



Brentwood Fire Department: Ambulance Billing Explanation

Explanation of Ambulance Billing

The City of Brentwood charges a service fee for ambulance transportation to a hospital.

You are not billed for:

- Calls for assistance that do not require transport
- False alarms
- Calls where a patient is not transported to a hospital

Insurance Billing

When a Brentwood ambulance transports a patient to the hospital, the City will request reimbursement from insurance providers, including:

- Medicare
- Medicaid
- Private health insurance

For Brentwood residents, any amount not covered by insurance is not your responsibility. Seeking reimbursement from insurance carriers helps the City manage public funds responsibly.

What You Will Receive in the Mail

If you are transported by a Brentwood ambulance, you will receive two statements:

- A statement from the City of Brentwood Fire Department
- An Explanation of Benefits (EOB) from your insurance carrier

These statements are not bills. They explain how the service was processed and what your insurance may cover.

Your insurance carrier may not reimburse the City for the full amount. Brentwood residents are not responsible for the remaining balance.

Information for Non-Residents

If you do not live in Brentwood, the ambulance transport charge will first be billed to your insurance carrier.

- If you have insurance, the City will bill your insurance provider.
- If you do not have insurance, the non-resident patient may receive a bill for the service.

Non-residents will also receive:

- A statement from the City of Brentwood Fire Department
- An Explanation of Benefits (EOB) from their insurance carrier

These statements are not bills.

Ambulance Response from Nearby Communities

If Brentwood's ambulance is already responding to another emergency, a neighboring fire department may respond instead. Departments that may assist include:

- Ladue
- Richmond Heights
- Clayton
- Webster Groves

These departments will bill your insurance carrier in a similar way.

However, some departments may bill patients for any remaining balance not covered by insurance.

Questions about Ambulance Billing

If you receive an invoice from a neighboring department or have questions about ambulance billing, please contact:

Fire Chief Edward Beirne

Phone: 314-963-8612

Hours: Monday – Friday, 8:00 a.m. – 4:00 p.m.