



TOWN OF WEST BOYLSTON BOARD OF SELECTMEN POLICY

Policy on Ambulance Fees Billing & Collection

Purpose:

The purpose of this policy is to establish a process for ambulance billing and provide the Fire Chief with the ability to forgive patient account balances in excess of \$50.00 when there is hardship and cause.

Policy:

1. COMSTAR, the current billing service or other duly contracted billing service, hereinafter referred to as the Service, will continue to provide billing services for the Fire Department. The Service will send three invoices to all patients, and to any of the following, as applicable: Medicaid, Medicare, or the patient's private insurance company.
2. After three billings, should there be a balance above fifty dollars (\$50.00), the Service will do either of the following.
 - A. The Service will send a fourth invoice with a special letter to West Boylston residents requesting that if there is a hardship and no ability to pay the bill, the resident should contact the Fire Chief to either make acceptable payment agreements, or explain the hardship so the bill may be forgiven.
 - B. The Service will act as a collection agency and take appropriate action to collect the outstanding balances over fifty dollars (\$50.00) for non-resident patients who have not responded to payment requests and who have not contacted the Fire Chief to either make acceptance payment arrangements, or explain the hardship so the bill may be forgiven. (Currently only three requests are made to all patients regardless of residency. The fourth letter to residents will be provided by COMSTAR at no additional charge to the town.)
3. The Fire Chief shall be empowered to forgive patient account balances in excess of fifty dollars (\$50.00) where there is hardship and cause, including special consideration for resident patients with outstanding balances.
4. All outstanding balances of fifty dollars (\$50.00) or less shall automatically be forgiven.
5. The Fire Chief will present the board of Selectmen an annual report on ambulance

service billing and collection activities, in conjunction with the Service, that includes data on the amount of bills forgiven.