



## AMBULANCE FACT SHEET

# Fee Reviews

## Frequently Asked Questions

**Patients who have received a service from NSW Ambulance have the right to request a fee review under certain circumstances. A fee review may be requested because you believe you are exempt from paying for ambulance services or because you are experiencing hardship that is affecting your ability to pay for your ambulance service.**

### WHAT IS A FEE REVIEW?

A person who has received an invoice for an ambulance service can request NSW Ambulance to undertake a review of the decision to charge the fee for the service.

### WHO CAN APPLY TO HAVE THEIR NSW AMBULANCE FEES REVIEWED?

Any person who has received an invoice and believes they are exempt from payment or who is experiencing financial or other hardship which makes payment of fees difficult can apply to have their NSW Ambulance fees reviewed.

### ARE ALL NSW AMBULANCE SERVICES CHARGEABLE?

Not all services will incur a charge. You may be exempt from NSW Ambulance fees if you meet any of the following criteria:

#### *Pensioners/Concession Card holders*

If you hold one of the cards listed below and were in receipt of a benefit entitlement at the time of receiving your ambulance service in NSW you will not need to pay for your ambulance service:

- Health Care Card
- Pensioner Concession Card
- Commonwealth Seniors Health Care Card
- Repatriation Health Card - (also known as "Gold Card") issued by the Commonwealth Department of Veterans Affairs (excluding non-emergency ambulance services)

Repatriation Health Card - (also known as "White Card") issued by the Commonwealth Department of Veterans Affairs, but only for ambulance services which relate to a specific condition that is funded by the Department of Veterans Affairs

### Other

Ambulance services will also be provided at no cost to you if:

- You are covered by a private health fund or have ambulance only cover
- You were a student covered by a school or group contribution
- The ambulance service is covered by a workers compensation, motor accident or third party insurance claim
- You were a child or young person in the care or parental responsibility of the State or in receipt of financial assistance under the Children and Young Persons (Care and Protection) Act 1998
- You required an ambulance following a sexual assault
- You required an ambulance following domestic violence or child abuse
- You were being taken to a declared mental health facility pursuant to the Mental Health (Forensic Provisions) Act 1990 as it was considered you may need to be involuntarily detained
- You were in a motor vehicle accident involving a NSW registered vehicle and the incident occurred on a public road within NSW
- Your expenses are being paid by the Lifetime Care and Support Authority

### I AM A DVA OR CENTRELINK PENSIONER AND I HAVE RECEIVED A BILL. WHAT DO I NEED TO DO?

You can provide your pension details by calling 1300 655 200 or by emailing [transportaccounts@ambulance.nsw.gov.au](mailto:transportaccounts@ambulance.nsw.gov.au)  
Do not pay the invoice.



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### I HAVE PRIVATE HEALTH INSURANCE. WHAT DO I NEED TO DO?

Each health fund policy has different levels of cover, and in some cases, may not cover ambulance services. You can provide your health fund details by calling 1300 655 200 or by emailing [transportaccounts@ambulance.nsw.gov.au](mailto:transportaccounts@ambulance.nsw.gov.au) Do not pay the invoice.

### I AM HAVING DIFFICULTY PAYING MY BILL. WHAT SHOULD I DO?

Call us on 1300 655 200 to discuss the available payment options, including extensions and payment plans.

### IN WHAT CIRCUMSTANCES WILL NSW AMBULANCE CONSIDER WAIVING A FEE?

An ambulance fee may be waived or an alternative payment agreed to if you can demonstrate that:

- you are experiencing financial or non-financial hardship
- you had made an application for a concession card that would result in an exemption from payment and the application had not been finalised
- you had applied for refugee status or had been granted refugee status
- you required an ambulance service as a result of acting as a good samaritan
- the service provided to a child or young person was the result of an accident or incident in which the child or young person's parent(s) died
- the service provided to a child or young person was the result of an accident or incident in which the child or young person died.

### HOW DO I APPLY FOR A FEE REVIEW?

If you believe you are exempt from payment please contact us on 1300 655 200 or provide your details by emailing [transportaccounts@ambulance.nsw.gov.au](mailto:transportaccounts@ambulance.nsw.gov.au) before the due date of the bill. If the exemption has successfully covered your invoice, you will not receive any further notifications.

Applications for review of an ambulance fee on the basis of hardship or because you are disputing the invoice must be made in writing. The application form for review can be downloaded from <http://www.ambulance.nsw.gov.au/Accounts--Fees.html> or call us and we can mail you a copy.

Please note that any application for a fee review should be submitted prior to the due date of the invoice.

Applications for a fee review should be sent to:  
Manager, Revenue  
NSW Ambulance  
Locked Bag 105  
Rozelle NSW 2039

### HOW LONG WILL IT TAKE?

NSW Ambulance will notify you of the outcome of the review within 42 working days of receiving your request. If we ask you to provide additional information, it must be provided within 14 working days. In this instance, the notice of outcome may also be extended by 14 working days.

### WHAT INFORMATION DO I NEED TO PROVIDE TO SUPPORT MY REQUEST FOR REVIEW?

To request a fee waiver on financial hardship grounds you should provide the following supporting information:

- A completed application form that can be obtained from [www.ambulance.nsw.gov.au](http://www.ambulance.nsw.gov.au) or by ringing 1300 655 200
- Recent Bank statements
- Income tax assessment notice for the most recent financial year
- Information about any income received from any sources for the eight week period prior to making the application

Applications for review for reasons other than financial hardship must also complete the application form and include any relevant information and documentation. You may be asked to provide additional information that is relevant to your specific circumstances to support the review.



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If NSW Ambulance requests additional information, this must be provided within 14 days of the request or the review may be conducted without this information.

### WHAT ARE THE POSSIBLE OUTCOMES OF A FEE REVIEW?

After conducting the fee review, NSW Ambulance may provide one of the following outcomes:

- confirm the decision to charge the fee with or without changing the payment arrangements
- reduce the amount payable
- provide an extended time to pay
- permit the fee to be paid by instalments or reduce instalments
- waive payment of the fee altogether
- revoke the decision to charge a fee. The invoice will be revoked if:
  - o the person charged the fee is exempt for payment under the Act, the Regulation or the payment rules
  - o the issue of the invoice or debt notice involved a mistaken identity
  - o the amount of the fee charged is incorrect.

#### For further information please contact:

NSW Ambulance

Locked Bag 105, Rozelle NSW 2039

Tel: (02) 9320 7777 Fax: (02) 9320 7800

24 hr Complaints Hotline: 1800 269 133

generalenquiry@ambulance.nsw.gov.au

www.ambulance.nsw.gov.au

This information is a guide only on the understanding that the NSW Ambulance shall have no liability arising by reason of any person using or relying on the information and whether caused by reason of any error, negligent act, omission or misrepresentation in the information or otherwise.