

# CHARITY CARE POLICY for AMBULANCE SERVICES

**AMBULANCE SERVICES PROVIDER: CITY OF MISSION**

**APPROVED: 10/28/2024**

**EFFECTIVE DATE: October 1, 2024**

## **PURPOSE**

The purpose of this policy is to establish guidelines for patients who do not have means to pay for City of Mission ambulance services. It is not the intent of this policy to provide charity care to patients who have the ability to pay or patients who have private insurance, Medicare, Medicaid or other third-party coverage.

## **POLICY**

It is the policy of City of Mission to provide ambulance services to our community without regard to a patient's and/or guarantor's ability to pay for these services. The City of Mission hereby establishes this Charity Care Policy for patients who are unable to pay for all or part of their care for various reasons.

Charity care is not available for patients who are able to pay for their care either through self-pay or some form of insurance. For those patients who are able to pay for their care, City of Mission shall require payment and may offer special arrangements, including payment plans, with approval of **City of Mission, Finance Department**. Payment plan inquiries shall be directed to City of Mission, Fire Department, 415 W. Tom Landry, Mission, TX 78572.

## **GUIDELINES**

These guidelines are provided to the contractor(s) currently performing ambulance billing and collections and revenue maximization consulting services for City of Mission. The contractor(s) may rely on these guidelines and provide hardship assistance without further approval from City of Mission. However, City of Mission reserves the right to review any of the accounts that were deemed eligible for charity care in order to ascertain if the contractor is acting in conformity with the guidelines. City of Mission further reserves the right to modify this policy at any time.

Full charity care reduction (100% write-off of ambulance service charges to charity care) shall be granted to patients earning less than or equal to 400% of the Federal Poverty Level (FPL), as published annually by the Department of Health and Human Services. City of Mission and/or its contractor(s) shall rely on financial data provided by the patient and may also utilize data from credit bureaus and other sources to determine if the patient is eligible for charity care. Once it is determined that the patient is eligible for charity care, City of Mission or its contractor(s) shall make no further attempts to collect payment from the patient.