INFORMATION BULLETIN

NUMBER: 13-05

September 11, 2013

TO: **All MCFRS Personnel**

SUBJECT: **EMS Transport Insurance Reimbursement Program**

MCFRS implemented the EMS Transport Insurance Reimbursement program in mid-April, 2013, and has back-billed for transports occurring since January 1, 2013.

To assist with this program, MCFRS has contracted with MED3000, which is responsible for processing insurance reimbursements for all MCFRS EMS transports.

A caller who has questions about the EMS transport reimbursement should be encouraged to phone MED3000 customer service at **1-(866)-631-3116**. A caller who is dissatisfied with this information, or with MED3000's service, should be told they may contact the EMS Transport Insurance Reimbursement Patient Advocate at (240)777-3636, or email the Advocate at MCFRS.EMSBilling@MontgomeryCountymd.gov .

Information on the EMS Reimbursement procedure is also available at http://www.montgomerycountymd.gov/emts/index.html. This site may also be accessed from the main MCFRS website under **EMS Reimbursement** at www.montgomerycountymd.gov/mcfrs/

> **NOTE: For internal use _only_**, MCFRS station personnel may speak _directly_ to EMS billing personnel at (240) 777-2370, or email the **EMS Reimbursement** email address indicated directly above.

Issued by: Dominic Del Pozzo, MCFRS Budget Manager

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