

SERVICE FIRST!

Shenandoah County takes pride in our combination system. When you receive fire and or emergency medical services, you benefit from a combined volunteer and career system.

Our main objective and goal is to provide quality service in a timely manner.

Patients always come first!

All funds collected through EMS Insurance Billing are used to offset the costs associated with EMS service. We strive to provide the best possible service to Shenandoah County citizens and visitors. Shenandoah County Government does provide funding to our volunteer agencies that assists with a number of basic operating costs such as training, EMS equipment maintenance, vehicle fuel, insurance for vehicles, provider accident and sickness and workers compensation. The county also provides all of the EMS consumable supplies, which includes medications and medical supplies and more.

Your continued support of the volunteer companies is encouraged and greatly appreciated!

For more information on EMS Insurance Billing, please visit our website at:

<https://shenandoahcountyva.us/273/Fire-Rescue>

If you have questions
please call or email our
EMS Billing Technician at

Office: 540-459-6774

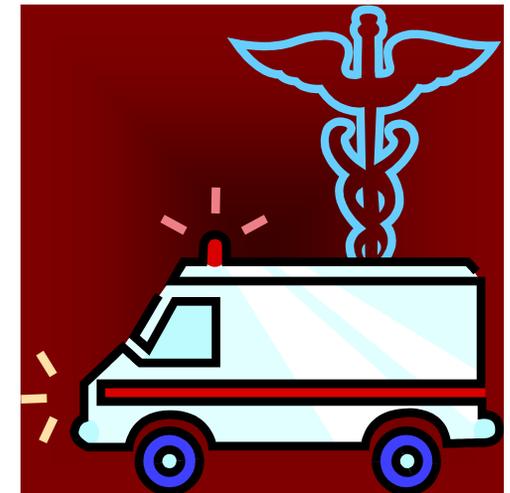
Fax: 540-459-6192

emsbilling@shenandoahcountyva.us

**Shenandoah County
Department
of Fire and Rescue
600 North Main Street, Suite
109
Woodstock, Virginia 22664**

**Main Phone: 540-459-6167
Billing Phone: 540-459-6774
Fax: 540-459-6192**

Shenandoah County Fire and Rescue



**Emergency Medical
Services
Insurance Billing Program**

What is Emergency Medical Services Insurance Billing?

Emergency Medical Service (EMS) Insurance Billing is a program implemented in 2012 to seek reimbursement for costs associated with transporting a patient to the hospital by ambulance. Medicare, Medicaid and most private insurance policies allow for reimbursement for this service as part of their basic coverage plan.

As the need for emergency medical services continues to increase in Shenandoah County, our local government is seeking ways to fund these services without relying solely on taxes. EMS Insurance Billing allows for localities to recover a portion of the cost associated with EMS service delivery. The majority of fees will be collected from insurance companies, Medicare, and Medicaid.

No Shenandoah County resident will receive a bill for EMS Services.

More than 80% of Virginia residents and 85% nationwide, live in communities that have an EMS cost recovery plan in place. More than 40 localities in Virginia, including Harrisonburg, Rockingham County, Staunton, Waynesboro, Winchester, Warren and Page Counties, have implemented a cost recovery system. If you were to have a need for emergency transport to a hospital in those locations, your insurance provider would be billed and those funds collected support that county's EMS system.

No one will ever be denied service!

How does the program work?

The process is similar to what occurs when a patient receives medical services from a doctor or other health care provider.

- The patient will receive the EMS service and emergency ambulance transportation to a hospital, if necessary.
- Patients receiving EMS transportation are asked to provide their insurance information at the hospital by hospital staff after being transported. Attending to the patient's medical needs has been, and always will be, the first priority for all Shenandoah County EMS emergency personnel.
- If the patient's insurance information is not available at the hospital, then the patient may receive a letter from our billing company asking them for the information. This letter is for billing the insurance company only. The billing company is out of Lewisville, NC.
- Following the patient being transported, a claim is sent to the insurance provider. Most insurance companies pay 80% of the charge for services.

Shenandoah County residents will have the remaining amount due waived.
NO Shenandoah County resident should receive a bill for EMS transport services.
If you do, call 540-459-6774.

Critical Key Points

- When Shenandoah County residents need an emergency service, please call 9-1-1 without hesitation, no matter what their financial status may be.
- No one will ever be denied EMS treatment or transport based on their ability to pay.
- Most insurance companies, Medicare and Medicaid already allow for reimbursement for this service.
- This program bills the insurance company of the people that receive medical/transport services, to offset emergency medical expenses.



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