

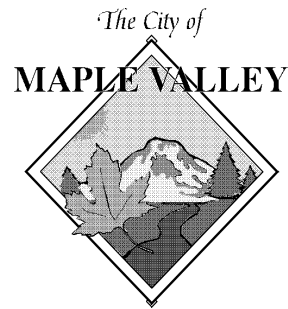
Did You Know...

Annually, Maple Valley Fire & Life Safety responds to roughly 1888 medical alarms. Approximately 950 patients are transported to local emergency rooms by either an ambulance or Department Aid Unit.

Private ambulance companies charge between \$500-800 per transport plus additional charges for mileage, medical supplies and staff time, resulting with the typical bill of over \$1,000

No patients will be sent to collections due to their inability to pay the fee.

No patient will be denied BLS transport services.



**For program information, contact:
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**For billing information, contact:
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Emergency Medical Services Transport Fee



**Maple Valley Fire
and Life Safety...**

Why is Maple Valley Fire & Life Safety implementing Basic Life Support (BLS) transport and billing for the service?

Maple Valley Fire & Life Safety (MVFLS) has always done transports when the private ambulance companies were not available. The availability of the private ambulance company has continued to decrease, which increases the time it takes to get patients to area hospitals. Due to the lack of available private ambulance, the Board of Fire Commissioners authorized the Fire Department to increase the amount of transports we are doing to ensure that the patients are being transported to an area hospital in a timely fashion. To help offset the increased costs of transporting patients, the Fire Department will charge a fee for this service.

How much does it cost?

It is important to understand that the private ambulance companies have been billing Maple Valley patients for this service for as long as they have been in business. When MVFLS charges a fee for transport services, the revenues will benefit the community by helping to maintain MVFLS current operation and provide additional staff. A base fee for transport will be billed, plus mileage. All the equipment and supplies needed for the patients care are included in the fee.

Will Maple Valley Fire & Life Safety's aid car still transport me if I can't pay the fee?

Yes. Patients will not be refused service whether or not they have the ability to pay the transport fee. Patients will be billed either through their insurance company or directly if they do not have insurance. A Financial Assistance program is available for patients with financial needs. Patients will not be asked to pay the bill at time of transport. No patients will be sent to collections due to their inability to pay the fee.

There is no fee for calling 9-1-1. The transport fee is only applicable if a patient is transported by Maple Valley Fire & Life Safety's aid car to a local hospital or clinic.



How will the billing process work?

If I am a Maple Valley resident:

With insurance: Your insurance company will be billed. Even if insurance only pays a portion, it will be considered payment in full. The patient will not be billed for remaining balance.

If I am a non-Maple Valley resident receiving transport services:

With insurance: Your insurance company will be billed. If there is a remaining balance, the patient will be billed for that portion.

Without insurance: Billing will be sent directly to the patient.

It is Maple Valley Fire & Life Safety's policy that no patient will be denied transport service or be sent to a collection agency due to an inability to pay the transport fee.