



## EMS Revenue Recovery and Fee Waiver Policy

- I. The Fire Chief or the Fire Chief's designee may waive all or a portion of the EMS first responder fee established by City Council as provided herein.
- II. In no event shall any person be denied EMS services because of their inability or failure to pay the charges incurred for services provided.
- III. **Procedures:**
  - i) **Fee Waiver Application:**
    1. An applicant or applicant's legal representative may submit a completed Fee Waiver Application with adequate supporting documentation to the Fire Department for review and consideration. The Fee Waiver Application shall be on a form prescribed by the Fire Chief or the Fire Chief's designee.
    2. Fire Department staff, through assistance from a contracted billing company, will use reasonable research methods to confirm the validity of the information provided.
    3. Upon completion of the application review process above, the contracted billing company will notify all applicants as instructed by the Fire Chief or the Fire Chief's designee.
    4. Fee waiver applications and supporting documentation will be retained in accordance with the City's Record Retention Policy.
- IV. **Fee Waiver Conditions and Options:**
  - i) **Financial Hardship:** A fee waiver may be granted in circumstances where a financial hardship is demonstrated. The determination of a financial hardship shall be based on the most recent Federal Poverty Level (FPL) chart provided by the Department of Health and Human Services (HHS). The Fire Chief may grant a waiver, reduction, or payment plan to applicants that demonstrate a financial hardship. The current poverty information is available at: <https://aspe.hhs.gov/poverty-guidelines>.



1. **Waiver or Reduction:** The Fire Chief may approve a full waiver or partial reduction of the remaining balance after all insurance payments have been posted based on the applicant's ability to pay the remaining balance. Reductions may range from 25% to 100% based on the applicant's financial hardship as reflected above.
2. **Payment Plan:** The Fire Chief may offer a low-cost monthly payment plan in lieu of, or in addition to, a reduction for applicants that have a verified financial hardship.
- ii) **Services Provided:** A waiver may be granted in circumstances where the level of response or services provided do not justify application of the charges incurred. Such determination shall be based on the contents of the applicable ePCR or one or more of the following circumstances:
  1. The call for service did not require response by Fire Department apparatus including an ambulance, engine company, or truck company;
  2. Treatment or care provided to the applicant was at a lower level than the defined levels of ALS and BLS service;
  3. The applicant did not initiate the call for service, and the applicant refused care.