

	<b>UNIFIED FIRE AUTHORITY ORGANIZATIONAL POLICY MANUAL</b>	
	Affiliation: Finance Division	
	Title: <b>Ambulance Service Collections Policy</b>	
	Number: <b>600 – 150</b>	
	Approved: 12/4/2025	By: Fire Chief Dominic Burchett
Last Reviewed: 12/01/2025	By: Div. Chief Rob Ayres	

**REFERENCES:**

- [Employee Request Form](#)
- [Professional Courtesy Request Form](#)

**DEFINITIONS:**

**Ambulance Billing Committee** – a committee consisting of at least one Finance personnel and two EMS Operations personnel, or others as designated by Section Chiefs.

**Ambulance billing service provider** and collections agency– the third-party companies specializing in medical billing with which UFA has contracted for accounts receivable billing and collection services.

**Discretionary income** – the amount of household income that is left for spending, investing, or saving after paying taxes and paying for personal necessities, such as food, shelter, and clothing.

**Family** – for the purposes of this policy, family means dependents eligible for UFA employee medical coverage (Spouse, son/daughter under 26 years of age, also includes ‘step’ relatives of the same order), mother, father, legal guardian, mother-in-law, father-in-law, (also includes “step” relatives of the same order).

**Income** – the sum of federal adjusted gross income as defined in Section 62 of the Internal Revenue Code, “Income,” does not include: aid, assistance, or contributions from a tax-exempt nongovernmental source; surplus foods; or relief in-kind supplied by a public or private agency.

**Patient account balance** – remaining balance for all transports for an individual.

**Responsible party** – the patient transported or individual(s) legally responsible for the patient.

**LEADERS INTENT:**

To initiate a process by the Unified Fire Authority (UFA) for the collection of an ambulance service billing and a means by which a responsible party may petition to modify or appeal a billing.

**POLICY:**

1.0 **Authority**

- 1.1 Unified Fire Authority will attempt to collect reimbursement for all patients transported by ambulance as allowed by law.
- 1.2 The final authority to negotiate collection terms on patient accounts with balances over \$3,000 will rest with the Fire Chief or designee or by a majority vote of the Ambulance Billing Committee. Accounts with balances of \$3,000 or less may be negotiated by the Ambulance Billing Committee (the Committee).

## 2.0 Process

- 2.1 The ambulance billing service provider (billing agent) will always try to direct the responsible party toward a monthly payment plan whenever they call in for a discount/hardship. The billing agent will first try to get the responsible party to pay on a credit card in full because credit cards may offer a lower interest rate than UFA can offer.
- 2.2 If the responsible party cannot pay their balance in full, UFA authorizes the billing agent to offer the following payment plan:
  - 2.2.1 Payment plan #1 – three-month payment plan: three equal monthly payments totaling the remaining balance of the transport.
  - 2.2.2 Payment plan #2 – equal monthly payments rounded to the nearest \$100 for the number of months required to total the remaining balance of the transport.
  - 2.2.3 Payment plan #3 –Equal monthly payments based on the current billing agent payment schedule.
- 2.3 If the responsible party will not set up a payment plan or is unwilling to pay \$25 or more monthly, UFA authorizes the billing agent to offer a billing adjustment to the responsible party for up to 20% of the original transport charges if the balance will be paid in full by the responsible party.
- 2.4 If the responsible party is not willing or able to pay the remaining balance through the above options, the billing agent will send out the attached hardship form. Hardship forms and requested documentation should be submitted back to the billing agent. The billing agent will present hardship consideration packets to the Committee for review. The following guidelines are to be used by the Committee to evaluate hardship requests:
  - 2.4.1 Any balance under \$300 is generally written off if the form shows some kind of financial hardship.
  - 2.4.2 Write off any service charges/interest that has accrued, plus stop future service charges/interest from accruing.

- 2.4.3 Assess patient's household income level. Consider the amount the responsible party states they could make as a monthly payment.
- 2.4.4 The Committee will use the Salt Lake County Indigent/Hardship Sliding Scale as a guideline for determining the level of financial assistance to be provided.
- 2.4.5 Once a discount rate is determined based on hardship forms and documentation provided, UFA will divide the remaining balance by no more than 36 months to calculate monthly payment (no less than \$30 per month).
- 2.4.6 The billing agent will contact the responsible party stating UFA's proposal to write off and stop the service charges and to give them the agreed-upon discount if they will agree to the proposed monthly payment schedule. UFA will make no adjustments to the responsible party's account until the first payment is received.
- 2.4.7 If it is determined that the responsible party has discretionary income but is unable to commit to a payment plan or arrangements as listed above, a one-time discounted payment may be accepted as payment in full.
- 2.4.8 If it is determined that the responsible party has no disposable income with which to make a monthly payment, the account will be completely written off.
- 2.5 In the event that the billing agent cannot collect payment in full or negotiate payment through the above arrangements, accounts will be submitted to the Finance Division Personnel for approval to transfer to collections.
  - 2.5.1 On an every other month basis, the billing agent will submit reports of accounts believed to be uncollectible to UFA for review. The UFA Finance Division Personnel will review the list of accounts and issue approval for accounts to be sent to the collections agency.
  - 2.5.2 The UFA Finance Division Personnel will send accounts to UFA's collection agency if:
    - 2.5.2.1 The account shows at least 90 days with no activity.
    - 2.5.2.2 The account is otherwise deemed uncollectible by the billing agent.
    - 2.5.2.3 The account does not meet exceptions to this policy, noted below.

### 3.0 **Exceptions**

- 3.1 UFA employees transported while at work or on duty. Any transport charges incurred by a UFA employee while at work or on duty will be written off.

- 3.2 Professional courtesy, non-work or duty related ambulance transports.
  - 3.2.1 Billing agent will attempt to collect from any insurance available. After receipt of any applicable insurance payment, the following reduction or abatement will be offered.
    - 3.2.1.1 UFA full-time employee and retirees (including family as defined by this policy) – after the patient’s responsibility for the applicable deductible, the remaining balance will be written off.
    - 3.2.1.2 UFA part-time employee or family members – after the patient’s responsibility for the applicable deductible, the remaining balance will be written off (not to exceed \$499 per fiscal year per household)
    - 3.2.1.3 Other fire department and/or law enforcement employees – the remaining balance, including any applicable deductible, will be written off. This courtesy does not extend to family.
- 3.3 Death of patient or responsible party – the billing agent will attempt to collect from any insurance available. If there is no other legally responsible party surviving, the remaining balance will be written off after receipt of any applicable insurance payment and copy of death certificate or other verification of death (i.e. obituary).
- 3.4 Bankruptcy – if notice of bankruptcy is received for a patient or responsible party, UFA will write off any remaining balance after receipt of any applicable insurance payment.

Replaces policy dated October 3, 2024