

The Spotlight

Spotlighting healthcare-related educational topics that matter to you

The Patient Education and Empowerment Department creates resources that address a range of topics from medical debt to insurance access and disability benefits. The resources we produce are reflective of real-world experiences that meet the needs of the patients PAF serves.

To learn more about our resources,
CLICK HERE

You asked & we listened. Using questions our case managers get asked and analyzing our website keyword searches each month, we address what patients want to know now.

SPOTLIGHT MAY: Thanking our Emergency Services Practitioners and Navigating Ambulance Bills

In May, we celebrate National EMS week. The goal of this week is to celebrate EMS practitioners and the important work they do in our nation's communities. The National Association of Emergency Medical Technicians, who sponsor the week, want to ensure that the important contributions of EMS practitioners in safeguarding the health, safety and well-being of their communities are fully celebrated and recognized. <http://www.naemt.org/initiatives/ems-week>

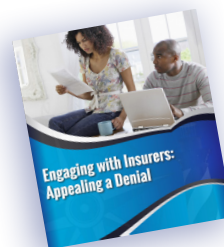


The work of our nation's Emergency Services is vital to the health and safety of our communities.

Although, anyone who has ridden in an ambulance knows that they are not free. Quite the opposite, actually. Ambulances that our EMS personnel rely on are expensive to maintain and can charge a lot to get you where you need to go.



The main issue is that if you are insured and you call an ambulance, you don't get to choose who responds to your call. You may have a local fire department come to your aid, or a private company. Because of this, it is much harder for your health insurance company to negotiate with these providers. Thus, many patients may find themselves getting care from an *out-of-network* ambulance provider. Don't let the thought of a potential bill stop you from seeking care, however—Patient Advocate Foundation can help. <https://bit.ly/insurancenetworkswebcast>



Our training guide, *Engaging with Insurers: Appealing a Denial* can help you identify if you

have received a bill from an out-of-network EMS provider (or any other out-of-network provider for that matter), and walks you through the next steps of how to respond to your insurance company to submit a successful appeal for coverage. <https://bit.ly/appealdenials>