



Emergency Transportation Subscription INFORMATION SHEET

Dear Downey Resident,

The City of Downey is once again offering residents an opportunity to join the optional **Emergency Transportation Subscription Program** that has been servicing Downey citizens since 1986. Annually about 5,600 people are transported by ambulance. Another 2,000 are assessed and treated by paramedics with no transport. For an annual fee of only **\$65.00**, your household is provided with a supplemental insurance program that will cover unlimited emergency transportation services within Downey's city limits.

Because the City is committed to serving the needs of the community, the annual fee will appear on your water bill. If you would like to join this optional Program, please add the \$65.00 to your water charges. To assist you, the City has added this option to the payment stub. Just pay the total amount due and you will immediately receive the benefits of the **Program**. If you prefer not to join, just pay the water charges and your household would be responsible for the following fees if emergency transportation is used in the city:

- Advanced Life Support transport: Fees start at **\$3,252.00**
- Basic Life Support transport: Fees start at **\$2,171.00**
- Assessment at Scene/ No Transport: Flat fee of **\$300.00**

The **Emergency Transportation Subscription Program** is a supplemental insurance program that will eliminate any additional "out of pocket" expenses for emergency transportation. If you join and have medical insurance, the City will bill that insurance carrier for the full cost of the service. **Any unpaid balance will not be paid by you.** Billing your insurance company helps maintain the minimal annual fee charged to subscribers. As a subscriber, all members of your household will be covered by the **Emergency Transportation Subscription Program**. In some cases they may be required to provide proof of residency that was valid on the date of service, such as California ID card, California Driver's License, or other identification.

On the reverse side, you will find answers to frequently asked questions about the program.

**Please note that this is an annual program, The Policy Period begins
March 1, 2024 and runs through February 28, 2025.**

**IF YOU PAY YOUR UTILITY BILL THROUGH OUR ACH PROGRAM (AUTO DEBIT FROM
YOUR CHECKING ACCOUNT) YOU MUST PAY THE SUBSCRIPTION FEE SEPARATELY.
LOOK FOR YOUR ENROLLMENT FORM IN THE MAIL SOON**

**IF YOU HAVE SET UP SCHEDULED PAYMENTS THROUGH THE CITY OF DOWNEY
WEBSITE, THE PROGRAM FEE WILL NOT BE DEDUCTED
A SEPARATE PAYMENT WILL NEED TO BE MADE.**

Thank you and we hope you will take advantage of this excellent opportunity.



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ANSWERS TO FREQUENTLY ASKED QUESTIONS

What the Subscription Program Covers

- ❖ The City of Downey Fire Department and Paramedics will medically evaluate a patient when responding to a 9-1-1 call and determine if transportation is needed. When transported by the City of Downey Paramedics or Ambulance there is a charge for those services.
- ❖ In the event a Private Ambulance is used for a 9-1-1 Emergency Transportation, submit your Medical Insurance to the Ambulance Company who transported you. Your Subscription will cover any unpaid balance; a copy of your invoice from that Ambulance Company must be received in our billing office in a timely manner.
- ❖ After your Emergency Transport; a copy of your Medical Insurance card **MUST** be provided when requested.
- ❖ Subscribers without Medical Insurance, upon receipt of their first Transport Billing Invoice, must request a “No Medical Insurance Certification Form” from the City of Downey billing office. It must be signed and returned to the billing office in order to use their subscription for their entire billed amount.
- ❖ This Program only covers 9-1-1 Emergency Calls with a PICK-UP location within the city limits of Downey. This Program **WILL NOT** cover ambulance transportation from the Hospital back to the patient’s residence or another facility.

Who the Subscription Program Covers

- ❖ Only residents of the subscribed address are eligible for this Program. You **MUST** notify the billing office of **ANY** changes to the list of residents so the Subscription can be updated.
- ❖ Residents may transfer their subscription to another Downey residence by notifying the billing office as soon as possible.
- ❖ Visitors to a subscriber’s residence requiring Emergency Transport **ARE NOT** covered by this program.

When the Subscription Program Covers

- ❖ You may enroll at any time during the policy period, but **AFTER** March 1st your subscription will begin the date of your postmarked envelope or payment receipt when paying in person at the City of Downey Cashier Counter.
- ❖ Payments received **AFTER** March 1st will **ONLY** cover transports from your payment date forward.
- ❖ The Subscription Fee will **NOT** be pro-rated if payment is made after March 1st and the Subscription fee is **NOT** refundable.

FOR ADDITIONAL INFORMATION PLEASE CONTACT THE CITY OF DOWNEY
Payment Information - Finance Department (562) 904-7246
Program Information - Fire Department (562) 904-7345