




City of Wylie, Texas
Fire-Rescue

Standard Operating Guidelines

SOG # 1.6.2.2

SECTION		SOG TITLE	
1	Organization	1	EMS Charity Care
CHAPTER		IMPLEMENTATION	REVISION
6	Emergency Medical Services	07/10/2025	
PART		AUTHORIZATION	
2	EMS Billing	 Brandon Blythe, Fire Chief	

I. PURPOSE

It is the policy of the City of Wylie to provide ambulance services to our community without regard to a patient's and/or guarantor's ability to pay for these services. We maintain a charity care policy for uninsured patients who lack the financial means to pay for all or part of their care for various reasons. It is not the intent of this policy to provide charity care to patients who have the ability to pay or those who have private insurance, Medicare, Medicaid, or other third-party coverage.

For patients who do not meet the eligibility guidelines for charity care as outlined below, the City of Wylie shall require payment but may offer special arrangements, including payment plans.

II. GUIDELINES

These guidelines are provided to the contractor(s) currently performing ambulance billing and collections and revenue maximization consulting services for the City of Wylie. The contractor(s) may rely on these guidelines and provide hardship assistance without further approval from the City of Wylie. However, the City of Wylie reserves the right to review any accounts deemed eligible for charity care to ensure conformity with the guidelines.

Charity care services will only be available as long as the State of Texas provides reimbursement for charity care services through the Texas Ambulance Services Supplemental Payment Program/Medicaid 1115 Waiver, or similar means of reimbursement. The City of Wylie further reserves the right to modify this policy at any time.



City of Wylie, Texas Fire-Rescue	SOG # 1.6.2.2
<i>Standard Operating Guidelines</i>	

A. Eligibility for Full Charity Care Reduction:

1. A 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 U.S. Department of Health and Human Services.
2. The City of Wylie 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 eligibility for charity care.
3. Once it is determined that a patient is eligible for charity care, the City of Wylie or its contractor(s) shall make no further attempts to collect payment from the patient.

IV. PRACTICE

A. Billing and Uncollectible Accounts

1. The City contracts with a third-party billing company to manage ambulance service billing. The Fire Department forwards information regarding ambulance services provided to the contractor.
2. The contractor bills the appropriate party (Medicare, Medicaid, insurance carrier, or patient) for the services rendered. The City receives a monthly management summary report from the contractor detailing the monthly activity.
3. Accounting prepares journal entries to adjust accounts receivable based on the contractor's report.



City of Wylie, Texas Fire-Rescue	SOG # 1.6.2.2
<i>Standard Operating Guidelines</i>	

B. Collection Procedures

1. The City adheres to a non-aggressive collection technique, particularly considering the significant number of senior citizens in the customer base.
2. The contractor follows state and federal guidelines and may set up payment plans for amounts not covered by Medicare, Medicaid, or insurance carriers.
3. Patients facing financial hardship may qualify for charity care under the guidelines provided.

C. Payment Receipt

1. Payments need to be made electronically, directly to Emergicon, the contracted billing company for the City of Wylie Fire Department.

D. Uncollectible Write-Off

1. If no collection agency is used, the contractor writes off accounts with no activity after 12 months. If a collection agency is involved, accounts are considered written off for financial statements but may still be pursued by the agency for up to seven years.