

AMBULANCE SERVICES – WHEN A MEMBER RECEIVES A BILL

If any NEPA School Districts Health Trust Member receives a bill for ambulance services due to an **emergency only**, please contact the Trust Office immediately. As soon as we receive your information we can help you avoid any undue charges. **For any non-emergency ambulance services, members must contact Highmark to ensure the ambulance company is in-network.**

- Members will receive a check from Highmark for a portion of the bill. Please deposit this check into your personal checking account and write a personal check in that amount to the ambulance company.
- Contact the Trust Office with a copy of your ambulance bill and a copy of any payments made to the ambulance company.
- After receiving member information for the ambulance bill, the Trust Office will then begin to process the bill. This process can take time, we ask that you contact the ambulance company to inform them the bill is being processed so they can note your account to avoid any overdue or delinquent notices.
- Once the bill is processed you will be notified.

As always if you have any questions please contact the Trust Office, our contact information is on the home page of our website.