

**AVRA VALLEY FIRE DISTRICT  
FAQ'S  
AMBULANCE TRANSPORTS & BILLINGS**

**What type of EMS ambulance transport service does Avra Valley Fire District provide?**

Avra Valley Fire District provides Advanced Life Support (ALS) and Basic Life Support (BLS) transports. ALS transports usually require a higher level of medical care to be performed by the Paramedic. BLS transports are usually provided by EMT level.

**Will I get a bill if I am transported?**

Regardless of what type of transport is done by the District, you may get a bill. Avra Valley Fire District makes every effort to seek reimbursement from the patient's insurance carrier first. Balances not covered by insurance are billed to the patient.

**Who sets the rates for ambulance transports?**

Ambulance transport rates in Arizona are established and regulated by the Arizona Department of Health Services (ADHS). The ADHS reevaluates rates every year. Avra Valley Fire District does *not* establish the rates.

**What is the average bill for a transport?**

Currently, the average bill for an ambulance transport is approximately \$2,000. Many insurance plans cover a significant portion of this cost. Most of this bill comes from the ambulance transport base rate. The remainder consists of mileage.

**Why didn't the paramedic / EMT tell me that I was going to be charged?**

The paramedic's or EMT's role at an emergency scene is to care for the patient, not negotiate medical billing.

**Do patients sign a document acknowledging financial responsibility for any unpaid balances?**

Avra Valley Fire District attempts to get signatures from patients, if it is possible. If the patient is not able to sign, because of their condition, the paramedic or EMT notes this in the medical report.

**Who do I call if I have a question about a bill received by Avra Valley Fire District?**

**Billing Department office (520) 825-5902**