

BRENTWOOD FIRE DEPARTMENT
EMERGENCY MEDICAL SERVICES – EXPLANATION OF
AMBULANCE BILLING

EMS billing is a service fee charged by the City of Brentwood for ambulance transportation to a hospital facility. Calls for assistance are not billed, nor are false alarms or calls that do not result in transport.

The City seeks reimbursement for ambulance service from insurance carriers (third party health insurers - Medicare, Medicaid and private insurers) for ambulance transportation. While no one living in Brentwood will pay for any uncovered expenses such as (i.e.), it is responsible budget management to seek reimbursement for covered expenses.

The City of Brentwood Fire Department will bill directly all those transported to a local emergency room by the City's ambulance. In addition, you will receive two statements: One from the City of Brentwood Fire Department; the second, an Explanation of Benefits (EOB) from your insurance carrier. Neither statement is a bill. Please note, your insurance carrier may not reimburse the City for the full fee, but rest assured if you live in Brentwood you are not responsible for this difference as this is what is defined as an uncovered expense.

For non-residents the initial ambulance transport billing goes directly to the persons' insurance carrier if they have insurance coverage. If there is no insurance coverage, the non-resident will then be billed. The non-resident will also receive two statements: One from the City of Brentwood Fire Department; the second, an Explanation of Benefits (EOB) from your insurance carrier. Neither statement is a bill.

If Brentwood's ambulance is busy on another call and ambulance service is needed, an ambulance from one of our surrounding communities (Ladue, Richmond Heights, Clayton or Webster Groves etc.) will be called in to assist. These departments will bill your insurance carrier in the same fashion that Brentwood does, but some may also require payment for any balance due above and beyond what your health insurance carrier pays. If you do receive an invoice for a balance due from any of our surrounding communities, or if you have a question about your ambulance bill please contact Fire Chief Terry Kurten at 314-963-8612, Monday through Friday, 8 – 4 p.m.