

Hudson EMS – Basic Billing Process

- Incident/Injury/Illness occurs
- Patient billing information is collected if possible at the time of service (If able)
- Patient billing information reviewed for accuracy by Hudson EMS Supervisor
- Patient report transmitted electronically weekly to Life Force Management
- Life Force collects any missing billing information from the receiving hospital
- Life Force requests any missing patient signatures directly from the patient.
- Once all information and signatures are collected Life Force bills the appropriate Insurance Company and continues to follow up until the account is paid
- The Insurance Company will process the claims and “writes off” the mandatory contracted percentages
- The Insurance Company issues a check to City of Hudson less the unpaid balance that is determined by the insurance plan coverage
- Payment is received and then Life Force determines if the patient account is soft billed (Hudson Resident & City of Hudson employee) or hard billed.
- If a soft bill patient the City of Hudson accepts the Insurance Company payment as payment in full. We do not go after the unpaid balance on the account (Deductible and copayment)
- If a non-resident the City of Hudson accepts the Insurance Company check and takes the necessary steps to collect the entire unpaid balance
- Life Force sends statements monthly until a payment is missed and then a series of collection letters are sent. Life Force attempts to make collection phone calls, skip traces and reviews the account prior to recommending for placement with an outside collection agency.
- If the patient has no Health Insurance they will be billed by Life Force but can apply to the City of Hudson for a hardship exception (Must be approved by City Manager & Hudson EMS)