# Billing Details

1. As part of the local Health & Hospital Corporation, Indianapolis EMS billing is coordinated through our sponsoring hospital, Eskenazi Health.
2. This phone number will connect you with MedBill. This is the third-party organization that generates the bills and coordinates payments for Indianapolis EMS.
3. Fifth Third Bank is the financial institution our financial processes are coordinated through.
4. As part of the local Health and Hospital Corporation, Indianapolis EMS billing is coordinated through Eskenazi Health.
5. Indianapolis EMS provides two types of service. Basic Life Support (BLS) is service done by an emergency medical technician (EMT) and includes, but not limited to, basic trauma and wound care plus a general assessment of the patient. Advanced Life Support (ALS) is conducted by a paramedic who can provide advanced assessments, administer medications, IVs, advanced airway management, resuscitating and life support.
6. This amount is the total base charge for services provided by Indianapolis EMS and is determined by a hospital charge master that is revised annually based on the market. As they relate to coding for billing, all BLS responses are the same, and all ALS responses are the same regardless of the individual specifics. Figured into this amount are salaries, fleet maintenance, supplies and medications, health assessments, on-going education for our EMTs and paramedics, community programs to reduce non-emergent ambulance responses, training for our partners with Indianapolis Fire Department and Indianapolis Metropolitan Police Department and technology to ensure the highest quality emergency medical care possible for the residents and visitors of Marion County.
7. Once a base charge is established, actual reimbursement rates are set through negotiated contracts with insurance payers, Medicare and Medicaid. Payers that consider EMS or any ambulance provider “in network” will reimburse the full negotiated rate or may require a copay and/or deductible from the member/patient. Patients without insurance are offered a 50% discount on the total amount due. Patients have the ability to make payment arrangements.
8. Indianapolis EMS services all hospitals in our region. We will take patients to the closest, most appropriate hospital of their choice.