

City of Plano
Charity Care Policy for Ambulance Services

Approval

Effective Date: 10/1/2022

Approved By:

Signed:
Printed Name:
Date:

Purpose

It is the policy of the City of Plano to provide ambulance services to our community without regards to a patient's and/or guarantor's ability to pay for these services.

We maintain a charity care policy for uninsured patients without the financial means to pay for their care for various reasons. It is not the intent of this policy to provide charity care to patients who have the ability to pay or patients who have private insurance, Medicare, Medicaid or other third-party coverage.

For those patients who do not meet the below eligibility guidelines for charity care, the City of Plano shall require payment.

Guidelines

These guidelines are provided to the contractor(s) currently performing ambulance billing and collections and revenue maximization consulting services for the City of Plano. The contractor(s) may rely on these guidelines and provide hardship assistance without further approval from the City of Plano. However, the City of Plano reserves the right to review any of the accounts that were deemed eligible for charity care in order to ascertain if the contractor is acting in conformity with the guidelines. The City of Plano further reserves the right to modify this policy at any time.

Full charity care reduction (**100%** write-off of ambulance service charges to charity care) shall be granted to patients earning less than or equal to **400%** of the Federal Poverty Level (FPL), as published annually by the U.S. Department of Health and Human Services. The City of Plano and/or its contractor(s) shall rely on financial data provided by the patient and may also utilize data from credit bureaus and other sources to determine if the patient is eligible for charity care. Once it is determined that the patient is eligible for charity care, the City of Plano or its contractor(s) shall make no further attempts to collect payment from the patient.