

Charles County Government County Administrator Standard Operating Procedure

Title:	EMS Fee for Service Policy	SOP #: CAP.DES.04.001
Department:	Department of Emergency Services	Effective Date: 8/8/2022
Division:	Emergency Medical Services(EMS)	Last Review Date: 6/10/2025
Purpose:	To provide a policy covering the billing programs for Emergency Medical Services (EMS) fee for services and the Mobile Integrated Health Service (MIHS).	
References:	Md. Code Ann., Insurance §15-138	
	Md. Code Ann., Article-Health-General, § 15-114.1	
	Centers for Medicare & Medicaid Services (CMS) Publication Number 100-04 Medicare Claims Processing Manual, Chapter 15 Ambulance	
	Centers for Medicare & Medicaid Services (CMS) Publication Number 100-02 Medicare Benefits Manual, Chapter 10 Ambulance Services	
	Meeting minutes from Charles County Commissioners meeting on September 3, 2002, where emergency medical services billing was approved.	
Attachments:	n/a	
Notes:	This procedure replaces the following SOP: <ul style="list-style-type: none"> • Charles County EMS Transport Fee for Service Policy • ES97.001 Financial Assistance for EMS Patients Policy 	

Procedure:

This policy outlines the general provisions for EMS billing.

1.0 Definitions

- 1.1 Advanced Life Support (ALS) - Transport by ground ambulance and the provision of medically necessary supplies and services including the provision of either level I or II of an ALS assessment or at least one (1) ALS intervention, as defined by the State of Maryland.
- 1.2 Basic Life Support (BLS) - Transport by ground ambulance and the provision of medically necessary supplies and services including the provision of BLS ambulance services, as defined by the State of Maryland. The ambulance must be staffed by an individual who is qualified in accordance with state and local laws as an Emergency Medical Technician -Basic (EMT-B).
- 1.3 Mileage – The number of miles eligible for billing in which the patient is transported in the ambulance to the nearest appropriate facility or point of transfer to emergency air transport.

1.4 Mobile Integrated Health Service (MIHS)- A community-based preventative, primary, chronic, preadmission or postadmission health care service or transport provided by an EMS provider to an individual. See Md. Code Ann., Article-Health-General, § 15-114.1

1.5 Medical Record – A patient care report from a response by any EMS provider (volunteer or career) in the Charles County EMS Operational Program.

2.0 Scope

2.1 This policy applies to charges for:

2.1.1 Pre-hospital EMS services that are rendered by Charles County EMS including ALS, BLS, and mileage during transport to an appropriate destination.

2.1.2 MIHS medical services eligible for reimbursement under Md. Code Ann., Article-Health-General, § 15-114.1

2.1.3 Copies of medical records under Md. Code Ann., Article-Health-General, § 4-304

3.0 Pre-Hospital EMS Services:

3.1 Billing processing will comply with the CMS Publication Number 100-04 Medicare Claims Processing Manual, Chapter 15 Ambulance, CMS Publication Number 100-02 Medicare Benefits Manual, Chapter 10 Ambulance Services, and Md. Code Ann., Insurance §15-138.

3.2 EMS fees are established annually as part of the regularly scheduled budget process for Proposed Fees and Charges and approved by the Board of County Commissioners.

3.3 EMS will complete a patient care report in accordance with departmental guidelines, EMS standards of care, and State EMS protocol requirements.

3.4 A Notice of Privacy Practices containing information about disclosures of Protected Health Information (PHI) per the federal HIPAA Privacy Rule will be mailed to the patient's mailing address at the time that the statement of charges is issued.

3.5 The County's third-party billing vendor will issue a statement of charges to the patient, or their guardian, which includes a Lifetime Signature Authorization Form, a request for insurance information, and a Notice of Privacy Practices statement.

3.6 Charles County residents who have insurance, Medicare, or Medicaid will not pay any costs for ambulance service. Medicaid, Medicare and insurance payments will be accepted as payment in full. There will be no additional co-payment or deductible.

4.0 MIHS Medical Services:

- 4.1 Billing processing will comply with Md. Code Ann., Article-Health-General, § 15-114.1.
- 4.2 MIHS fees are established annually as part of the regularly scheduled budget process for Proposed Fees and Charges and approved by the BOCC.
- 4.3 MIHS will complete a patient care report in accordance with departmental guidelines, EMS standards of care, and State EMS protocol requirements.
- 4.4 A Notice of Privacy Practices containing information about disclosures of Protected Health Information (PHI) per the federal HIPAA Privacy Rule will be issued to each patient enrolled for MIHS program services.
- 4.5 The County's third-party billing vendor will issue a statement of charges to the patient's MCO for each instance that a patient care report is completed.
- 4.6 MIHS enrolled patients are not expected to pay for services rendered. Managed Care Organizations (MCO) overseeing patients with Medicaid will cover MIHS benefits. There will be no additional co-payment or deductible.

5.0 Medical Record Fees

- 5.1 Fees for a copy of a medical record will comply with Md. Code Ann., Article-Health-General, § 4-304.
- 5.2 Fees for copies of medical records will be collected prior to release of the medical record.
- 5.3 Fees for copies of medical records are established annually as part of the regularly scheduled budget process for Proposed Fees and Charges and approved by the BOCC.

6.0 Fee Waivers

- 6.1 Fees will be waived for any pre-hospital EMS provided to an employee of Charles County Government or the Charles County Sheriff's Office or a volunteer of any Charles County Board of Fire & Rescue member Departments during the performance of their duties that are covered under their respective worker's compensation policies.
- 6.2 Pre-hospital EMS fees for Charles County residents who are uninsured or unable to pay, will be waived because residents are deemed to have paid any co-payment or deductible or uninsured portion of the cost of each emergency medical services transport, through taxes paid to the County.

6.3 Medical record fees are waived for any allied agency request including other EMS agencies, law enforcement entities, state's attorney, or State & Federal Government entities in the performance of their official duties.

7.0 Exceptions

7.1 Any and all exceptions to this procedure must be approved in advance by the County Administrator.

Authorized:	<u>Deborah E. Hall</u> <small>Deborah E. Hall (Jun 10, 2025 09:31 EDT)</small>	Date: 06/10/2025
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Revision Dates:				