



For further questions, please call
Patient Billing Services
1 - 888 - 980 - 9107

Send your written inquiries to:

Contra Costa County Fire Protection District
Attention: Customer Service - EMS Billing
4005 Port Chicago Hwy, Suite 250
Concord, CA 94520
Fax: (925) 941 - 3309

Developed in partnership with
Contra Costa County EMS Agency
&
Contra Costa County Council
on Aging

Contra Costa County Fire - EMS

Your Community Partner

We have served Contra Costa County for over 50 years as the 9-1-1 First Responder service employing over 600 fire and emergency medical response personnel. We respond to more than 68,000 service request per year and serve approximately 1.2 million people with a fleet of more than 60 ambulances and five supervisor vehicles.

Serving the Community

Contra Costa County Fire - EMS is a well equipped, full service emergency response agency founded in 1964 through the consolidation of several fire departments. Through a strategic partnership with American Medical Response we have grown into the county's largest first responder network headquartered in Pleasant Hill, California.

Core Values

Service
Teamwork
Professionalism
Leadership
Safety & Preparedness
Integrity



Paying for Your Ambulance Transport

*A guide created by
Contra Costa County
Fire - EMS*



What does Insurance Cover?

Insurance payments for ambulance transportation varies by provider type and policy. It is important to review your insurance policy so you understand what your insurance will pay.

Facts You Should Know!

Insurance companies do not always cover 100% of the cost of 911 services, and you may be responsible for co-pays, deductibles or the total cost of service, depending on your health insurance plan.

Furthermore, Some insurance companies require pre-authorization of non-emergency ambulance service.

Payment for all services is considered due and payable when you receive your bill.

What If I Can't Pay?

Call Patient Billing Right Away

If you receive our bill and know you can't pay it, promptly contact patient billing services at (888) 980-9107 to determine your options. You may be eligible for an interest-free extended payment plan. Unpaid bills will not be sent to collections while the patient is attempting in good faith to negotiate a reasonable payment plan. An account may be sent to a collections agency if the account is unpaid after 90 days and the amount payable is greater than \$10.

Compassionate Care Program (CCP)

Not every patient may have the ability to pay a bill for emergency medical services, particularly if they are not insured. The CCP is established for financial hardships and to establish criteria for Contra Costa County Fire - EMS to discount up to 100% of a patient's ambulance services bill. Patients must meet program criteria to be eligible.

For information please call **(888) 980-9107**.

How Do I pay?

The bill a patient receives includes a list of all emergency service charges provided by Contra Costa County Fire - EMS. We accept Visa, MasterCard, Discover and American Express credit cards.

Patients have the option to make credit card payments by phone and may also establish payment arrangements through the billing department at
(888) 980 -9107
Or you can pay online at
www.intermedix.com/billpay.

Hours of operation are Monday through Friday from **8:00 am to 7:00 pm** Central Standard Time.

How does Contra Costa Fire - EMS Establish Rates?

Emergency ambulance billing rates are established by the Contra Costa County Emergency Medical Services Authority. Ambulance service fees typically include a base rate for treatment and transportation, a mileage rate, and an oxygen charge (if administered). A fee may also be charged if a medical assessment is performed but the patient refuses medical transport.