

## City of Mansfield Fire Department

Approved:	October 1, 2019
Revised Date:	September 20, 2021
Effective Date:	October 1, 2020
Reviewed:	

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### PURPOSE

The purpose of this policy is to recognize that City of Mansfield Fire Department may provide ambulance services to patients who may not have the means to pay the ambulance transport fee due to circumstances beyond their control. It is not the intent of this policy to provide charity care to patients who have the ability to pay or patients who have private insurance, Medicare, Medicaid or other third-party coverage.

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### CHARITY CARE POLICY

It is the policy of City of Mansfield Fire Department to provide ambulance services to our community without regards to a patient's and/or guarantor's ability to pay for these services. We maintain a charity care policy for patients who are unable to pay for all or part of their care for various reasons.

Charity care is not available for patients who are able to pay for their care. For those patients who are able to pay for their care, City of Mansfield Fire Department shall require payment but may offer special arrangements, including payment plans, with approval of **City of Mansfield Finance Dept. at 1200 E. Broad St. Mansfield TX, 76063**. Payment plan inquiries shall be directed to Emergicon LLC..

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### PURPOSE OF THE CHARITY CARE POLICY

It is the mission of City of Mansfield Fire Department to provide EMS to individuals within its operating territory in need of emergency care or transport, regardless of the source of and ability to make payment for such services. Charity Care is not available to patients who are able to pay for medical care. Charity Care does not cover residents who are underinsured, have high deductibles or co-payments.

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### PROCEDURE TO DETERMINING CHARITY CARE ELIGIBILITY

The City of Mansfield Fire Department Charity Care policy is not intended to replace any third-party payments or other program coverage. All assumptions will be made by Emergicon, LLC., and all patients' supporting data for eligibility will be archived. City of Mansfield Fire Department reserves the right to overrule any Charity Care assignments made by Emergicon, LLC.

These guidelines are provided to Emergicon, the contractor(s) currently performing ambulance billing and collections and revenue maximization consulting services for City of Mansfield Fire Department. The contractor(s) may rely on these guidelines and provide hardship assistance without further approval from City of Mansfield Fire Department. However, City of Mansfield Fire Department reserves the right to review any of the accounts that were deemed eligible for charity care in order to ascertain if the contractor is acting in conformity with the guidelines. City of Mansfield Fire Department further reserves the right to modify this policy at any time.

Full charity care reduction (100% write-off of ambulance service charges to charity care) shall be granted to patients earning less than or equal to 400% of the Federal Poverty Level (FPL), as published annually by the Department of Health and Human Services. City of Mansfield Fire Department and/or its contractor(s) shall rely on financial data provided by the patient and may also utilize data from credit bureaus and other sources to determine if the patient is eligible for charity care. Once it is determined that the patient is eligible for charity care, City of Mansfield Fire Department or its contractor(s) shall make no further attempts to collect payment from the patient.

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## APPROVAL

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Name:

Title:

Signature:

Date: