

Town of New Durham

Ambulance Billing & Collection Policy

The following policy will be used by the Town of New Durham to handle all New Durham Fire Department Ambulance billing and collections for services rendered by the department's ambulance services.

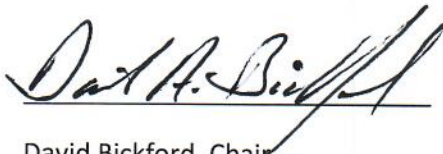
- I. **Billing Process:**
 - a. The New Durham Fire Department shall utilize a contracted Ambulance billing service known as COMSTAR.
 - b. The Board of Selectmen work with the Fire Department to review Ambulance service billing rates annually, generally as part of the annual budget process.
 - c. The Fire Department shall submit all necessary billing paperwork /run sheet(s) materials to COMSTAR in order to initiate the billing process.
 - d. COMSTAR will process the billing in accordance with the company's policies and procedures to include the billing of the patient individually, the patient's insurance company and or Medicare (under the Town of New Durham's Medicare Providers license.)
 - e. COMSTAR and the Town of New Durham, Welfare Officer will review any applications of Hardship. The Welfare Officer and Town Administrator, upon review, may accept the request for hardship and submit the Board of Selectman for forgiveness/abatement.
 - f. The Contracted Billing Service- COMSTAR shall provide quarterly reporting on billing statuses.
- II. **Collections for Unpaid Services:**
 - a. The Town of New Durham will utilize a collection agency for the collection of unpaid ambulance services. This service will need to work closely with the Contracted billing service COMSTAR.
 - b. Currently the collection agency in partnership with COMSTAR is First Financial Resources Inc. (FFR)
 - c. Prior to submission to the Collection Agency (FFR) the Town Administrator, Welfare Officer will review the outstanding/unpaid account to determine taxpayer status or whether welfare assistance is or has been applied or utilized.
 - i. The Town Administrator may submit to the Board of Selectmen for a waiver.
 - ii. If a welfare recipient and if recommended by the Welfare Officer the Town Administrator may submit to the Board of Selectmen for a waiver.
 - iii. A waiver is considered an abatement / forgiveness for the amount, and shall be recorded as such for purposes of bad debt auditing.
 - d. FFR will receive all uncollectable services debt from COMSTAR. FFR will utilize their collection process via their collections policies and procedures.
 - i. Debt amounts of \$100.00 or greater will be forwarded for collection.
 - ii. Uncollected amounts over \$1,500.00 may be considered for legal action. FFR will not consider amounts under \$1,500.00.
 - iii. Uncollected debts of greater than 180 days will be reviewed and a determination made whether legal action is warranted/worthy.
 - iv. FFR will maintain communication with COMSTAR and collaboratively provide quarterly reporting.

III. Bad Debt write off process:

- a. The First Board of Selectmen's meeting in December the Town Administrator shall submit a report which details all uncollectable ambulance billing debt. This will be debt which has been deemed uncollectable by both COMSTAR and FFR.
- b. The Board of Selectmen will officially record and acknowledge the amount to be recorded as bad debt for the purposes of proper reporting to the auditors.

This Policy supersedes all previously issued policies relative to Ambulance Billing Process.

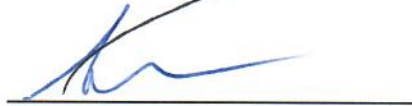
BOARD OF SELECTMEN;

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David Bickford, Chair.

A handwritten signature in black ink, appearing to read "Gregory Anthes", written over a horizontal line.

Gregory Anthes, Vice Chair.

A handwritten signature in blue ink, appearing to read "David Swenson", written over a horizontal line.

David Swenson, Member

Dated: August 1, 2016 Approved