

So if I use the ambulance, what can I expect in the way of billing?

Fortunately, the majority of our patients have some type of health insurance. The majority of these health plans have provisions to pay for ambulance service.

When we provide service, once at the hospital our staff will attempt to get your health insurance information and also ask you to sign a form to allow us to share your information with your insurance company.

Due to the complex and ever changing Medicare, Medicaid, and Health Insurance regulations and procedures, we contract with Med-Ex Billing, located in LeRoy, NY. If you receive any billing correspondence from us, it most likely has originated from Med-Ex on our behalf. If you are unable to provide your insurance information at the time we provide service, our billing company will send you an insurance questionnaire in the mail.

Once your insurance information is received, Med-Ex will take the necessary steps to file a claim with your insurance carrier. Depending on the insurance you have, you may receive a Billing Statement from us when this part of the process occurs. This Billing Statement is **NOT** a bill. If you have any co-pay, or other financial responsibility, we will send a **Billing Invoice**. This form should be used to pay your portion of the bill.

In some cases, you may receive a check from your insurance company for the service we have provided, instead of the check being sent directly to us. If this should occur, please endorse the check, payable to Canandaigua Emergency Squad, and forward it to us immediately.

Where can I get more information?

If you have any questions about our billing practice, a bill you have received, or any other questions about our service, please contact us. Our contact information is shown below.

Canandaigua Emergency Squad
233 N. Pearl Street
Canandaigua, NY 14424
www.canandaiguaes.org

Phone: 585-394-5860
Fax: 585-394-6365

BILLING QUESTIONS - 800-716-8015

FEEDBACK LINE

If you recently used our service, please let us know about your experience with us by calling our Patient Feedback Line at:

585-919-0241



VISION:

Canandaigua Emergency Squad's vision is to provide Pre-hospital healthcare services and education in the communities we serve to reduce or mitigate the effects and impact of medical or traumatic emergencies.

MISSION:

The mission of Canandaigua Emergency Squad is to provide quality and timely Emergency Medical Services to all people in the greater Canandaigua region.

**Quality,
Compassionate Care**

**Why do I get
an Ambulance
Bill?**



**Canandaigua
Emergency
Squad**

Why do I get an Ambulance Bill?

There is a traffic accident, or maybe someone has fallen, or someone is having a heart attack. Any one of these, along with thousands of other medical emergencies, are reasons people call 9-1-1 every year.



When someone does have a medical emergency in the greater Canandaigua Region, it is Canandaigua Emergency Squad that responds to the call. Available 24 hours a day, 365 days a year, we are prepared to render aid to anyone in need.

We are called upon more than 4,500 times annually to provide Emergency Medical Services in our community.

Not-for-Profit

Since 1940, Canandaigua Emergency Squad has been serving the community as a charitable based organization. We are recognized by both the Federal and State government as a 501(c)3, not-for-profit, corporation. As such, we are able to solicit and receive TAX DEDUCTABLE donations. For many years, this funding alone was sufficient to cover the costs associated with our operation.

Changes in Care

When Canandaigua Emergency Squad began in 1940, an ambulance was nothing more than a vehicle to transport a sick or injured person to the hospital. If the person was suffering a serious or life-threatening condition, the speed of the ride was the only care we could provide.

Care in Emergency Medicine has changed significantly since 1940. Today, we provide Paramedic level care. Our Paramedics are able to administer life-saving medications, perform surgical procedures, and provide Advance Life Support before even loading a patient into the ambulance.

Costs

With the significant growth in levels of care we are able to deliver, advances in vehicle and medical equipment technology, and increases in training requirements, there have been associated increases in costs. As an example, in 1940 the cost for a new fully equipped ambulance was about \$4,500. Today, a new “mobile treatment room”, or modern ambulance, can cost over \$200,000.

In addition, the cost of training a volunteer has increased significantly as medical standards have grown. We have also moved from a completely volunteer staffed agency, to hiring a core of Emergency Medical Technicians and Paramedics to fill the need when volunteers are not available.

What about my property taxes, don't they cover the cost?

Canandaigua Emergency Squad is a completely independent not-for-profit corporation. We do not receive any funding through property taxes or municipal funding. We operate entirely on the funds we generate through billing for our service and with community donations we are able to raise.

But aren't you part of the hospital?

Likewise, some of the community associates us as being a part of the local hospital system. Although we have a very strong working relationship with everyone in the local hospital system, we are not associated with, nor are we part of that system.

Why is my bill so high?

The majority of patients we provide service to are not in a life-threatening situation. The majority are in need of medical care, but their life does not depend on it immediately. So why is it that it seems to cost so much?

It is important to remember that we have to be prepared to respond 24 hours per day, 365 days a year to all levels of emergencies. When you get a bill from us it covers not just the service we provided to you, it also covers the costs we incur making sure we are here to respond when you need us, any time of day or night.

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