

**Office of the City Manager
News Release**



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Boulder City EMS Billing Changes

BOULDER CITY – Ambulance bills will look different in the near future in Boulder City. The Boulder City Fire Department (BCFD) provides Emergency Medical Services (EMS) in Boulder City and some surrounding areas. Soon, BCFD will use a professional agency to handle billing and billing questions in an effort to provide a better customer experience.

BCFD bills for service according to the Center for Medicare and Medicaid Services (CMS) regulations. Approximately half of the EMS responses that the BCFD bills for are Medicare patients, and the remaining calls are mostly other insurers who follow CMS regulations. CMS regulations for medical billing have become increasingly complex, so Boulder City is contracting with Iris Medical, Inc. to perform EMS transport billing duties. Iris Medical has been in the medical billing business for 35 years and provides medical billing for more than 60 client agencies. The company maintains a toll free number where clients can speak to a billing expert to answer questions about ambulance bills.

“By utilizing a company that specializes in ambulance billing, we can be confident that we are collecting EMS transport revenue in an efficient manner, and more importantly, we are complying with all regulations set forth by the CMS,” said Boulder City Fire Chief Kevin Nicholson. “I believe that this will increase efficiency, assure compliance and help us provide the best possible customer service.”

Once the Paramedics complete the report for the ambulance call, it is forwarded to the billing company for processing. If the billing company is able to verify insurance, the bill will be submitted directly to Medicare and/or private insurers electronically, usually within 2 working days of service. Some clients may receive a form requesting insurance information from the billing company. Once the billing company has the necessary information, they will bill the insurer directly.

Because Medicare, and most other insurers, require a co-pay for ambulance service, an invoice for any portion of the bill not covered will be sent to the patient. The City has established a lockbox with Wells Fargo bank to accept these payments. This allows an individual to mail their payment directly to the bank where it will be processed immediately and avoid unnecessary delay. BCFD will no longer accept payments for ambulance bills at the fire station. All ambulance invoices are sent to patients with a pre-addressed return envelope to make payment as convenient as possible.

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