CITY OF ORANGE FIRE DEPARTMENT PROMED PROGRAM TERMS AND CONDITIONS

MEMBERSHIP

ProMed membership is available to all residents and businesses in the City of Orange.

ProMed protects members who have an emergency medical incident anywhere within Orange City limits and utilize the 9-1-1 system.

ProMed members have "no out of pocket cost" for paramedic assessment, treatment and emergency ambulance transportation provided by the City of Orange Fire Department.

Full membership benefits are provided to every person who lives full-time at the enrolled residence. A visitor to a ProMed household will be extended the "no out-of-pocket cost" benefit if the visitor has the emergency medical incident while at the ProMed household.

Membership covers emergency ambulance transportation to local hospitals within Orange County. ProMed membership is for emergency treatment and transportation only. Non-emergency transports, such as a scheduled doctor's appointment, are not covered.

ProMed membership does not provide coverage for incidents that occur outside of the City of Orange, The program does not have any reciprocity agreements with other cities.

ProMed members should always dial 9-1-1 in an emergency. Membership coverage will be confirmed by the billing office after the emergency.

MONTHLY AND ANNUAL MEMBERSHIP BILLING

The annual membership program runs from September 15 thru September 14 of the following year. In order for an emergency medical incident to be covered by membership, enrollment must be current.. If your payment is made thru our utility bill it cover the upcoming 2 month period, not the 2 months prior to the payment. For example: a payment made in September covers October and November.

If a member moves to a different residence in the City of Orange and wishes to keep the ProMed membership, he must notify the ProMed office of the change of address.

Monthly ProMed membership is available to residents who have a City of Orange Utility service account in the name of one of the residents.

The bimonthly ProMed membership charge will appear on your bimonthly utility bill statement. If the member chooses not to include the additional \$8 fee with their bimonthly payment, they will be dropped from the program and the option to pay the voluntary \$8 fee will no longer appear on their statement. Those households that receive a Utility Services statement have the option to pay using the bimonthly addition to their utility bill or to pay the entire fee once a year during the annual ProMed membership enrollment period.

A single annual payment is the only option available to residents who do not receive a City of Orange Utility Services statement, or if the Utility Service Account is in a name other than one of the household members.

An invoice for annual membership renewal is mailed approximately one month prior to the September 15th expiration date. If you do not receive an invoice prior to September 15th, please contact the ProMed office.

The annual membership fee is not refundable.

CITY OF ORANGE FIRE DEPARTMENT PROMED PROGRAM 2008-2009 TERMS AND CONDITIONS

Membership in the ProMed program is available at a reduced rate for a resident who qualifies with an annual income in the "Very Low (50% Limit)" Income category of the current Housing and Urban Development (HUD) Neighborhood Enhancement Program for Orange County. Income is based on annual income from all sources and the number of persons living in the household. A signed Statement of Eligibility is required. Contact the ProMed office for details.

EMERGENCY MEDICAL TREATMENT AND TRANSPORTATION

The ProMed program is not an insurance plan. When a member receives treatment and emergency transportation, their health insurance plan **will** be billed.

Payment of the membership fee constitutes the member's authorization to charge, to the extent available, all health insurance, Medicare, and other coverage for emergency medical treatment and transportation. Upon request ProMed members should provide their health insurance information in a timely manner.

If a ProMed member has health insurance but refuses to provide the information, or does not provide it in a timely manner, the ProMed member will receive a 20% reduction on the bill and will be responsible for the 80% balance.

The ProMed member's health insurance will be billed for treatment and emergency ambulance transportation. However, the ProMed Program will accept whatever is paid by the insurance company(s) as payment in full, and will write off any remaining balance, resulting from payment which is denied, deductible amounts, co-pays, etc.

If the ProMed member receives payment for service directly from their health insurance provider, the member must forward those monies to the ProMed program. If the member keeps the insurance payment, the member will receive a 20% reduction on their bill and will be responsible for the remaining 80% balance.

When a visitor has an emergency medical incident at a ProMed household, the visitor's health insurance will be billed. If the visitor does not have health insurance at the time of the emergency medical incident, the visitor will receive a 20% discount and will be responsible for the 80% balance.

Medi-Cal payments are accepted as payment in full, and ProMed membership is not necessary. However, residents covered by Medi-Cal may still want to consider ProMed membership if the Medi-Cal plan requires a "share of cost" or if there are household residents who are not covered under the Medi-Cal plan.

The ProMed office must be notified if the emergency medical incident involves worker's compensation, third-party liability or attorney representation for a criminal or civil action.

If the patient receives a financial settlement for an incident in which the cost of the emergency medical services was represented, the ProMed program is due the total invoiced amount. The ProMed program will not agree to reduce a bill for services.