





Date: September 29, 2015

To: Patrick H. West, City Manager 

From: Michael A. DuRee, Fire Chief /s/ 
John Gross, Director of Financial Management

For: Mayor and Members of the City Council

Subject: **October 1, 2015 Implementation of the First Responder Fee**

Staff from the Departments of Fire and Financial Management have been working on the details of the First Responder Fee and both departments are prepared for implementation, as summarized below:

- First Responder Fees will be applied effective October 1, 2015, with the first bills expected to be issued by October 11, 2015;
- The Fire Department has modified ambulance transport documents necessary for billing, to reflect patient acknowledgement that they will be charged for assessment and treatment, in addition to transport;
- The Fire Department continues to train staff in the collection of patient data and the proper use of forms, to ensure the highest possible collection rate for the First Responder Fee;
- Financial Management has created an Ambulance Billing email address (Ambulancebilling@longbeach.gov), specifically designed to receive ambulance billing and First Responder Fee inquiries. Recipients of bills can also use this address to submit Hardship Waiver Forms, insurance documents, and other related documents;
- Financial Management has made modifications to their invoices and billing system and has completed testing of these modifications; and,
- Financial Management and Fire will update their websites to include information on the First Responder Fee, including the Hardship Waiver Form.

If there are any questions regarding First Responder Fee implementation, please contact John Gross at extension 86427 or Chief DuRee at extension 82505.

MD:JG
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