

Chapter 185

AMBULANCE SERVICE

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[HISTORY: Adopted by the Town of Salem as indicated in article histories. Amendments noted where applicable.]

ARTICLE I

Fees

[Adopted by the 1963 Town Meeting; amended by the Town Council 12-18-2023; amended ...]

§ 185-1. ~~Town Council to establish fees.~~Establishment of Fees

RSA Chapter 420-J:8-i The Town Council shall establish the parameters reasonable fees for fees for the use of the Town ambulance services.

ARTICLE II

Billing and Collection

[Adopted by the Board of Selectmen 3-27-1995; amended by the Town Council 12-18-2023; amended
...]

§ 185-2. Purpose.

This policy is adopted pursuant to the authority granted to the Town Council by the Town Meeting on March 14, 1992. This policy applies to all transported users or responsible parties charged at a consistent rate as currently in effect per the Ambulance Fee Schedule as adopted by the Town Council Board of Selectmen pursuant to § 185-4ARSA 420-J:8-i.

§ 185-3. Scope.

This policy is applicable to all users or responsible parties, regardless of the existence of third party insurance coverage, except as provided below:

- A. Town employees injured while in the performance of their regularly assigned duties.
- B. Mutual aid community Fire Department employees injured in the line of duty.
- C. Mutual aid agreements.

§ 185-4. Policy provisions.

A. The Town Council shall establish a fee schedule to be charged for the use of the Fire Department ambulance service. This fee schedule is incorporated into this policy by reference. The Town Council shall determine whether or not to be a participating ground ambulance service provider pursuant to RSA 420-J:8-i.

A.

- B. All patients that are transported by the Salem Fire Department ambulance shall be billed for the service at a rate of 3.25 times the Medicare rate in effect on the date of service.
- C. Whenever possible, the Town's ambulance billing service and/or Fire Department staff shall obtain insurance information from the patient and shall submit a bill directly to the insurance company.
- D. The Town shall accept assignment of all balances due from the insurance companies.

E. If a patient is financially unable to pay their ambulance bill, they may submit a hardship request through the Town's Human Services Department. The Human Service Department shall have a standard process to evaluate requests that are approved by the Town Manager. The evaluation will include a review of the family income and expenses. The evaluation will conclude with one of the following recommendations: the patient can financially pay the bill, the patient can financially pay a reduced bill, or that the patient cannot financially afford to pay the bill, and it should be written off. The findings shall be communicated to the Finance Department. If the recommendation is to fully or partially write off an account balance the Finance Department shall submit a write-off request to the Town Manager. If approved by the Town Manager, the Finance Department shall inform the Town's billing company. Accounts that are written off for financial hardships shall be written off completely and not forwarded to a Collection Agency. A patient may appeal the findings to the Town Council.

E. A patient shall be exempt from payment for ambulance service if he/she certifies to the Town's billing service that his/her family income is equal to or less than the current federal poverty levels. If the income for the household size is less than 1.5 times the federal poverty income levels, he/she will be

~~responsible for 50% of the fees for service. If the income for the household is less than two times the federal poverty levels, he/she will be responsible for 75% of the fees for service.~~

F. After receiving payment from third-party insurers, the Town's billing service shall bill the patient ~~for the patient for any copayment, coinsurance, deductible and other cost sharing amounts that the carrier requires the covered individual to pay portion of the ambulance fee, subject to RSA 420-J:8-i.~~

G. Initial thirty-, sixty- and ninety-day bills will be issued on outstanding balances. This will be followed by a fourth and final dunning notice at 105 days. At 120 days, the account will be evaluated for transfer to a collection agency.

H. Payment plans may be established to pay off the balance in an acceptable amount of time at any point, as determined by the Town Manager, or designee.~~amount of time at any point~~

H.

I. Requests for write-offs shall be submitted to the Finance Department monthly and forwarded to the Town Manager for approval. Each request will include reasons for the write-off request. The Town Manager shall submit a report to the Town Council summarizing the write-offs.

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§ 185-5. Multiple transports.

Each multiple transport patient, defined as more than one patient in a single ambulance, requiring definitive care beyond observation and monitoring of vital signs shall be billed at the single transport rate. In cases where additional resources are not required, the flat fee and mileage charges shall be divided equally by the parties being transported.