



WILTON VOLUNTEER AMBULANCE CORPS

We are writing to you to request that you please carefully review your Explanation of Benefits (EOB) from your recent ambulance transport.

- Your insurance company may have processed your bill incorrectly; WVAC is a 911 emergency medical service. Your ambulance bill should not be processed as *“out of network”* or *“not part of our network”*.
- If your insurance company processed your bill as in-network and applied a discount, your Explanation of Benefits (EOB) may have remarks to the effect of *“this claim was paid at 80% Fair Health based on the geographic area where the services were performed”*. Your insurance company has chosen to pass part of the bill onto you instead of paying the full state-issued rate.
- If your ambulance bill was not paid in full, please call your insurance company immediately and ask that they reprocess your claim as a 911 emergency transport and cover the full amount. Explain to them that Wilton Volunteer Ambulance Corps charges the billing rate that is set by the State of Connecticut based on the costs to operate an ambulance corps. We do not charge an enhanced rate.

You will also be supporting a vital community service.

We are a non-profit, independent, volunteer organization.

We are not funded by taxpayer dollars.

We rely on patient billing and donations to pay for our ambulances, equipment and training.

Our dedicated team of volunteers responds to over 1,700 911 emergency medical calls each year and donates over 18,000 service hours annually.

In addition, WVAC volunteers support our local community at special events throughout the year. Events include Wilton Safe Rides, Medical training for Wilton CERT, High School varsity football games, Community Hands Only CPR and First Aid training events, Safe Driver Training to high school juniors, Wilton Public School CPR training for teachers, and hosting dinners for local senior citizens at both Ogden House and Wilton Commons in partnership with Wilton Social Services.

If you have any additional questions, please contact:

Billing

Quick Med Claims

1-800-258-3902

<https://www.quickmedclaims.com/patient-access-portal>

or

Collections

Commercial Acceptance Company

1-800-690-3857