

City of Piedmont Fire Department



Frequently Asked Questions Regarding the \$7.50 EMS Fee

On June 1st, 2019 Pafford EMS began operations as the EMS provider for the City of Piedmont and surrounding un-incorporated areas. The City of Piedmont will be paying a subsidy to Pafford EMS in the amount of \$75,000.00 annually. In addition, each utility customer within city limits will have \$7.50 EMS fee added to their monthly utility bill. That \$7.50 EMS fee is also a Membership Fee for Pafford EMS. All customers who pay the \$7.50 EMS fee receive a membership to Pafford EMS. Having a membership with Pafford EMS means that if you need an ambulance in a Pafford EMS service area, Pafford EMS will bill your insurance company and any part of the bill remaining will be covered by your membership. In the event that a member does not have insurance, you will receive a reduced rate on the remainder of your bill.

Who pays this fee?

- All PMA customers within city limits.

What does this fee provide to the customer?

- A membership to Pafford EMS.
- Faster response times in the event of an emergency.
- 1 ALS ambulance in Piedmont staffed 24 hours per day.
- 1 BLS ambulance in Piedmont staffed when the ALS ambulance is on a call.

Can I opt out?

- There is currently not an opt out option.
- In order for it to be financially feasible for Pafford EMS to staff one ALS ambulance and one back up BLS ambulance in Piedmont, it is necessary for the City of Piedmont to pay the agreed subsidy and for all utility customers to pay the EMS fee.

Can I opt in?

- If you live in an un-incorporated area around Piedmont, and are in the Piedmont Fire Department response area, you can opt in to a membership program through Pafford EMS. We encourage you to contact Pafford EMS to inquire about this.

<http://www.paffordems.com/about/pafford>

Explain the billing side of the ambulance transport.

1. For Members

- If you call 911 and need to be transported to the Emergency Department in a Pafford EMS service area of Piedmont and the surrounding area, you will be transported to Emergency Department of your choice or the closest appropriate Emergency Department. Pafford EMS will then send the bill for that ambulance transport to your insurance company. Any portion of the ambulance transport bill that is not covered by your insurance will be covered through your membership.
- If you do not have insurance, your membership will allow you to be eligible for a reduced bill for the ambulance transport.

2. For Non Members

- If you call 911 and need to be transported to the Emergency Department in a Pafford EMS service area of Piedmont and the surrounding area, you will be transported to Emergency Department of your choice or the closest appropriate Emergency Department. Pafford EMS will then send the bill for that ambulance transport to your insurance company. Any portion of the ambulance transport bill that is not covered by your insurance will be the patient's responsibility to cover.

What if my insurance covers 100% of an ambulance transport?

- If your insurance, or combination of multiple insurance policies, covers 100% of an ambulance transport, then you will obviously not receive a bill for the ambulance transport. You might ask, why is it necessary to pay the \$7.50 fee? The answer is that paying this fee assures that you will have an ambulance on the scene of your emergency within 9 minutes and 59 seconds 90% of the time. Currently, the average response time for Pafford EMS in Piedmont is 4 minutes and 30 seconds.

Why did the City of Piedmont change EMS providers?

- The previous EMS provider had an average response time to Piedmont of 20 minutes, with multiple instances of longer than 20 minutes and up to 50 minutes. The City of Piedmont knew we could work to provide a better service for our citizens. We worked with our previous EMS provider and multiple other EMS providers and found that the service that Pafford EMS could provide for our citizens was the best fit for all of us.

What if I am in Oklahoma City and need an ambulance?

- The Pafford membership only covers you while you are in Pafford EMS service areas. If you are transported by an EMS service other than Pafford EMS and you do not have a membership with that EMS service, you will not be eligible for membership benefits.

<http://www.paffordems.com/locations>