



West Covina Fire Department

## **Ambulance Subscription Program**

*“A program for West Covina residents since 2009”*

### **Frequently Asked Questions (for West Covina residents)**

**1. What is the Ambulance Subscription Program?**

The Ambulance Subscription Program is a voluntary program (West Covina residents only) that is designed to limit the out-of-pocket expenses related to emergency ambulance transportation. After subscribing, if a patient requires emergency ambulance transportation, the patient’s insurance will be billed and any amount received from the insurance company will be accepted as “payment in full” (even if the insurance company denies the claim).

**2. How much does the Ambulance Subscription Program cost and how long does a subscription last?**

A subscription costs \$69.00 and provides one year of coverage (from the date payment is processed).

**3. What happens if I’m not a subscriber and I require emergency ambulance transportation?**

Even if you don’t subscribe to the Ambulance Subscription Program, you will always receive the highest level of emergency treatment and transportation when you call 9-1-1. As a non-subscriber, however, you will be billed for the emergency ambulance transportation. You may give the bill to your insurance company but you will be responsible for any co-payment or deductible. Also, there is no guarantee your insurance company will cover any part of the claim.

**4. I am retired and only have Medi-Cal coverage. Should I enroll in the Ambulance Subscription Program?**

No. Medi-Cal does not require a co-payment or deductible; therefore, this program is not beneficial to you.

**5. Who is covered by the Ambulance Subscription Program?**

The subscriber and all permanent family members within the subscriber’s household are covered. For a resident who lives at a commercial facility (ex: Bridgecreek Retirement), only the resident who subscribed is covered (not all residents who live at the commercial facility). For everyone registered under a subscription, coverage provides unlimited emergency ambulance transports if they’re picked up within West Covina. If the hospital you’re transported to is outside of West Covina, the subscription will still provide coverage.

**6. What if someone needs emergency ambulance transportation while visiting my home or my room at a commercial facility (ex: Bridgecreek Retirement)?**

If a visitor to the member’s household (or room within a commercial facility) requires emergency ambulance transportation, an active subscription will provide coverage to the visitor.

**7. If I move to another part of West Covina, is my subscription still valid?**

Yes. If the address you’re moving to is within West Covina (including a commercial address), your subscription will continue to provide coverage until your subscription expires (one year from the date your payment was received).

**8. If I move out of West Covina, will I still be covered or entitled to a refund?**

No. Only West Covina residents are eligible for the Ambulance Subscription Program, and the fee cannot be prorated or refunded. Unincorporated areas within West Covina (ex: Valinda) are not eligible to subscribe.

**9. If a private ambulance company provides transportation, does the subscription cover those costs as well?**

Yes. The Ambulance Subscription Program will cover the emergency ambulance transportation provided by private ambulance companies, contracted with the City. To learn more, contact the City's program coordinator (626-939-8824).

**10. I heard a subscription will waive the EMS Assessment Fee. How does that work?**

The EMS Assessment Fee is charged when the Fire Department responds to an incident and provides treatment but does not transport the patient. If a patient is not transported, the amount of time spent examining the patient or rendering paramedic services is not reimbursable; therefore, the EMS Assessment Fee was implemented for cost recovery purposes. The EMS Assessment Fee was approved during the April 18, 2017 City Council Meeting.

The EMS Assessment Fee will not be charged to anyone with an active subscription to the Ambulance Subscription Program. If you are not a subscriber but you live in West Covina and you were charged the EMS Assessment Fee, you have the option to subscribe to the Ambulance Subscription Program within 30-45 days from the date the EMS Assessment Fee bill was generated (to waive the EMS Assessment Fee). This retroactive policy does not apply to guests of the subscriber's household. Finally, if you do not live in West Covina and you were charged the EMS Assessment Fee, you do not have the option to sign-up for the Ambulance Subscription Program to waive the EMS Assessment Fee.

**11. Does a subscription only cover emergency ambulance transportation?**

Yes. A subscription in the Ambulance Subscription Program only covers emergency ambulance transportation. The program does not cover non-emergency, routine ambulance transportation.

**12. How can I apply or renew?**

You can sign up for the Ambulance Subscription Program anytime. There is no specific time of year when you are required to sign up. Call the Billing Office, staffed by Wittman Enterprises (a West Covina vendor), at (800) 906-6552, press "4" (to bypass the menu) and ask to sign up for the "West Covina Ambulance Subscription Program." The representative will take your new application or renewal application over the phone and provide payment options. Alternatively, you can sign up and renew online by visiting [www.westcovina.org/ambulance](http://www.westcovina.org/ambulance) and select the hyperlink at the bottom of the page. Approximately one month before your subscription expires, you will receive a renewal notice in the mail.

**13. Do I get a member identification card once I join the Ambulance Subscription Program?**

Yes. Each registered person of the primary member's household will receive a membership card within ~one month of the receipt of payment. Even if the membership card is not available at the time of the emergency ambulance transport, the name and address of the household member will provide them coverage (assuming each member of the household was registered). Going forward, the membership card will provide discounts at local businesses. The discount program is currently being implemented and a list of participating local businesses will be provided at a later date (via a mailed brochure and at [www.westcovina.org/ambulance](http://www.westcovina.org/ambulance)).

**14. What if there are changes or updates to my household?**

Call the Billing Office at (800) 906-6552 and press "4" (to bypass the menu), then inform the representative of any changes or updates such as, but not limited to: new permanent members to your household, permanent members of your household who have moved, new contact information for the subscriber (new phone number or email address), moving to a new address, etc.

**15. Who can I speak with at the West Covina Fire Department if I have additional questions?**

You can contact the program coordinator for the Ambulance Subscription Program. The phone number is (626) 939-8824 or you can send an email to [wcfid@westcovina.org](mailto:wcfid@westcovina.org).