

To our residents and patients who have a question on their ambulance billing, we ask that you call our office as most questions can be answered over the telephone. When we send a request for information it is most likely we do not have a current signature on file which is required by ALL Insurance carriers. We also may need the most current Insurance information which was not obtained or available from the hospital.

People may send in their information, call us for a fax number to submit or if we have a current signature on file, they may provide that information over the telephone. We also accept credit cards for payment on services and subscriptions over the telephone.

If a person has a special need or handicap and wishes to stop by the office for a billing issue, they may call the office in advance and request assistance in which case we can advise them on parking and if required, one of the office staff will come out to meet them. We would also appreciate if they would call again upon arrival at the station to alert us of their arrival.

If a person is stopping by for a Patient Care Report copy, the cost is \$6.50 and we would greatly appreciate if they had the correct change as we do not maintain much cash on hand as most payments are made by check or credit card to us.

Access to the building is limited and available during certain hours which are 8am to 4pm Monday thru Friday. We are closed on holidays and weekends. We apologize for any inconvenience but will try to assist you when requested.