



TOWN OF ULYSSES

10 Elm Street, Trumansburg, NY 14886

ulysses.ny.us

Town Supervisor (607) 387-5767, Ext 232 supervisor@ulysses.ny.us
Town Clerk (607) 387-5767, Ext 221 clerk@ulysses.ny.us

Dear Ambulance Patient,

The Town of Ulysses hopes the recent service provided by the Trumansburg Emergency Medical Service (EMS) was prompt, respectful, and satisfactory.

In 2014, the Town of Ulysses adopted a policy to charge those who are transported by ambulance to the hospital from the area in the Town of Ulysses, outside the Village. Any emergency medical services that do not need transportation in an ambulance, such as services provided at home or at the site of an accident, will continue to be provided at no cost to patients by using Town of Ulysses property taxes. Charging some users fees helps reduce the amount the Town must pay for providing high quality professional Emergency Medical Services 24/7.

The Town uses MedEx, a billing company that sends bills to insurance companies on behalf of patients who have insurance. Some patients' bills are paid in full by their insurance companies, while others insurance plans may have co-pays or deductibles. The enclosed bill shows an amount due from you because you were transported by the Trumansburg ambulance and you either have no insurance or have an insurance plan that charges a co-pay or deductible for ambulance service. If you owe a fee and your insurance company sends you a check for this claim, you need to send it to MedEx to help pay your bill.

Financial help may be available. The Town of Ulysses wants to be sure that our billing policy, which is designed to provide tax relief to Town property owners, does not become a financial hardship for you or an obstacle that discourages those in need from calling for help.

Check the chart on the next page and if your total income is less than the amount listed for your household size OR if you feel that paying these charges would create a financial hardship for you, you may request help. The Town of Ulysses is also willing to be flexible in creating no-interest payment plans when necessary.

To discuss your financial situation, you may call MedEx at **(800) 716-8015**. **For faster service, have your bill available.** The Financial Assistance Policy and Application form are on the Town of Ulysses website: www.ulysses.ny.us.

If you have questions about your bill, please follow up with MedEx or your insurance company.

If you have comments or concerns about the quality of care, or the Ambulance Billing or Financial Assistance policies, feel free to write to the Town Board at the address above or at clerk@ulysses.ny.us Or you may contact your elected town representatives listed on the Town website: www.ulysses.ny.us.

Sincerely,
The Ulysses Town Board



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APPENDIX 1

**Town of Ulysses Ambulance Billing Financial Assistance
 2019 Income Guidelines**

2019	Financial Assistance Eligibility								
	Based on the number of people in your household and your total income, the Town of Ulysses may reduce your share of ambulance bill. Do not hesitate to ask for assistance.								
	1	2	3	4	5	6	7	8	Each Extra Add
Federal Poverty Guideline*	\$12,490	\$16,910	\$21,330	\$25,750	\$30,170	\$34,590	\$39,010	\$43,430	\$4,420
Ulysses Allowance	\$37,470	\$50,730	\$63,990	\$77,250	\$90,510	\$103,770	\$117,030	\$130,290	\$13,260

*Federal Poverty Guideline data from <https://aspe.hhs.gov/poverty-guidelines>

For questions about your bill, please contact MedEx at **(800) 716-8015**.