

EMS Billing Frequently asked questions

1. When did the Town of South Kingstown implement ambulance transport fee billing?
The program was implemented in fiscal year 1999/2000.
2. How much are the transport fees?
The fee schedule for EMS transports is provided on a separate page of the Town website
3. If I don't have health insurance and cannot pay, what options do I have?
Patients transported that do not have health insurance will have the option of payment at a reduced rate or no payment based on lack of ability to pay the bill.
4. How does billing work?
*The Town of South Kingstown has contracted with a company to handle EMS transport billing fee billing. After patient services are provided, insurance information will be obtained routinely, most often at the hospital. Residents may receive an initial statement or a request for verification of insurance information from the billing company. For uninsured Town residents, the town has adopted an alternative billing procedure. **The current contracted billing vendor is New England Medical Billing, and they can be contacted at 401-435-7035 for any billing related questions.***
5. What if my insurance company will not cover the transport fee?
The billing company will attempt to obtain information to show the medical necessity of your medical care. However, if the claim is ultimately rejected, the billing company will offer alternative payment options.
6. Will Medicare pay for transport fees?
Medicare and Medicaid have established procedures regarding payment of ambulance transport fees.
7. If there is an ambulance call to a school, business, or workplace what procedures will be followed?
Procedures and policies are the same regardless of the location of the emergency. Town EMS responders' responsibility is to take care of the patient. Billing for transport services will be handled routinely after the patient's needs are addressed.
8. How will my privacy be protected?
All department members have been trained on patient privacy and the Health Insurance Portability and Accountability Act (HIPAA). These requirements will be strictly enforced and adhered to.