Ambulance Cash Collection Policy
Adopted by the City Council of Saco: May 7, 2001

A. APPLICABILITY:

1. This policy shall apply to the collection of all ambulance fees billed by the City of Saco as a result of the utilization of the City’s ambulance services.

B. PURPOSE:

1. The intention of this policy is to clarify the collection procedures to be performed in attempts to collect unpaid ambulance fees billed by the City of Saco. Section 60-4 of the Saco City Code outlines that fees will be collected by the Finance Department and deposited into the ambulance fund, but it does not give any direction as to how these fees will be collected.

2. The development of procedures, which bring revenue dollars into the ambulance fund as quickly as possible, naturally can result in a significant increase in investment dollars earned. These earnings as well as the timely collection of the billings for service, will help to assure the financial well being of the ambulance fund.

C. SERVICE BILLING:

1. The individual run sheets, prepared by the Fire/Rescue Department, will be given to the Finance Office on a weekly basis. From these run sheets, the Finance Department (Ambulance Billing Clerk) will apply the applicable billing codes and prepare the bills for the services performed and utilized. The bills will be mailed out when completed by the Finance Department. After 30 days, if collection has not yet been received, the following procedures will take place:

   a) Billings to insurance companies and Medicaid/Medicare –

      (1) The company will be contacted by phone to investigate why payment has not yet been received.

      (2) If coverage does not exist to cover the claim, the customer will then be billed directly.

      (3) The Finance Director has the authority to negotiate with vendors, but will need to remain within the legal boundaries in doing so.
b) Billings to self payment customers –

(1) Another copy of the bill will be mailed to the customer with a notation of being past due and to contact the Finance Director. After 90 days, if payment has still not been received, another letter will be sent by the Finance Director, urging them to contact the Director to set up a no interest payment plan to be paid over an 18 month period. It will be explicitly stated within the letter that if payment is not received in full or a payment plan initiated, the account will be submitted to a collection agency.

(2) Some accounts may require extra time for closure but the return is important and the Finance Director will have the authority to use professional judgment in granting payment terms. Working with the customers on a more personal level will give the City better results in collection rates most of the time. After 6 months, if the customer has made no contact, the account will be submitted to a collection agency for further collection efforts. However, if some form of contact has been made and it is deemed by the Finance Director that the resources do not exist for payment, the Finance Director will bring the account to the City Council for write off. Potential write off accounts will be accumulated throughout the fiscal year and brought to the City Council on an annual basis in July.

(3) The Finance Director will also be responsible to sign and update all contracts with vendors as required by law