

RESOLUTION R-03-74

**RESOLUTION APPROVING USER FEES FOR
MANATEE COUNTY AMBULANCE
SERVICES; ADOPTING BILLING AND
COLLECTION PROCEDURES; AND
PROVIDING FOR ADJUSTMENTS, PAYMENT
PLANS AND FEE WAIVERS.**

WHEREAS, Manatee County Emergency Medical Services (EMS) provides ambulance services to the residents and visitors of Manatee County; and

WHEREAS, the Manatee County EMS operating budget is funded exclusively through ad valorem taxes, general revenues and user fees; and

WHEREAS, increasing costs for staffing and medical supplies have increased the cost of EMS services; and

WHEREAS, fees, billing and collection procedures, and provisions for adjustments and waivers were established by the Board of County Commissioners in Resolution-02-73; and

WHEREAS, it is necessary, expedient, and in the best interest of the citizens to adjust user fees to properly assess a portion of the cost to the users of these services; and

WHEREAS, it is necessary to maintain procedures for billing and collection of EMS fees, for providing adjustments and waivers, and for approving hardship cases and payment plans; and

WHEREAS, a policy was approved by the Board of County Commissioners on September 25, 1980, to waive all emergency medical service charges incurred by on-duty firemen; and whereas, on March 31, 1981, this waiver was extended to on-duty police and EMS personnel.

NOW, THEREFORE, BE IT RESOLVED by the Board of County Commissioners of Manatee County, Florida that:

SECTION ONE: EMS USER FEES

The schedule of rates attached hereto as Schedule A are adopted as the fees for emergency medical services and ambulance transportation furnished to emergency patients by the Manatee County EMS.

SECTION TWO: BILLING AND COLLECTION PROCEDURES

The following shall be guidelines for billing and collection procedures for emergency medical service fees and charges:

- A. Initial fees and charges for ambulance service(s) shall be assessed either prior to or following the service provision, as service dynamics reasonably permit. Unpaid fees and charges, subsequent to time of service, shall be reflected in an accounts receivable subsidiary ledger system to be maintained by the Financial Management Department, EMS Billing Section, as approved by and coordinated with County Finance Office of the Clerk of Circuit Court.

- B. An initial bill for ambulance services shall be processed in the following manner after service is provided.
 - 1. The County will send an initial bill to the service recipient or responsible party and/or to the service recipient's or responsible party's insurance carrier provided that appropriate insurance information is made available to the EMS Billing Section. Third party billing assignment of payments will be accepted with the unpaid difference, if any, remaining the responsibility of the service recipient or responsible party. Credit card payments will be accepted in accordance with procedures established by the Clerk of the Circuit Court, County Finance Division.

 - 2. The EMS Billing Section will accept Medicare assignment, as a participating provider, and will wait no less than forty-five (45) days for payment if Medicare or other insurance carriers are billed. Upon payment by Medicare, billing for the service recipients co-pay will be forwarded to the service recipient or responsible party or to secondary or other insurance, provided appropriate information has been received by EMS Billing Section. If the claim is denied by Medicare, a bill will be sent to the service recipient or responsible party.

 - 3. If information is provided to the EMS Billing Section indicating that Medicaid is the appropriate payment source, then County will send a bill to Medicaid and accept assignment. The EMS Billing Section will wait no less than sixty (60) days for payment if Medicaid is billed. If the claim is denied because of no coverage at the time of service, a bill will be sent to the service recipient or responsible party. If Medicaid

denies the claim because they have deemed the service as not medically necessary, then the account will be adjusted per the rules and regulations of Medicaid.

4. In the event the service recipient or responsible party does not have or does not provide proof of insurance coverage, the bill for ambulance service(s) shall be sent directly to the service recipient or responsible party for payment. The EMS Billing Section will wait no less than thirty (30) days for payment.
5. If payment or additional billing information is not received within time frames established by the Financial Management Department Director, past due notices and collection efforts will be conducted in accordance with procedures coordinated with the Clerk of the Circuit Court and/or a contracted collection agency.

At any time during the billing process, accounts may be referred to collections staff at the Clerk of the Circuit Court for assistance in locating patients or billing information so that the billing process may continue.

- C. A reasonable and customary payment plan will be made available for service recipients and responsible parties in accordance with procedures established by the Financial Management Department Director. Should the service recipient or responsible party fail to meet the terms and conditions of the payment plan, the unpaid balance shall become due and payable, and subject to established collection procedures.
- D. When ambulance service bill(s), at any stage in this billing and collection process, are returned because the Postal Service cannot effectuate delivery, the EMS Billing Section shall make a reasonable effort to ascertain the correct mailing address. If such efforts fail, the account(s) may be considered for other collection alternatives.
- E. Nothing contained in this section shall preclude reasonable telephone or other appropriate contact for billing and collection purposes, as allowed by applicable laws.

SECTION THREE: ADJUSTMENT OF EMS USER FEES

The following shall be minimum guidelines for adjustments to ambulance service fees:

1. Medicare and Medicaid Adjustments - Contractual adjustments under Medicare and/or Medicaid assignment will be made upon notification by receipt of the Explanation of Medicare/Medicaid Benefits (EOMB) in accordance with applicable rules and regulations.
2. Victim's Compensation Contractual Adjustments - Contractual adjustments will be made in accordance with applicable rules and regulations.
3. Worker's Compensation Contractual Adjustments - Contractual adjustments will be made in accordance with applicable rules and regulations.
4. Champus/Tricare Adjustments - Contractual adjustments will be made in accordance with applicable rules and regulations.
5. Railroad Retirement Adjustments - Contractual adjustments will be made in accordance with applicable rules and regulations.
6. Other Medicare HMO Adjustments - Contractual adjustments under Medicare assignment will be made upon notification by receipt of the Explanation of Benefits (EOB) in accordance with applicable rules and regulations.
7. Adjustment of Accounts Receivable - Annually the EMS Billing Section shall report to the Board past due accounts that are believed to be uncollectible, along with accounts with small balances. After approval by the Board, these accounts shall be removed from the active accounts receivable in accordance with generally accepted accounting principles.
8. Other adjustments (other than correction of inadvertent errors) will be reflected on a patient's account, when based on extenuating circumstances, it is in the best interest of Manatee County to make such adjustments. All adjustments not specified in this resolution must be approved by the Public Safety or Financial Management Director or their respective designees. Adjustments made in this manner will be ratified by the Board annually.

SECTION FOUR: WAIVER OF EMS USER FEES

- A. User fees for EMS ambulance stand-by services for the following community special events shall be waived as the Board finds that a valid public purpose is hereby established in recognition of their contributions to the community: (1) Manatee County Fair; (2) Manatee County Public High School varsity and junior varsity football games; (3) Heritage Festival events; and (4) Southeastern Guide Dog events. Fees for other community special events may be waived in accordance with procedures approved by the County Administrator.
- B. It is recognized that certain service recipients or responsible parties may need to be identified and processed as hardship cases. Hardship cases would be determined by the Community Services Department using the criteria established for the Individual Fee Assistance Program in accordance with Resolution R-94-35 or as determined eligible in accordance with the Indigent Care Agreement with Manatee Memorial Hospital. If determined eligible, the patient will be exempt from charges for ambulance services. Account balances for these accounts will be adjusted to zero upon determination of eligibility as verified by the Community Services Department director or designee.
- C. Payments will be pursued from inmates and other payers that may be responsible for their medical care in accordance with FS 901.35 and/or 951.032. Compliance with FS 901.35(2)(a) will be accomplished by adjusting these accounts to zero without further billing to other County funding sources.
- D. It is recognized that it is not cost effective to process billings and/or pursue collection of accounts with small balances of \$25 or less, or to issue checks for refunds of \$10 or less. Once the balance on an account falls below \$25, collection efforts will be discontinued. Refund checks will be issued for accounts that have credit balances greater than \$10. Refund checks of \$10 or less will be issued when requested within one year of the payment date that created the refundable amount by the payer that is owed the refund.
- E. Because ambulance fees charged for treatment and transportation of public safety workers would be covered by worker's compensation insurance, the policy of waiving emergency medical services charges for firemen, police and EMS personnel, whether responding to an emergency on-duty or off-duty, is

RESOLUTION R-03-74

hereby rescinded. Should insurance not be available, fees will be waived so that no public safety employee is adversely affected for being injured while fulfilling their responsibilities to the public.

SECTION FIVE: EFFECTIVE DATE

This Resolution rescinds and replaces R-02-73 and shall become effective for ambulances services performed on or after April 1, 2003.

ADOPTED in open session with a quorum present and voting this 18th day of March, 2003.

BOARD OF COUNTY COMMISSIONERS
OF MANATEE COUNTY, FLORIDA



BY: _____

[Signature]
Chairman

ATTEST:

R.B. Shore
Clerk of the Circuit Court

BY: _____

[Signature]
d.c.

SCHEDULE A

AMBULANCE FEES

<u>ITEM</u>	<u>CHARGE</u>
<u>TRANSPORT SERVICES</u>	
Basic Life Support Non-Emergency Transport.....	\$220
Basic Life Support Emergency Transport.....	\$350
Advanced Life Support Non-Emergency Transport.....	\$265
Advanced Life Support Emergency Transport, Level 1.....	\$420
Advanced Life Support Emergency Transport, Level 2.....	\$605
Patient Deceased - treated but not transported.....	\$350
(If transported, level of service rendered is charged)	
<u>MILEAGE RATES</u>	
Mileage, charge per loaded mile	\$ 7

SERVICES WITHOUT TRANSPORT

Advanced Life Support Level 1 services rendered without transport will be charged at the Advanced Life Support non-emergency rate.....	\$265
Advanced Life Support Level 2 services rendered without transport, will be billed at the Advanced Life Support Level 1 amount.....	\$420
Emergency Helicopter Response Preparation.....	\$220
in addition to charges for Advanced Life Support services	

MULTIPLE TRANSPORTS

For two patients transported simultaneously, the charge will be equal to 75 percent of the charge for the level of care given, plus 50 percent of the mileage charge.

For three or more patients transported simultaneously, the charge will be equal to 60 percent of the charge for the level of care given, plus the applicable mileage charge divided by the number of patients on board.

SPECIAL EVENTS AND MISCELLANEOUS RATES

Stand-by Time for ambulance and crew, per 1/4 hour.....	\$ 25
Stand-by Time for staff without ambulance, per person per 1/4 hour..	\$ 15

Minimum charge will be for one hour and charges will be rounded up to the next 1/4 hour.

ATTACHMENTS



MANATEE COUNTY
BOARD OF COUNTY COMMISSIONERS

LOUIS E. DRIGGERS
L. N. FORTSON, JR.
PATRICIA M. GLASS
CLAUDE E. MEGAVIC
LAMAR PARRISH

Please Reply To:

EMERGENCY SERVICES
421 17 Avenue West
Bradenton, Florida 33505

9-25-80

Mr. Bill Bellamy, President, Mutual Aid Association
Palmetto Fire Department
1225 14 Avenue West
Palmetto, Florida 33561

Dear Chief:

At today's meeting, the Board of County Commissioners' approved a request to waive all emergency medical service charges incurred by Firemen while on duty. This waiver includes routine duties as well as while in the process of fighting fire or performing rescue work.

Our departments have always assisted each other and I trust today's action by the Board will serve to strengthen what I consider to be an excellent working relationship.

Cordially,

A handwritten signature in cursive script, appearing to read "Ken".

J. Kenneth McKendree, Director
MANATEE COUNTY EMERGENCY SERVICES

JCM/emp

cc: Chief, All Fire Departments
David Collier, Administrator
Jim Hamrick, Chief, E.M.S.
Jack VanDyke, Chief, Communications



MANATEE COUNTY
BOARD OF COUNTY COMMISSIONERS

RECEIVED

MAR 2 1981

LOUIS E. DRIGGERS
L. N. FORTSON, JR.
PATRICIA M. GLASS
CLAUDE E. McCAVIC
LAMAR PARRISH

Please Reply To: Board of County Commissioners
MANATEE

MANATEE COUNTY EMERGENCY SERVICES
421 17 Avenue West
Bradenton, Florida 33505

3-18-81

MEMO TO: David Collier
County Administrator

FROM: *James E. Harrick*
James E. Harrick, Director
Emergency Services

RE: Ambulance Service for Public Safety Employees

On 9-25-80, the Board of County Commissioners approved a request to waive all emergency medical service charges incurred by Firemen while on duty. I am requesting this be amended to include on duty Police and EMS personnel. This would cover charges incurred from routine duties.

I believe this move would be a large moral booster to those areas of public service. Your consideration in this matter would be greatly appreciated.

APPROVED IN OPEN SESSION 3/31/81
BOARD OF COUNTY COMMISSIONERS, MANATEE COUNTY

d.

RESOLUTION R-02-73

**RESOLUTION APPROVING USER FEES FOR
MANATEE COUNTY AMBULANCE
SERVICES; ADOPTING BILLING AND
COLLECTION PROCEDURES; AND
PROVIDING FOR ADJUSTMENTS, PAYMENT
PLANS AND FEE WAIVERS.**

WHEREAS, Manatee County Emergency Medical Services (EMS) provides ambulance services to the residents and visitors of Manatee County; and

WHEREAS, the Manatee County EMS operating budget is funded exclusively through ad valorem taxes, general revenues and user fees; and

WHEREAS, increasing costs for staffing and medical supplies have increased the cost of EMS services; and

WHEREAS, fees currently being charged to recipients of EMS services were adopted by the Board of County Commissioners in Resolution R-92-215; and

WHEREAS, it is necessary, expedient, and in the best interest of the citizens to adjust user fees to properly assess a portion of the cost to the users of these services; and

WHEREAS, it is necessary to establish procedures for billing and collection of EMS fees, for providing adjustments and waivers, and for approving hardship cases and payment plans.

NOW, THEREFORE, BE IT RESOLVED by the Board of County Commissioners of Manatee County, Florida that:

SECTION ONE: EMS USER FEES

The schedule of rates attached hereto as Schedule A are adopted as the fees for emergency medical services and ambulance transportation furnished to emergency patients by the Manatee County EMS.

The rate schedule adopted by the Board of County Commissioners on September 15, 1992, under Resolution R-92-215 is hereby rescinded and replaced on the effective date of

this resolution.

SECTION TWO: BILLING AND COLLECTION PROCEDURES

The following shall be guidelines for billing and collection procedures for emergency medical service fees and charges:

- A. Initial fees and charges for ambulance service(s) shall be assessed either prior to or following the service provision, as service dynamics reasonably permit. Unpaid fees and charges, subsequent to time of service, shall be reflected in an accounts receivable subsidiary ledger system to be maintained by the Financial Management Department, EMS Billing Section, as approved by and coordinated with County Finance Office of the Clerk of Circuit Court.
- B. An initial bill for ambulance services shall be processed in the following manner after service is provided.
 - 1. The County will send an initial bill to the service recipient or responsible party and/or to the service recipient's or responsible party's insurance carrier provided that appropriate insurance information is made available to the EMS Billing Section. Third party billing assignment of payments will be accepted with the unpaid difference, if any, remaining the responsibility of the service recipient or responsible party. Credit card payments will be accepted in accordance with procedures established by the Clerk of the Circuit Court, County Finance Division.
 - 2. The EMS Billing Section will accept Medicare assignment, as a participating provider, and will wait no less than 45 days for payment if Medicare or other insurance carriers are billed. Upon payment by Medicare, billing for the service recipients co-pay will be forwarded to the service recipient or responsible party or to secondary or other insurance, provided appropriate information has been received by EMS Billing Section. If the claim is denied by Medicare, a bill will be sent to the service recipient or responsible party.
 - 3. If information is provided to the EMS Billing Section indicating that Medicaid is the appropriate payment source, then County will send a

bill to Medicaid and accept assignment. The EMS Billing Section will wait no less than sixty (60) days for payment if Medicaid is billed. If the claim is denied because of no coverage at the time of service, a bill will be sent to the service recipient or responsible party. If Medicaid denies the claim because they have deemed the service as not medically necessary, then the account will be adjusted per the rules and regulations of Medicaid.

4. In the event the service recipient or responsible party does not have or does not provide proof of insurance coverage, the bill for ambulance service(s) shall be sent directly to the service recipient or responsible party for payment. The EMS Billing Section will wait no less than 30 days for payment.
5. If payment or additional billing information is not received within time frames established by the Financial Management Department Director, past due notices and collection efforts will be conducted in accordance with procedures coordinated with the Clerk of the Circuit Court and/or a contracted collection agency.

At any time during the billing process, accounts may be referred to collections staff at the Clerk of the Circuit Court for assistance in locating patients or billing information so that the billing process may continue.

- C. A reasonable and customary payment plan will be made available for service recipients and responsible parties in accordance with procedures established by the Financial Management Department Director. Should the service recipient or responsible party fail to meet the terms and conditions of the payment plan, the unpaid balance shall become due and payable, and subject to established collection procedures.
- D. When ambulance service bill(s), at any stage in this billing and collection process, are returned because the Postal Service cannot effectuate delivery, the EMS Billing Section shall make a reasonable effort to ascertain the correct mailing address. If such efforts fail, the account(s) may be considered for

other collection alternatives.

- E. Nothing contained in this section shall preclude reasonable telephone or other appropriate contact for billing and collection purposes, as allowed by applicable laws.

SECTION THREE: ADJUSTMENT OF EMS USER FEES

The following shall be minimum guidelines for adjustments to ambulance service fees:

1. Medicare and Medicaid Adjustments - Contractual adjustments under Medicare and/or Medicaid assignment will be made upon notification by receipt of the Explanation of Medicare/Medicaid Benefits (EOMB) in accordance with applicable rules and regulations.
2. Victim's Compensation Contractual Adjustments - Contractual adjustments will be made in accordance with applicable rules and regulations.
3. Worker's Compensation Contractual Adjustments - Contractual adjustments will be made in accordance with applicable rules and regulations.
4. Champus/Tricare Adjustments - Contractual adjustments will be made in accordance with applicable rules and regulations.
5. Railroad Retirement Adjustments - Contractual adjustments will be made in accordance with applicable rules and regulations.
6. Other Medicare HMO Adjustments - Contractual adjustments under Medicare assignment will be made upon notification by receipt of the Explanation of Benefits (EOB) in accordance with applicable rules and regulations.
7. Adjustment of Accounts Receivable - Annually the EMS Billing Section shall report to the Board past due accounts that are believed to be uncollectible, along with accounts with small balances. After approval by the Board, these

accounts shall be removed from the active accounts receivable in accordance with generally accepted accounting principles.

8. Other adjustments (other than correction of inadvertent errors) will be reflected on a patient's account, when based on extenuating circumstances, it is in the best interest of Manatee County to make such adjustments. All adjustments not specified in this resolution must be approved by the Public Safety or Financial Management Director. Adjustments made in this manner will be ratified by the Board annually.

SECTION FOUR: WAIVER OF EMS USER FEES

- A. User fees for EMS ambulance stand-by services for the following community special events shall be waived as the Board finds that a valid public purpose is hereby established in recognition of their contributions to the community: (1) Manatee County Fair; and (2) Manatee County Public High School varsity and junior varsity football games, (3) Heritage Festival events, and (4) Southeastern Guide Dog events. Fees for other community special events may be waived in accordance with procedures approved by the County Administrator.
- B. It is recognized that certain service recipients or responsible parties may need to be identified and processed as hardship cases. Hardship cases would be determined by the Community Services Department using the criteria established for the Individual Fee Assistance Program in accordance with Resolution R-94-35. If determined eligible, the patient will be exempt from charges for ambulance services. Account balances for these accounts will be adjusted to zero upon determination of eligibility as verified by the Community Services Department director.
- C. Payments will be pursued from inmates and other payers that may be responsible for their medical care in accordance with FS 901.35 and/or 951.032. Compliance with FS 901.35(2)(a) will be accomplished by adjusting these accounts to zero without further billing to other County funding sources.

- D. It is recognized that it is not cost effective to process billings and/or pursue collection of accounts with small balances of \$25 or less, or to issue checks for refunds of \$10 or less. Once the balance on an account falls below \$25, collection efforts will be discontinued. Refund checks will be issued for accounts that have credit balances greater than \$10. Refund checks of \$10 or less will be issued when requested within one year of the payment date that created the refundable amount by the payer that is owed the refund.

SECTION FIVE: EFFECTIVE DATE

This Resolution shall become effective for ambulances services performed on or after April 1, 2002.

ADOPTED in open session with a quorum present and voting this 19th day of March, 2002.

BOARD OF COUNTY COMMISSIONERS
OF MANATEE COUNTY, FLORIDA

BY: Jerry Stein
Chairman

ATTEST: R.B. Shore
Clerk of the Circuit Court

BY: Susan Romine



SCHEDULE A

AMBULANCE FEES

<u>ITEM</u>	<u>CHARGE</u>
<u>TRANSPORT SERVICES</u>	
Basic Life Support Non-Emergency Transport.....	\$200
Basic Life Support Emergency Transport.....	\$320
Advanced Life Support Non-Emergency Transport.....	\$240
Advanced Life Support Emergency Transport, Level 1.....	\$380
Advanced Life Support Emergency Transport, Level 2.....	\$550
 <u>MILEAGE RATES</u>	
Mileage, charge per loaded mile	\$ 6

SERVICES WITHOUT TRANSPORT

Advanced Life Support Level 1 services rendered without transport will be charged at the Advanced Life Support non-emergency rate.

Advanced Life Support Level 2 services rendered without transport, shall be billed at the Advanced Life Support Level 1 amount.

Emergency Helicopter Response Preparation.....	\$200
in addition to charges for Advanced Life Support services	

MULTIPLE TRANSPORTS

For two patients transported simultaneously, the charge will be equal to 75 percent of the charge for the level of care given, plus 50 percent of the mileage charge.

For three or more patients transported simultaneously, the charge will be equal to 60 percent of the charge for the level of care given, plus the applicable mileage charge divided by the number of patients on board.

SPECIAL EVENTS AND MISCELLANEOUS RATES

Stand-by Time for ambulance and crew, per 1/4 hour.....	\$ 25
Stand-by Time for staff without ambulance, per person per 1/4 hour..	\$ 15
Minimum charge will be for one hour and charges will be rounded up to the next 1/4 hour.	

3/20/03

cc: FMD, CAD

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