



DIVISION OF FIRE AND RESCUE SERVICES
FREDERICK COUNTY, MD

AMBULANCE TRANSPORT INSURANCE BILLING PROGRAM

Frequently Asked Questions

Billing Information:

🚒 Q: Who handles the billing for Frederick County?

A: We contract this service to an outside “billing agent,” MED3000. They are based out of Miamisburg, Ohio and handle most billing issues.

🚒 Q: How is my insurance information obtained?

A: For patients being transported by one of our fire/rescue companies, we have an agreement with the local hospital to forward all insurance information directly to the billing agent.

🚒 Q: I received a bill and I have insurance.

A: There may be times, for whatever reason, that your insurance information is not received, or that the insurance information submitted is not current. Please complete the application on the back of the bill with your latest insurance information and resubmit it to our Billing Agent, or, call them directly at 1-888-631-3116.

🚒 Q: I received a bill and I am a Subscription Club Member.

A: It is possible that the checkbox for “Subscription Club member” was not checked. Call our Billing Agent at 1-888-631-3116 or the EMS Billing Assistant at 301-600-1644 to have this corrected.

🚒 Q: Why didn't my insurance company pay for this?

A: Not all transports are approved by insurance companies, and many insurance companies will not pay if they feel the transport was not medically necessary. Our Billing Agent will work with the insurance companies to attempt to obtain payment, but in many instances, it may still not be paid.

 **Q: I'm a member of the Subscription Club. Why was insurance company billed?**

A: This is an Insurance Billing Program. We will bill your insurance for the transport service. Additionally, as a Subscription Club member, any co-payments and/or deductibles not covered by the insurance will be covered by the Billing Program. Remember, though, that this program only pays for transports that are deemed medically necessary.

 **Q: How do I pay my bill, if I am not insured and I am not a Subscription Club member?**

A: You may pay your ambulance bill by personal check or money order made payable to:

“Frederick County MD Ambulance Billing”

And mail it to:

**Frederick County MD Ambulance Billing
P.O. Box 3660
Frederick, MD. 21705**

Q: I cannot afford this bill. What can I do?

A: We understand that an emergency can happen at any time, especially when you least expect it. Please be assured that we are committed to providing you with excellent professional care, regardless of your ability to pay. Our office will work with you to set up a payment arrangement that is comfortable and affordable to you. Contact the EMS Billing Assistant at 301-600-1644 for help.