

## Understanding your AMR Transportation Coverage

THE FOLLOWING IS INFORMATION FOR ALL RESIDENTS OF CENTURY VILLAGE REGARDING YOUR COVERAGE FOR MEDICAL TRANSPORTATION WITH AMERICAN MEDICAL RESPONSE

### 911 Medical Transportation

- **IN ANY AND ALL MEDICAL EMERGENCIES, YOU MUST CALL 911!**

This is the Medical Emergency Network of all Palm Beach County and Fire Rescue will respond appropriately.

- **IN ANY AND ALL MEDICAL EMERGENCIES, FIRE RESCUE MAKES THE DECISION ON WHO TRANSPORTS THE PATIENT.**
- Once transported, you will receive a billing statement from the Fire Department. Contact them directly to discuss additional billing information they may need or to make co-payments depending on your insurance. AMR will not pay for transports nor is it a covered service, when transported by Fire Rescue.
- If, at time of transport, you are medically stable, but still should go to the hospital, the County Rescue Paramedic will call AMR directly, and AMR will respond and transport you.
- Your AMR contract allows us to bill your insurance, so you may be contacted for additional insurance information and co-pay information. **ALL EMERGENCY TRANSPORTS ARE COMPLETELY COVERED BY YOUR AMR CONTRACT ONCE YOU PROVIDE AMR WITH ALL YOUR INSURANCE INFORMATION.**

### Additional Ambulance Services

- It is important to notify anyone arranging ambulance, that you have a contract with AMR. Some examples of Ambulance Transports are:
  - Ambulance transportation will be provided from Hospital to Hospital, as ordered by your physician, for approved medical necessity and higher level of care.
  - Hospital discharges to skilled and rehab facilities or home, if medically necessary.
  - Skilled or Rehab to hospital ER, if medically necessary
  - Skilled or Rehab to home, if medically necessary
  - ALL TRANSPORTATION WILL REQUIRE THE RESIDENT TO SHOW THEIR CENTURY VILLAGE ID CARD. FOR ANY AMBULANCE TRIP THAT IS NOT A COVERED SERVICE, YOU MAY BE BILLED AT 40% OFF OF AMR'S PUBLISHED RATES.
  - All transportation will require the resident to show their ID card and provide AMR with all insurance information
- YOUR AMR CONTRACT APPLIES TO RESIDENTS OF CENTURY VILLAGE. IF AN OWNER OR RENTER CHANGES PERMANENT RESIDENCE TO A NURSING HOME OR ASSISTED LIVING HOME, HE/SHE IS NO LONGER COVERED UNDER THE TERMS OF THE CONTRACT.**

### **MOST IMPORTANTLY...**

**ANY AND ALL COMMUNICATIONS FROM AMR TO YOU, WHICH ASKS FOR PAYMENT, SHOULD BE TURNED OVER IMMEDIATELY TO THE OFFICE FOR PROCESSING. DO NOT PAY AMR FOR ANY TRANSPORTATION WITHOUT CONSULTING THE BOD**

**AMR PHONE FOR COVERED TRANSPORT: 1-888-624-1900**