

**Town of Mashpee Board of Selectmen
Policy 053**

Ambulance Billing

I. PURPOSE AND INTENT

The policy of the Board of Selectmen is to collect all receivables as generated by the Mashpee Fire Department ambulance service, with the exception of cases where payment would create a severe financial hardship. It is with this intent that the following policy guidelines are established.

II. PROCEDURE

1. The Town shall contract with a private Billing Company for billing services. The Billing Company will issue an invoice to the patient for the cost of the ambulance transport. The reverse side of this invoice will request the patient's insurance information. If insurance information is provided, the Billing Company will send an invoice to the insurance company. If no insurance information is provided, the patient will be responsible for payment of the bill.
2. If there is no response to the first bill within 30 days, a second bill will be sent stating "Account Past Due". A phone call will be made from the Billing Company to the patient regarding the past due account in order to determine the patient's ability to pay. If the patient is unable to pay the bill due to financial hardship, the patient will be required to submit a written request to the Town, asking that the bill be abated.
3. If no financial hardship is presented and there is no response to the second bill, a third bill stating "Account 60 Days Past Due" will be sent.
4. If no response is received after the third billing and/or within 90 days, a fourth bill will be sent stating that the account is "Seriously Past Due" and could be sent to the Deputy Collector. After the 90-day period of inactivity, the Fire Chief shall receive a report of outstanding bills that are 90 days or older from the Billing Company. The bills will then be removed from the receivables of the Billing Company. The Billing Company will exclude from the report any balances that are required either contractually and/or legally to be written off. Balances that fall under these guidelines will be adjusted accordingly, and those adjustments will be included in the monthly report provided by the Billing Company.
5. The Fire Chief will review the report of outstanding bills and categorize them into one of the two options below:
 - A. To be considered for abatement/write-off:
 - 1) In the case of any bill that has no third party involvement, when the patient is responsible for the entire amount, the patient has the opportunity to apply for a financial hardship abatement by submitting a written statement declaring "I certify, under the pains and penalties of perjury, that I do not have the financial resources or insurance to cover this ambulance bill." If no statement is submitted, the patient will be deemed responsible for the bill and will then fall under option B.

- 2) Bills for patients listed as deceased will be considered for abatement/write off only after following the Billing Company's process.
- B. To be sent to a Deputy Collector to further pursue collection:
- 1) Bills for patients who are responsible for the balance of the bill after partial payment was paid through a third party.
 - 2) Remaining bills with outstanding balances.
6. The Fire Chief will present a list of outstanding bills under Option 5.A. to the Town Manager and Board of Selectmen Fire Liaison for consideration of abatement/write-off by the Board of Selectmen. The approved abatement list will then be forwarded to the Town Accountant, and the Ambulance Billing Clerk under the Fire Department.
 7. The Fire Chief will forward a list of outstanding bills under Option 5.B. to the Town Treasurer for collection by the Deputy Collector.
 8. The Deputy Collector will send out two mailings in an effort to recover any outstanding balances. Associated Deputy Collector fees will apply. After 60 days of inactivity on those balances still outstanding with the Deputy Collector, the outstanding list will be returned to the Town Treasurer.
 9. The Town Treasurer will then return the outstanding balance list to the Fire Chief who will present it to Town Manager and Board of Selectmen Fire Liaison for consideration of abatement/write-off by the Board of Selectmen. The approved list will then be forwarded to the Town Accountant.

***Adopted by the
Mashpee Board of Selectmen
June 18, 2007
Amended November 28, 2016
Amended September 24, 2018***