

? FREQUENTLY ASKED QUESTIONS

EMS BILLING



What is St. Mary's County's billing policy for Emergency Medical Services (EMS)?

St. Mary's County Government (SMCG) has a **soft billing** policy for emergency medical services.

This means:

- ▶ SMCG **bills insurance companies** for emergency medical services, such as ambulance transport*.
- ▶ **Patients do not have to pay** anything beyond what their insurance covers (no co-pay, co-insurance, out-of-pocket cost, etc.).

This ensures that insurance helps cover costs while protecting patients from financial burden.

Why are some patients receiving bills for ambulance services?

Some patients have reported receiving bills for amounts their insurance did not cover. SMCG has reviewed this issue and found that the billing practices were not aligned with the intended soft-billing policy.

What actions has St. Mary's County Government taken to fix this issue?

Our billing agency has agreed to **only bill insurance providers** and to **stop billing patients** for any unpaid balances, effective immediately.

- ▶ Patients may still receive requests for insurance information if needed.

Questions about a bill? Contact Us:

(301) 475-4200 ext. 2129

EMSbilling@stmaryscountymd.gov

Your health and safety come first. If you need emergency medical help, call 911 without hesitation.



We are committed to making sure no patient is personally responsible for the cost of our emergency ambulance transport.

*The billing policy of St. Mary's County Government applies exclusively to ground ambulance services owned or operated by St. Mary's County Government, the St. Mary's County Rescue Squads, and St. Mary's County Advanced Life Support. This policy does not extend to, nor does St. Mary's County Government make any representations regarding, the billing practices of Federal, State, or private ambulance providers, or air medical transport services. Individuals transported by any entity other than those expressly identified herein should contact the respective service provider for information regarding applicable billing procedures and financial responsibility.