

FDNY CHARITABLE CARE POLICY FOR AMBULANCE TRANSPORTS

Persons transported by FDNY-EMS who meet FDNY Charity Care Policy Guidelines, based on Federal Poverty Levels ("FPL"), may be eligible for Charitable Care fee scaling for their ambulance charges, provided that they do not have insurance that would pay for such transport.

If you wish to apply for Charitable Care fee scaling for yourself or a member of your family, please contact FDNY customer service representatives at the phone number listed on the ambulance bill (844-394-5716) and request a Charitable Care Fee Scaling application. The application must be completed and returned to the address indicated on the form, accompanied by proof of family income (Proof of income documents include, but are not limited to a current pay stub, tax return, unemployment compensation, etc.) Please note that all information is subject to verification.

Once the application is received, it will be reviewed, and either approved or declined based on the documentation provided. The applicant will be sent an approval or denial letter. If approved, the applicant will be notified as to the reduced amount owed. If denied, the patient is responsible for the current balance due, and may inquire regarding alternate payment mechanisms.