



TOWN OF HANOVER
550 HANOVER STREET, SUITE 29
HANOVER, MASSACHUSETTS 02339
781-826-5000 ext. 1084

Brian Barthelmes, Chairman
Susan Setterland, Vice Chair
Robert O' Rourke
David Delaney
John Tuzik

AMBULANCE BILLING & COLLECTION POLICY

POLICY 10-03 (updated 1-30-17)

I. PURPOSE:

It is the policy of the Board of Selectmen to bill all patients for services provided for emergency medical treatment and transportation to a medical facility, and to pursue reasonable measures to collect billed amounts except where waiver of the fee is warranted due to financial hardship. The Town of Hanover Ambulance Billing and Collection Policy apply to all transported users or responsible parties, charged a consistent rate as approved by the Board of Selectmen. The following policy is established to provide uniform collection and/or abatement of payments due the Town of Hanover and the Hanover Fire Department, for ambulance services. This policy supersedes prior policies.

II. SCOPE:

This policy is applicable to all users or responsible parties, regardless of the existence of third-party coverage.

III. PROVISIONS:

The Fire Chief is hereby designated to act on behalf, and as an agent, of the Board of Selectmen in administering this policy.

- A. The Town's ambulance billing provider shall endeavor to collect on any amounts due, by issuing written statements and past due notices to delinquent parties. The requirements found in this policy shall be included as part of the ambulance billing notices.
- B. Upon exhaustion of reasonable efforts by the ambulance billing provider to collect delinquent accounts, it shall, on a monthly basis, submit to the Town those accounts that it deems are uncollectible and therefore are candidates for removal from the Town's books (writing-off) or further collection efforts by a licensed collection agent.
- C. The Town Manager, upon recommendation of the Ambulance Billing Review Committee, comprised of the Fire Chief, Deputy Fire Chief, Finance Director, Town Accountant and Director of the Council on Aging, shall declare an account(s) uncollectible, authorize the ambulance billing provider to write the account(s) off its books, and shall concurrently notify the Town Accountant of such authorization, who, in turn, will write them off the Town's books.
- D. Upon declaration of an account as uncollectible, the ambulance billing provider shall be authorized to refer the account(s) to a licensed collection agent. (Only accounts exceeding \$200 dollars shall be sent to a collection agent, unless a different amount is approved by the Town Manager at the recommendation of the Finance Director.

- E. The Town of Hanover shall authorize the collection agent, after reasonable efforts, as defined and agreed upon between the Town and ambulance billing provider, to report unpaid account to a Credit Bureau. The ambulance billing provider shall notify the Fire Chief, Finance Director and Town Accountant of those accounts concurrent with their being reported to a Credit Bureau.
- F. The Town Manager will provide to the Board of Selectmen a monthly recap of reports including: a report on all collections/receipts, aging report reflecting the balances of open receivables, and a write off report.

IV. POLICY FOR WAIVER OF PAYMENT DUE TO A FINANCIAL HARDSHIP

- A. The Ambulance Billing Committee may establish that a financial hardship exists, justifying a waiver of the amount due. The following process and guidelines will be used to determine if a financial hardship exists:
 - 1. All communications with accounts, whether verbally or in writing, shall include a notification that amounts owed may be waived upon demonstration of financial hardship.
 - 2. The Town's ambulance billing provider issues an invoice to the patient, which covers the cost of the ambulance transport. The reverse side of the invoice asks for insurance information to be provided by the patient. The billing company would then bill the insurance company. If no insurance information is provided, the patient is responsible for payment of the bill unless payment will create a financial hardship.
 - 3. Included on each invoice is a table of current Hill Burton poverty guidelines (schedule of rates is attached) and a questionnaire requesting family size and income. If the family income falls within the Hill Burton guidelines, this information would be provided on the form and then signed under penalty of perjury, by the patient. The charge could then be abated by the Ambulance Billing Committee.
 - 4. The Town Manager, upon recommendation of the Committee, shall declare a financial hardship and will authorize the ambulance billing provider to abate the account(s).
 - 5. The Fire Chief shall mail a letter notifying the applicant of the disposition of their request, as well as the ambulance billing provider and the Town Accountant.

V. POLICY FOR EMPLOYEES OF THE TOWN OF HANOVER WHO ARE INJURED WHILE WORKING FOR THE TOWN.

- A. Employees of the Town of Hanover who are injured while working transported by a Town of Hanover ambulance shall not be balance billed.

EFFECTIVE DATE: This policy was approved by the Board of Selectmen on January 30, 2017 and is effective immediately.

BOARD OF SELECTMEN



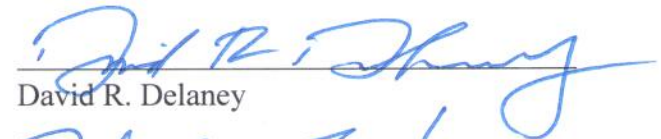
Brian E. Barthelmes, Chairman



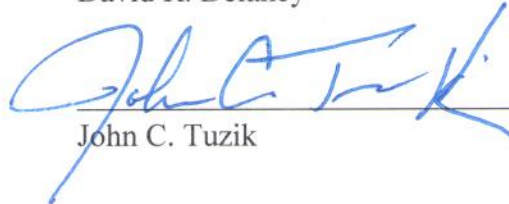
Susan M. Setterland, Vice-Chair



Robert S. O'Rourke



David R. Delaney



John C. Tuzik
