



# Ambulance Fees & Charges 2009-10

## Frequently Asked Questions

### What are the current ambulance fees & charges?

Ambulance fees and charges are approved by the Minister for Police and Emergency Services and are reviewed annually. The fees and charges below are current as at 1 July 2009. Check our website for the latest information.

Emergency ambulance service (treatment and transport)	<b>\$750</b> (+ \$10/km for every km outside the ACT)
Emergency ambulance service (treatment not including transport)	<b>\$522</b>
Non-emergency ambulance service (treatment and transport) by Intensive Care Paramedic resource	<b>\$537</b> (+ \$10/km for every km outside the ACT)
Non-emergency ambulance service (treatment and transport) by Patient Transport Service resource	<b>\$196</b> (+ \$4.10/km for every km outside the ACT)

### Why do emergency ambulance services cost so much?

Ambulance fees and charges reflect the cost of providing a quality and responsive ambulance service by intensive care paramedics 24 hours a day, 365 days a year.

### What if I didn't call the ambulance?

Although you may not have requested an ambulance personally, an ambulance was called on your behalf and the service was delivered.

ACT Legislation places a legal obligation on the person receiving the ambulance service to pay the account.

### What if I wasn't transported to hospital?

Response of an emergency ambulance delivers highly skilled Intensive Care Paramedics and advanced medical equipment to the scene. There is a cost in delivering this service, even if you are not subsequently transported to hospital.

### Will Medicare cover ambulance accounts?

Medicare does not cover the cost of the provision of ambulance services.

### How can I insure to cover the cost of ambulance services?

#### 1. Private Health Insurance

If you have ambulance cover with a registered health fund in the ACT then you should be covered for ambulance services however it is strongly advised that you check the policy with your registered health fund.

#### 2. Ambulance Only Cover

The ACT Ambulance Subscription Scheme is no longer administered by the NIB Health Fund, members of the public can compare registered health funds at the government initiative website [www.privatehealth.gov.au](http://www.privatehealth.gov.au)

"Ambulance only cover" can be subsequently purchased from your preferred provider by contacting them.



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#### **Are pensioners entitled to free ambulance services?**

ACT Pensioner Concession and Health Care Cardholders (valid at the time of service delivery) are entitled to free emergency ambulance services *within the ACT.*

When interstate, ACT Pensioner Concession and Health Care Cardholders are entitled to free emergency ambulance services from an approved ambulance provider only if that state participates in reciprocal arrangements with the ACT. It is strongly recommended that you check your entitlements prior to travelling interstate by contacting the ACT Ambulance Service on (02) 6207 9980.

#### **What if I received an account but I am entitled to free ambulance services?**

Sometimes, despite our best efforts, you will be sent an ambulance account when you are entitled to free ambulance services. Perhaps you were too ill for the relevant details to be collected by our intensive care paramedics, or your details were incomplete or illegible when the account was processed.

If you are an ACT Pensioner Concession or Health Care Cardholder, please photocopy your pension or health care card and return a copy

with your ambulance account to the address provided.

If you have private health insurance or ambulance only cover, please have the account endorsed by your health fund and return to the address provided.

#### **Third party Liability**

Ambulance services are charged to a third party in the following instances:

Description	Liabile Party
Department of Veterans Affairs (DVA) entitlement card*	DVA
Transport between two public hospitals	Initiating hospital
Transport from a public hospital to an external diagnostic facility	Initiating hospital

\* Individual entitlements should be confirmed with DVA as some transports must be approved by DVA prior to being booked.

#### **What if ambulance services were provided as the result of a road traffic crash in the ACT?**

ACT Residents travelling in a motor vehicle are covered for emergency ambulance services within the ACT through the road rescue fee levied on vehicle registration. This does not cover incidents with personal liability of injury or damage to a third party such as a pedestrian.

#### **What if ambulance services were provided as the result of a workplace accident?**

In certain circumstances compulsory third party (CTP) or workers compensation insurance may cover the provision of ambulance services. For further information please contact your insurance company or your employer.