



## CITIZENS HOSE AMBULANCE SERVICE

-- ANNUAL SUBSCRIPTION DRIVE --



P. O. Box 183  
Natrona Heights, PA 15065

**Emergency Dial 911**  
**Information, Daylite Transfers**  
**Dial 724-224-1912**

*"Your Subscription Is Tax Deductible"*

### Dear Resident:

It is time to renew your annual Ambulance Subscription Membership. All current 2007-08 subscriptions will expire on April 30, 2008 and prompt renewal will insure no loss of membership benefits.

Your subscription to Citizens Hose Ambulance Service entitles you to UNLIMITED medically necessary emergency ambulance service as well as limited non-emergency, "medically necessary" transfers within our service area

For persons joining the Ambulance Subscription, we reserve the right to bill (for services provided) any third party insurance coverage that the subscriber may have. There is NO additional billing from Citizens Hose to subscribers since the third party insurance portion is accepted as payment in full for the approved services used. The huge advantage to a subscription is NO additional out of pocket expense will occur under those circumstances.

**NOW IS THE TIME to renew all subscriptions and for new members to subscribe.**

No subscriptions will be accepted after the deadline of June 1, 2008 and all **non-subscribers** may be directly billed at least \$300 each time they use the ambulance.

The 2008-09 Subscription Membership is effective from May 1, 2008 to April 30, 2009.

**COST ( MINIMUM subscription rate ) :**  
**Family** (Household) Membership ... **\$40.00**  
**Individual** (Person living alone) ... **\$30.00**

Many of you continue to submit an "extra donation" in addition to the minimum subscription rate. Your generosity is sincerely appreciated and is tax deductible.

We ask for your continued support so that we at Citizens Hose Ambulance Service may continue to provide our community with the very best in pre-hospital care.

Emergency medical service is a BUSINESS OF SAVING LIVES – that deserves 100% community commitment and support.

Subscription membership is a wise decision and can be a huge, vital benefit.

We remain respectfully at your service,

*Citizens Hose Ambulance Service*

\*This is your only notice. Complete the **subscription card** on front and back (assure your name is indicated correctly) and return with remittance as soon as possible.

## **CITIZENS HOSE AMBULANCE SERVICE (CHAS)**

**Answers to Frequently Asked Questions:**      \*Please Read for Important Information\*

### **Q. What is Third Party Billing?**

A. Third Party Billing is the process that provides some reimbursement for hospitals, physicians and ambulance services to recoup operating service costs by charging your insurance company. Ambulance Service Subscribers are not responsible for any charges not covered by their insurance company for medically necessary emergency ambulance service. However, non-subscribers will be billed for any portion not covered by their insurance.

### **Q. How Does Third Party Billing Work?**

A. Each time that you use the ambulance service, CHAS will have a bill submitted to your insurance company. If the insurance company reimburses CHAS any portion of that bill, we accept it as payment in full. However, if the insurance company denies the claim, the subscriber is not charged anything further if they have complied with the subscriber specifications and their insurance regulations.

**\*\*\*NON-SUBSCRIBERS ARE TYPICALLY DIRECTLY CHARGED \$300-\$600 PER TRIP\*\*\***

### **Q. Why should I be a Subscriber to the Ambulance Service if I Have Medicare or other Insurance?**

A. Because SUBSCRIBERS are NOT responsible for any charges not covered by their insurance company for medically necessary emergency ambulance service. Most insurance companies do not fully cover the costs incurred for an emergency ambulance trip. Non-Subscribers will be directly billed for the portion not covered by their insurance. Think about it. If no one subscribes to the ambulance service, there would be insufficient funds to purchase the ambulances and equipment or to train personnel. Subscribers incur NO additional out of pocket expense when the insurance company doesn't pay the entire balance of your bill for covered services.

### **Q. I Received a Check from my Insurance Company for Ambulance Usage Payable to Me. Can I CASH it?**

A. NO. If your insurance company sends or writes out a check to you instead of us (that was associated with ambulance services we provided), you must endorse/sign the check and promptly send it to: Citizens Hose Ambulance Service, 965 Burtner Rd., Natrona Heights, PA 15065. These checks are payment for ambulance service that was provided to you and the payment/check is entitled to the provider of that service.

### **Q. Why did I Receive a Bill for Transportation to a Doctor's Office?**

A. According to Medicare (and all other insurance carriers), transports to and from a Doctor's Office for non-emergency and ambulatory (capable of walking or transport by wheelchair or stretcher van) patients is a Non-Covered service. A person in this category does not require medical "treatment" in an ambulance. You may receive a bill for these services although Subscribers receive a discounted rate for non-emergency transports including wheelchair service. Non-emergency services are subject to pre-scheduling, staffing and availability.

### **Q. Another Ambulance Service Transported Me in CHAS service area, Will I be Charged for This?**

A. Citizens Hose Ambulance Service has Mutual Aid Agreements with the surrounding Ambulance Services. If CHAS is out on a call or unavailable to respond, another ambulance will be dispatched to assist you. That Mutual Aid Ambulance Service will contact CHAS to determine if you are a subscriber and cooperate with existing agreements and third party billing.

Thank you in advance for your cooperation. If you have any other questions or need to schedule non-emergency transports, please phone the office at 724-224-1912 Monday-Friday 8am-4pm.. Remember the **EMERGENCY** phone number is **911**