



## **Ambulance Billing: Frequently Asked Questions**

### **1. Can my private medical insurance company pay this bill?**

Ambulance Service fees are often covered by private medical insurance, however the recipient of service still remains liable for payment of fees directly. Please ensure you pay your ambulance bills directly and then seek reimbursement from your insurer. If you require a receipt, check the receipt box shown on the bill stub.

### **2. This bill is part of an ICBC claim do I still have to pay it?**

If ICBC agreed to pay for BC Ambulance Service bills as part of an accepted ICBC claim that has been filed, then forward this bill to the ICBC claims adjuster for payment direct.

### **3. I am on income assistance, but still received this bill?**

If you have received a bill and believe you should be exempt due to being a recipient of Premium Assistance, Income Assistance, or a client of the Department of Veteran Affairs (DVA) or Department of Indian and Northern Affairs Canada (INAC) then please contact us immediately with your client or status number details.

### **4. This accident happened at work, am I still liable to pay?**

If this bill is as a result of an accident at work please contact us so we can confirm whether the bill should be amended and sent to your employer. If this is a bill for ambulance transports which have occurred following a work-related injury and is part of an accepted WorkSafeBC claim, then contact us with your claim number so we can re-issue the bill to WorkSafeBC.

### **5. Can I appeal this invoice?**

If you wish to dispute or appeal this invoice then please call us at: (250) 356-0052 or Toll Free at: 1-800-665-7199 for more information on the appeals procedure. Further information on the Appeals process is also available in the fees section of this website.

BC Ambulance Service billing representatives are available to assist you Monday to Friday, 9:00 am to 4:00 pm excluding statutory holidays.