



Ambulance Billing Frequently Asked Questions

Who is Quick Med Claims (QMC)?

- QMC is Mutual Aid's revenue cycle management partner located in Pennsylvania. QMC provides ambulance transport billing services for ground and air medical transport providers throughout the US.



Who can I call to discuss my ambulance bill?

- You can contact QMC Patient Services at (833) 888-2207.
- Billing professionals are available between the hours of 7:30AM – 4:30PM EST Monday – Friday.
- A secure voice mailbox is available after hours. Calls will be returned the next business day.

How do I pay my ambulance bill?

Online

You have 24/7/365 access to the QMC Patient Access Portal through our website at:

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

The Company Code for Harker Heights is: **MAASI**

Using our portal, you can:

- Pay by e-check, credit card, Health Savings Account (HSA), and virtual insurance card
- Set-up a recurring payment
- Update insurance information
- Submit an eSignature
- Update contact information



Ambulance Billing Frequently Asked Questions


Example

Quick Med Claims

FIND YOUR BILL

Enter the information below to locate your billing record. You will find this information on your bill.

| | |
|--|---|
| Run Number, Account Number, or Incident Number | <input type="text" value="21-12345678910"/> |
| Date of Service | <input type="text" value="01/01/2021"/>  |
| Company Code | <input type="text" value="XXXXX"/> |

| | |
|---|---|
| <input checked="" type="checkbox"/> I'm not a robot |  reCAPTCHA Privacy - Terms |
|---|---|

FIND BILLING RECORD 

By Mail

1. Mail your payment to 561 West Otterman Street, Greensburg, PA 15601.
2. Include your invoice and any supporting documentation.

By Phone

- You can contact Patient Services at (833) 888-2207.
- Billing professionals are available between the hours of 7:30AM – 4:30PM EST Monday – Friday.
- A secure voice mailbox is available after hours. Calls will be returned the next business day.

Can I update my insurance information online?

You can update your insurance information online at <https://www.quickmedclaims.com/patient-access-portal/>

1. Click the button under *Update Your Insurance Information*.
2. Enter your run number, account number, or incident number in the space provided.
3. Enter the date you were transported in the *Date of Service* field.
4. Enter the *Company Code*. This information is located on the bottom of your invoice.
5. Click the "I'm not a robot" check box.
6. Click the **Search** button.



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Example

Quick Med Claims

VERIFICATION STEP 1 OF 2

Enter the information below to begin verifying access. You can find this information in your request letter.

| | |
|--|--|
| Run Number, Account Number, or Incident Number | 21-12345678910 |
| Date of Service | 01/01/2021  |
| Company Code | XXXXX |

| | |
|---|---|
| <input checked="" type="checkbox"/> I'm not a robot |  reCAPTCHA Privacy - Terms |
|---|---|

SEARCH 

If my insurance paid, why did I still receive a bill?

- If you have a deductible or copay, you will receive a bill for this amount.
- If you believe you received a bill in error, please contact QMC Patient Services.
 - You can contact Patient Services at (833) 888-2207.
 - Billing professionals are available between the hours of 7:30AM – 4:00 PM EST Monday – Friday.
 - A secure voice mailbox is available after hours. Calls will be returned the next business day.



Ambulance Billing Frequently Asked Questions

What do I pay if I have an annual membership subscription?

- Memberships are valid for one year from the purchase date and are available at the following levels:
 - Individual \$50
 - Family/Household \$70
 - Business \$200
 - Business memberships will treat your employees as members, this only applies while they are at work, and should ambulance services be required.
 - This gives an added tax-deductible employee benefit.
- **Subscription Benefits**
 - Members receive a reduced rate of \$325 plus \$6 per mile for all non-emergency/ non-covered transports; \$440 plus \$6 per mile for all emergency/non-covered transports, which will coincide with the current Medicare/ Medicaid fee schedules.
 - You must comply with all terms and conditions of your insurance carrier.
 - Members are responsible for non-covered mileage charges in and outside of our coverage area.
 - We reserve the right to do third party billing, which means we will still bill your insurance carrier.
 - Members will be responsible for all insurance deductibles, 50% of copays and coinsurance over \$200.
 - Wheelchair van services are not covered as a membership benefit.
 - Members are responsible to obtain physician authorizations and physician medical necessity certificates as required by their insurance carrier.
 - If we respond to your residence/ scene of an emergency and you accept treatment and refuse transport, you will be responsible for a discounted rate of \$75.
 - This Membership Agreement provides transportation benefits only. It is the member's responsibility to pay for medical service and treatment charges that are not paid by the member's insurance.
 - Business memberships will treat your employees as members, this only applies while they are at work, and should ambulance services be required. This gives an added tax-deductible employee benefit
- **Reciprocal Agreements**
 - Mutual Aid honors the following ambulance memberships at the rates and conditions specified above.
 - North Huntingdon EMS
 - Irwin EMS
 - Murrysville Medic One
 - Citizen's Ambulance Service
 - Somerset EMS
 - Rostraver/West Newton EMS
 - Sewickley Township EMS
 - Jennerstown Ambulance



Ambulance Billing Frequently Asked Questions

- **Reciprocal Agreements, continued**
 - Penn Township EMS
 - West End Ambulance Service (Johnstown)
 - Fayette EMS
 - Mt Pleasant Medic 10
 - Oklahoma/C&S/Vandergrift EMS