



## **Ambulance Billing: Appeals Process**

A fee charged for ambulance service under the Health Emergency Act Regulation may be appealed and forgiven under the Financial Administration Act, Remission Regulation. A Remission Committee will review all cases submitted through the appeal process. The account may be submitted to the Remission Committee only if one of the following conditions applies:

**1) Fire or police personnel who require service as a result of an injury occurring in the course of their employment, and to impose the fee would be likely to create great public inconvenience.**

This applies only to police and fire personnel injured on the job and ambulance service was required. In this instance, the Ambulance Billing Department should be contacted at: 1-800-665-7199 and the following information provided:

- Patient Name
- Ambulance Account or Reference Number
- Name of Fire or Police Department
- Identification Number

**2) The service rendered to a person is incommensurate with the fee as prescribed, and to impose the fee would be a great injustice or would likely create great hardship to the person.**

Patients wishing to dispute service provided by the paramedics or BC Ambulance Service (BCAS), i.e. treatment, equipment or handling of patients, are requested to submit the complaint in writing via the following form:

- [HLTH 1792: Appeal Based on Services Rendered Incommensurate to Fee as Prescribed](#). (PDF: a fill-in and print form).

Patients should note that the following information must be provided:

- Patient Name
- Ambulance Account or Reference Number
- Nature of Complaint

Complaints can be submitted to:

BC Ambulance Service Headquarters  
PO Box 9600 Stn Prov Govt  
Victoria BC V8W 9P1

Complaints will be investigated and if determined to be valid the account may be submitted to the Remission Committee for review.



## British Columbia Ambulance Service

### **3) Delays by the Ministry of Health Services in issuing the initial invoice for the provision of ambulance services have created great hardship for the person who must pay the fee.**

The delay must be either greater than 12 months from the date service was provided, or the delay must result in an insurer refusing to pay. When either of these circumstances applies the fee can be remised only if imposing the fee would cause great hardship for the patient.

Bills received by patients after their extended insurer's allowable claim period may be appealed under Section 1 (f) of the Health Emergency Act Remission Regulation if *"delays by the Ministry of Health Services in issuing the initial invoice for the provision of ambulance services have created great hardship for the person who must pay the fee."*

Only in cases of established hardship is BCAS able to recommend waiving the bill. If you believe that you should be exempted from payment, please forward the following documents to the BCAS billing department:

- Name of insurer
- Copy of the portion of the policy indicating percent coverage
- Copy of payment rejection
- Copy of insurer policy indicating deadline for submitting claims

A great hardship can be financial in nature. Net income is one financial hardship test. Families with annual income under \$30,000 (after deducting \$3,000 for each spouse over age 65 and \$3,000 for each dependent child claimed for income tax purposes) meet the great hardship test.

Claims for a financial hardship remission must be supported by:

- The documents listed above
- A copy of Revenue Canada Notice of Assessment
- Any other relevant supporting documentation
- An Application for Fee Remission due to Financial Hardship form

See: [HLTH 2598: Application for Fee Remission due to Financial Hardship](#). (PDF: a fill-in and print form).

Should the above not apply to your situation, please submit your rationale as to why receipt of your ambulance bill is a great hardship to the BCAS billing department.

Once received BCAS will review the documents. If they support a hardship claim the account will be recommended for remission, however if the documents do not support the claim a bill for payment will be re-issued.

\*If you have additional questions please contact the BCAS billing department at: (250) 356-0052 or Toll Free at: 1-800-665-7199 for more information. BC Ambulance Service billing representatives are available to assist you Monday to Friday, 9:00 am to 4:00 pm excluding statutory holidays.