



FREQUENTLY ASKED QUESTIONS

What does the \$69 subscription fee cover?

A subscription protects members from any out-of-pocket expenses related to emergency ambulance transportation (where the patient is picked up within West Covina). We will bill your insurance for the transport rendered, but will accept whatever is paid as 'payment in full' (i.e. if your insurance denies the entire bill or any part of it, you will not be responsible for the unpaid balance).

What happens if I'm not a subscriber and I used emergency ambulance transportation?

Whether or not you are a subscriber, you will always receive the highest level of emergency treatment and transportation. As a non-subscriber, however, you will be billed for the services. You may give the bill to your insurance company but you will be responsible for any unpaid balance. Keep in mind that there is no guarantee that your insurance will pay in full for the treatment you received.

What benefits are provided?

For the subscriber and the family members living in the subscriber's household, an active subscription will cover an unlimited number of emergency ambulance transports within West Covina (pick-up only, drop-off's outside of West Covina are allowed). A subscription is good for 12 months from the date your payment is received. Also, if you are treated but not transported by the West Covina Fire Department, your subscription will waive the EMS Assessment Fee (\$289).

What else should I know?

Your subscription extends to your guests at your household. To ask questions about the program (but not sign up), please call the City at (626) 939-8824. To view the Frequently Asked Questions list, please visit our website.

THANK YOU FOR YOUR TIME AND ATTENTION. WE BELIEVE THIS IS A GREAT PROGRAM FOR THE COMMUNITY AND WE WOULD TELL OUR OWN FAMILY MEMBERS TO JOIN.

RESPECTFULLY,



WEST COVINA FIRE DEPARTMENT



AMBULANCE SUBSCRIPTION PROGRAM

TO SIGN UP, PLEASE:

(FOR RESIDENTS)



Call the Billing Office:
(800) 906-6552 and press
"4" to bypass the menu



Or, sign up online by visiting:
www.westcovina.org/ambulance

Limit your out-of-pocket costs for emergency ambulance transportation



www.westcovina.org/ambulance

A PROGRAM FOR YOU

The West Covina Fire Department has offered the Ambulance Subscription Program since February 17, 2009.



DID YOU KNOW?

All ambulances in Los Angeles County charge the same rates. The rates are developed each year by the Los Angeles County Emergency Medical Services Agency.

Here are the General Public Ambulance Rates, effective July 1, 2018 - June 30, 2019:

Transportation of a emergency 9-1-1 call with equipment and personnel at a basic life support (BLS) level: \$1,523

Transportation of a emergency 9-1-1 call with equipment and personnel at an advanced life support (ALS) level: \$2,282

By joining the Ambulance Subscription Program for \$69 per year, you won't be responsible for any deductible after your insurance is billed.

WHY SHOULD YOU JOIN IF YOU ALREADY HAVE INSURANCE?

The Ambulance Subscription Program is a great value for you and your family even if you have private insurance or Medicare (Medi-Cal patients don't need to apply). Most insurance plans do not cover 100% of the cost of emergency ambulance transportation.

With an active Ambulance Subscription Program membership, your \$69 enrollment fee will cover any deductible or co-payment you might otherwise incur resulting from emergency medical care and ambulance transportation by the West Covina Fire Department (or private ambulances, contracted by the City).

You will have extra financial protection and peace of mind in an unexpected emergency. This is especially beneficial to anyone who has high insurance deductibles and/or co-payments, a chronic medical condition, or those with no medical insurance. Considering that the cost of one emergency ambulance transport can exceed \$1,000, the cost of an Ambulance Subscription Program (\$69/year) is an excellent investment.

1 NO CO-PAYMENT

After your insurance is billed for the emergency ambulance transport, a subscription will cover the co-payment so that your out-of-pocket cost is \$0.

2 ANYWHERE IN WEST COVINA

The program will cover the subscriber and the permanent family members living in the subscriber's residence, anywhere in West Covina.

3 VISITORS

The program will cover visitors who require emergency ambulance transportation from the subscriber's residence.

4 EMS ASSESSMENT FEE

The EMS Assessment Fee (\$289) is charged when treatment is provided but the patient or household guest is not transported by ambulance. A valid subscription will waive the EMS Assessment Fee.

BENEFITS OF SUBSCRIBING:

- ✓ Coverage for every family member who lives in the subscriber's residence.
- ✓ Umbrella coverage for visitors to the subscriber's residence.
- ✓ A membership card to obtain discounts at participating local businesses.
- ✓ A valid subscription will waive the EMS Assessment Fee (\$289) for West Covina residents.