

LEBANON FIRE DISTRICT  
POLICY, PROCEDURE AND INSTRUCTION

SECTION: 1300 – EMS

TITLE: **Ambulance Billing Financial Policy**

NUMBER: **1300-03**

SUPERSEDES: All Previous Documents Related to PPI Manual

APPROVED: ~~Dan Woodson~~ Joseph Rodondi ~~09/29/2025~~ 1/06/2010  
Fire Chief Date

UPDATED: ~~Joseph Rodondi~~ Desiree Barker ~~05/01/2025~~ 09/29/2025  
~~Fire Chief~~ Chief Administrative Officer Date

**PURPOSE:**

~~The purpose of this policy is to establish consistent guidelines for establishing and disposing of ambulance account receivables.~~ This policy is the official document establishing procedures for dealing with all aspects of ambulance billing receivables. These guidelines allow the Lebanon Fire District to react to receivable issues in a consistent and defensible manner.

This procedure is applicable to all District personnel. Where any section, subsection, sentence, clause, or phrase is found inconsistent with State of Oregon statutes the ORS shall prevail. Exceptions to this procedure shall only be considered when written agreement is provided by the Lebanon Fire District Board of Directors or their designee.

**PROCEDURE:**

- A. Billing copies of Medical Incident Reports shall be routed to the ambulance billing clerk or third-party billing agency ~~Monday through Friday as soon as practicable, but generally each business day.~~ Invoices shall be generated from these reports no more than ~~ten (10) forty-five (45)~~ business days after the run date.
- B. Charges shall be consistent with the most current ordinance or resolution passed by the Lebanon Fire District Board of Directors setting ambulance service rates.
- C. The District shall comply with the CMS (Centers for Medicare & Medicaid Services) Ambulance Fee Schedule. The mandatory “write off” will be adjusted at the time any payments are posted to an account.
- D. Arrangements for payment: If ~~a patient's~~ an individual's financial position is such that payment in full would create an undue hardship, the Fire Chief or their designee shall

negotiate a monthly payment schedule, not to be less than one-hundred-dollar (\$100) per month. In cases where an extreme hardship exists, the Fire Chief or their designee may agree to a payment less than the one-hundred-dollar (\$100) minimum stated above. A Reduced Monthly Payment Application form must be completed to determine financial hardship or extreme financial hardship. See the attached application form. Financial hardship will be determined on a case-by-case basis taking into consideration income and necessary living expenses.

The District will **not** accept a percentage of total invoices as full satisfaction of the account except as stated in section F below.

E. Delinquent Accounts~~Bad Debts~~: Accounts are classified as delinquent~~bad debts~~ when any one or more of the following criteria are met.

1. ~~The An~~ invoice is returned to us marked undeliverable after it is determined that the correct address was used or that no other address is available.
2. Payments or arrangements to pay have not been received within ~~one-hundred, twenty (120) days of the transport date.~~ Ninety (90) days of the billing date.
3. If ~~a patient~~an individual defaults on his/her/their agreement the account will be considered delinquent~~"bad"~~ after thirty (30) days past due unless further arrangements are negotiated.
4. If an account is being litigated, the District will hold the account up to one (1) year upon the written request of the ~~patient's~~individual's attorney before formal collections procedures commence. If after one year the litigation is still pending, the ~~patient's~~individual's attorney shall submit a written request to extend the account hold for up to an additional 12 months.

When a delinquent accounts meets the criteria, it shall be turned over to a collection agency for further collection efforts.

F. Write-Offs: Accounts are not written~~–~~off without written approval from the Fire Chief or his designee. The approval will be routed through the Chief Administrative Officer before being presented to the Fire Chief for a decision. Write-offs will be reviewed ~~each month during the reconciliation process~~as needed to ensure write-offs have the appropriate documentation. The following are exceptions to this rule:

1. ~~An~~The patient~~individual~~ is deceased and has no estate. A copy of the death certificate is required.
2. After all resources from insurance carriers are exhausted, accounts will be adjusted in accordance with the terms of an active FireMed agreement.
3. ~~The patient~~An individual files bankruptcy and LFD is named in the bankruptcy. These cases will be handled on a case-by-case basis. The District may negotiate for a percent of the total account to satisfy the debt. This will require approval in writing by the Fire Chief.
4. Amounts not legal for the District to collect as determined by Oregon or Federal law.
5. Amounts less than ten dollars (\$10) where all reasonable attempts,~~but not including turning the account to a collection agency for collection,~~ to collect the

account balance have been exhausted, excluding turning the account to a collection agency for collection.

6. ~~Aid Call Rate a~~ Accounts that meet the criteria as stated in the Charity Policy 1300-026. This write-off requires approval in writing by the Fire Chief or designee.

G. Overpayments: Overpayments greater than two dollars (\$2) shall be refunded as follows:

1. If ~~the an~~ overpayment is created by one or more personal payments or insurance payments, the refund is to be issued to the last ~~person or company making the payment payer.~~
- ~~2. If it is clear that the overpayment belongs to an individual or company other than the guidelines set forth above, then common sense will prevail.~~
2. Refunds will be issued as needed. If the refund check remains uncashed, or a refund is returned to LFD, the refund will be sent to the Oregon State Treasury Unclaimed Property.

H. Unusual Circumstances: Any situation requiring an account adjustment or evaluation regarding any aspect of the account not addressed above may be dealt with on a case-by-case basis by the Fire Chief or his designee.

I. Employee Billing: Employees and volunteers will be billed as follows:

1. Employees and volunteers will receive FireMed at no cost as a fringe benefit, including their immediate family. The terms (as defined in the FireMed agreement) will receive FireMed at no cost as a fringe benefit. will remain in effect until the end of the month after the relationship is severed.
2. All medical transports will be billed in accordance with ambulance billing procedures.
3. Employees will be responsible for fees associated with transport that are not covered by FireMed.