

Frequently Asked Questions

When did Arlington County implement Emergency Medical Services (EMS) billing?

The county implemented the program in 1999.

How does billing work?

Arlington County contracts with a company called DigiTech to handle EMS transport billing. After patient care is provided, the billing company attempts to obtain active insurance information through a hospital interface and / or correspondence with patients. Once insurance carriers are billed, they process claims and issue either payments or denials. Patients are billed for any balance not paid by insurance. If uninsured, the patient is billed directly.

I do not have insurance. Will I still be transported?

Yes. No one will ever be denied service based on ability to pay or lack of health insurance. If you do not have insurance coverage, you are responsible for the entire cost of the ambulance transport. However, patients can apply for a Hardship Waiver (form available on our website) to reduce or eliminate their portion of the bill.

I called 911 and an ambulance showed up, but I was not transported. Will I still be charged?

There are scenarios where a patient may be billed for medical services such as treatment in place or telemedicine through our ET3 (Emergency Triage, Treat, Transport) program.

What are the charges for emergency medical transport services?

Charges include:

- **BLS (Basic Life Support) Transport - \$750**
- **ALS (Advanced Life Support, Level one) Transport - \$1,000**
- **ALS 2 (Advanced Life Support, Level two) Transport - \$1,000**
- **Mileage - \$15 per mile** (In addition to the above fees, all transports will include this charge)
- **Telemedicine/Treatment-in-place consult - \$200**

Will my insurance carrier pay for my ambulance transport?

In most cases, your insurance carrier will pay for a portion of your transport costs. Some insurance carriers will cover the entire expense, but you must check your

insurance benefits. You may receive an invoice from us if we do not have your insurance information, your insurance carrier denies our bill, or if your insurance company only pays a portion of your bill.

How can I obtain a copy of my medical record / ambulance report?

To obtain a copy of your medical record / ambulance report, you must mail a signed Authorization for Release of Protected Information form (form available on our website) which includes the patient's name, date of birth, and incident date along with a payment in the amount of \$5.00 to our office at:

Arlington County Fire Department
Attn: Ambulance Billing
2100 Clarendon Blvd.
Suite 400
Arlington, VA. 22201.

All checks must be made to: **Arlington County Treasurer**

If you have any questions, you can call us at 703-228-3361.

Who do I call if I have insurance or ambulance billing questions?

Please contact the billing company Digitech Computer at 1-833-217-8603. If you are still not satisfied, you may contact the Fire Department's Ambulance Billing Specialist at 703-228- 3361, or email at fireambbill@arlingtonva.us

How do I pay my ambulance bill?

Please direct ALL correspondence regarding ambulance billing payments, forms, letters, etc. to our secure lockbox at:

Arlington County Fire Department
Ambulance Service
P.O. Box 34772
Alexandria, VA. 22334-0772
Main phone number (877)874-3570

All checks must be made to: **Arlington County Treasurer**

OR

If you wish to make payment online, you may do so at our EMS Online Bill Pay site <https://arlingtoncounty.payambulance.com> (*Please Note* you will need to enter your invoice number, incident number, and date of birth in order to make payment)

