

GVFD/EMS SERVICE AMBULANCE SERVICE WRITE-OFF POLICY

PURPOSE:

The purpose of this policy is to outline the procedures that will be used to write-off ambulance receipts that have not been collected.

POLICY:

The policy of the City of Gustavus is to collect all receivables generated by the GVFD/EMS Service. It is with this intent that the following billing policy guidelines are established.

APPLICABILITY:

This is applicable to the receipt of fees charged for the ambulance service provided by GVFD/EMS Service.

IMPLEMENTATION PROCEDURE:

Background

The City of Gustavus contracts with Systems Design West to provide ambulance billing and collection for ambulance services provided by the GVFD/EMS Service. The City of Gustavus, as part of an agreement with Systems Design West, requires a standard method of pursuing collections that ensures payments are received that are owed to the City, based on rates set by the City Council by resolution.

Procedure

1. The City Council and City Clerk/Treasurer shall review a year-end balance of accounts in December of the current year, including all aging, uncollected, and current accounts, provided by Systems Design West.
2. In January, the City Clerk/Treasurer shall discuss with Systems Design West aging, uncollected accounts that have had no activity within the prior 180 days. Systems Design West and the City Clerk/Treasurer will determine whether an account is to be written off as an uncollected account or referred to a collection agency. This determination does not constitute forgiveness of the debt if at a future date payment is received by Systems Design West. The determination to write off an account shall be based upon the inability of Systems Design West, or any agents that they may use, to locate or obtain direct contact with a patient, either by registered letter or some other means. A list of uncollectable accounts that are determined to be written off shall be provided to the City Clerk/Treasurer and the City Council.

3. The City Council has made the determination that an amount of less than \$400 may be written off as an uncollected account.

Note

All information received as a result of this policy, including patient name, address, medical condition or history, and financial information is protected and may not be used as public record. Patient information is subject to compliance with federal, state, and local regulations relative to medical, personal and financial information for purposes of records retention and public record access.

James Markbank

July 18, 2014

Signed

Mayor of the City of Gustavus

Date