OFFICE OF THE CHIEF OF RESCUE

July 31, 2013

INSTRUCTIONAL BULLETIN #13-31

TO: All Fire and Rescue Personnel

FROM: Ivan T. Mote, Division Chief/Rescue

RE: **Collection of Insurance Information for Patient's Transported**

Effective immediately, **after arrival at the hospital**, if the patient has an insurance identification card or insurance information (e.g. Medicaid, Medicare, BlueCross, Tricare, etc.), please enter this information under the Billing Tab of the patient's ePro report. Selecting 'Yes' in the 'Enter Insurance' option will open up the fields to enter the insurance information. Enter in all of the available information such as the insurance carriers name, policy number, group number and phone number. Please continue to enter the patient's Hospital Number and Financial Number from the hospital in the appropriate area.

Please note that discussion of payment and cost of services prior to transporting the patient to the hospital is inappropriate.

Any questions, please contact your District or Battalion Chief.

ITM/af