

CONTRA COSTA COUNTY FIRE PROTECTION DISTRICT
Emergency Ambulance Services

POLICY
AMB-9

SUBJECT: Collections			
Revision Date 1/1/16	Replaces NEW	Approved By Fire Chief	Pages 1
DISPOSITION: Place in Billing and Collections Policy & Procedure Manual			

INFORMATION

In the normal course of the District conducting emergency ambulance services, it may be necessary to send unpaid bills to a collections service for further attempts to contact the responsible party and recover the fees for providing services.

POLICY

1. The District may send unpaid accounts to a collections agency if the account is unpaid after 90 days and the amount payable is greater than \$10.00.
2. The District will not invoice a patient more than three times prior to the sending the patient's account to collections.
3. The District will not use wage garnishments or liens on primary residences as a means of collecting the unpaid bills of any patient who qualified for the Compassionate Care Program.
4. None of the District, the assignee of a District account receivable, or a collection agency may report adverse information to a consumer credit reporting agency concerning, or commence a civil action against, a patient who lacks insurance coverage.