

PAYMENT OPTIONS

AMR accepts Medicare, Medi-Cal and other insurance. We also accept Visa, MasterCard, Discover and American Express. Patients also have the option to pay by phone.

If you receive a bill for ambulance services and are unable to pay the amount due, contact AMR Patient Business Service office at **800.913.9106** or email at **billing_inquiries@amr.net**. We will work with you to identify your options.

Patients may elect to make payment arrangements over time. The special payment plan must be arranged through our Patient Business Service office within 30 days of the initial bill's receipt.

AMR'S COMPASSIONATE CARE PROGRAM

AMR's Compassionate Care Program determines eligibility based on income and family size. Individuals who qualify may have their bill forgiven. Applicants must show proof of income, identity and residency. Please contact Patient Business Services for further details and an application.



FOR INSURANCE, BILLING OR PAYMENT CONTACT:

AMR Patient Business Service Office
P.O. BOX 742464
Los Angeles, CA 90075-2464

P: 800.913.9106 | F: 888.281.1627

Monday-Friday 6:00 a.m. to 5:00 p.m.

billing_inquiries@amr.net

If your concerns are not addressed to your satisfaction, or you have other questions or concerns, contact the local AMR office at **831.718.9555**.

www.amr.net

You can also contact the Monterey County Emergency Medical Services Agency with questions, concerns or compliments at:

Monterey County EMS Agency
1441 Schilling Place
Salinas, CA 93901

P: 831.755.5013

www.mocoems.org



MONTEREY COUNTY AMBULANCE SERVICE

*Payment Options and Fee
Forgiveness Program*



OTHER RESOURCES

Health Insurance Counseling and Advocacy Program (HICAP)

HICAP offers free information and assistance in understanding your Medicare benefits and rights. HICAP also helps resolve medical billing problems, helps file claims and appeals and assists in comparing insurance plans. For more information, call [800.434.0222](tel:800.434.0222), or go to www.cahealthadvocates.org.

California Victim Compensation Program

If your bill is for services rendered for injuries you sustained as a crime victim, the State of California has a program that can help. For more information, call [800.777.9229](tel:800.777.9229), or go to www.vcgcb.ca.gov.

Medi-Cal & Government Program Eligibility

California offers a public health insurance program that provides needed health care services for low-income individuals, including families with children, seniors and persons with disabilities and specific diseases. For more information, go to www.dhcs.ca.gov/services/medi-cal.

Healthy Families

This program provides health, dental and vision coverage to children who do not have insurance and do not qualify for Medi-Cal. For more information, go to www.healthyfamilies.ca.gov.



MONTEREY COUNTY FEE FORGIVENESS PROGRAM

- The patient must be a resident of Monterey County with a Monterey County address, and the patient must be picked up and transported within Monterey County.
- The patient must meet medical necessity criteria.
- The patient must be uninsured and have no third-party coverage that would pay for any of the ambulance bill. The patient must have limited financial resources and paying full.
- Rates would be a substantial burden. Patient may be required to provide documentation of financial resources.
- 80% discount of the billed charges (but in no case less than the current Medicare fee schedule) if the patient agrees to make payment within thirty (30) days. For example, if the billed charges are \$3,500, then the patient's account is considered paid in full if the patient makes a payment of \$700 within thirty days. The remaining \$2,800 is covered by the FFP.
- 50% discount of the billed charges if a payment plan is established to pay the bill over time as approved by AMR's billing personnel. For example, if the billed charges are \$3,500, and the patient agrees to utilize the AMR Special Payment Plan, then the patient would agree to pay fifty percent or \$1,750 over the course of ten (10) months or less.

If a patient fails to pay as agreed under the Fee Forgiveness Program, patient will be responsible to pay the full amount of the bill (including the portion that was to be forgiven or waived).