1 because of inability to pay or lack of insurance.**



Other Services Provided by Winchester Fire & Rescue

- ❖ Child Safety Seat Installation
- ❖ Fire Prevention Education
- ❖ Hazardous Material Response Team
- ❖ Elementary School fire Safety Program
- ❖ Medical Support for Community Civic Events
- ❖ Fire Code Enforcement & City Inspections

Contact Information

Local Administration Office:
231 E Piccadilly St Suite 330
Winchester, VA 22601
Phone: 540-662-2298
Fax: 540-542-1318

<https://www.winchesterva.gov/fire-and-rescue>

Payments, Written Requests and Correspondence:
Winchester Fire & Rescue Department
PO Box 7432
Merrifield, VA 22116

Credit Card Payments Accepted through
Official Payments at

<https://www.officialpayments.com/index.jsp>

Jurisdiction Code: 6239

Third Party Billing Agency:
Intermedix
1105 Schrock Road #610
Columbus, OH 43229
Phone: 888-987-2057

Winchester Fire & Rescue

Revenue Recovery Program



“Your Care First”