
	<i>OPERATIONAL PROCEDURE</i>		No. 610.10 CFAI PI: Page 1 of 1	
	Transport Billing Waiver Policy			
	Effective Date: February 1, 2008 Revision Date: January 27, 2023	Reviewed Date: January 27, 2023 Forms:		
Approved By: John O'Neal, Fire Chief Nick Sutingco, MD, OMD (signature on file)				

PURPOSE

To establish a policy of compassionate billing that allows the discounting or waiving of ambulance transport fees based on United States Department of Health and Human Services (HHS) guidelines.

SCOPE

This regulation pertains to all individuals participating in the City of Fairfax Fire Department or Fairfax Volunteer Fire Department emergency and administrative operations.

I. PREFACE

The charges for ambulance transport may be reduced or waived, based upon financial hardship, as determined by this policy and with the fire chief's approval. These procedures are intended to serve as guidelines and to ensure an audit trail.

II. PROCEDURES

- A. Patients or authorized patient representatives requesting a reduction or waiving of their ambulance transport charge shall complete the FDF-600, *Request for Ambulance Transport Fee Hardship Waiver*. The form is available on the [City of Fairfax Fire Department website](#).
- B. The completed hardship waiver request form and supporting documentation shall be forwarded to the City of Fairfax Fire Department at 4081 University Drive, Fairfax, Virginia 22030. Supporting documentation can include but is not limited to: financial aid approval from the hospital, social security statement, an unemployment commission letter, a homeless shelter letter, two current pay stubs, or the first page of the previous year's tax return. Once received, the fire chief will review the request.
- C. The fire chief shall review and approve or deny all hardship waiver requests. The final decision will be recorded on the FDF-600 *Request for Ambulance Transport Fee Hardship Waiver*, and a copy will be sent to the following:
 - The patient or the patient's representative
 - The third-party transport billing vendor
- D. EMS providers who encounter patients concerned about financial obligation due to ambulance transport shall advise the patient of this hardship waiver policy. Additionally, EMS providers in the field can refer the patient to the department's webpage or management analyst for further information.