



# CITY OF ARCADIA PARAMEDIC MEMBERSHIP PROGRAM (PMP)

## *Frequently Asked Questions (Residential)*



### **What is the current fee for membership in the Paramedic Membership Program?**

The annual fee for the Paramedic Membership Program is \$51 per year, \$27 per year for retirement-facility residents, and \$24 per year for qualified low-income applicants. To obtain a low-income form and its eligibility requirements, please contact the Utility Billing/Public Works Services Department at (626) 254-2720 or their email at [wb@ArcadiaCA.gov](mailto:wb@ArcadiaCA.gov).

### **What does the membership fee cover?**

It covers 911 emergency medical services and ambulance transportation within the City of Arcadia boundaries provided by the Arcadia Fire Department or other authorized providers. Members are not responsible for paying any out-of-pocket expenses resulting from this service, which could cost over \$3,000 per call.

### **How do I know when to call the paramedics?**

If you or a member of your household experiences an emergency that requires immediate medical attention, **call 911**. Fire Department personnel will be dispatched and respond to your location.

### **Is this an ambulance service?**

The Arcadia Fire Department's paramedics only provide emergency medical services and transportation by calling 911. Non-emergency transports such as non-emergency trips to or from a hospital, doctor's office, pharmacy, or retirement home, are **not** covered by this program. The Paramedic Membership Program assures members that if they call 911 in the City of Arcadia, they will not have to pay any out-of-pocket expenses for *emergency ambulance services* rendered.

### **Who should join this program?**

Anyone who does not currently have medical insurance, is under-insured, or has an insurance deductible higher than our membership fee should consider joining this program.

### **Who is covered by this program?**

Your membership covers all **permanent** members of your household only (i.e., anyone who has their membership address listed in their government-issued identification and/or medical insurance cards). Guests and visitors are not covered by this program.

### **If I have medical insurance, why do I need this program?**

Insurance coverage varies, and you should check with your employer or insurance company to find out about your benefits. Many insurance companies do not cover 100% of paramedic and/or ambulance fees. Your membership acts as an extra protection to any existing insurance coverage you may have. Upon providing you with emergency medical and ambulance service, we will obtain insurance information from you and directly bill your insurance companies. You will not be responsible for any co-payments, deductibles, or balances due for the services we provided for you. City of Arcadia residents have saved tens of thousands of dollars because of their membership in this program.

### **Doesn't Medicare cover the entire bill for emergency paramedic and ambulance transport services?**

No. Medicare typically submits 80% of the assignment rate, leaving a balance due for you if you are not a member of the City's Paramedic Membership Program. That is why this program is such an important and valuable investment.

### **If I have a Medicare supplement, will the entire balance be covered?**

Many supplemental plans do not cover the full remaining balance. Some may require you to pay a deductible higher than our annual membership fee. Please check with your insurance company to verify your coverage.

### **If I move to another part of Arcadia, is my membership still good?**

Yes. However, since this program is provided by the City of Arcadia, individuals residing in the unincorporated LA County area of Arcadia would not be eligible to apply. If you move to another City of Arcadia address, please call the Utility Billing Office/Public Works Services Department at (626) 254-2720 or email them at [wb@ArcadiaCA.gov](mailto:wb@ArcadiaCA.gov) to update your billing records, and your existing coverage will be transferred to that address.

### **If I move out of Arcadia, will I still be covered or entitled to a refund?**

No. Only Arcadia residents and businesses are eligible for membership, and the fee cannot be prorated or refunded.

### **How will I renew my membership?**

Your membership provides 12 full months of coverage and is good from your start date through that same date in the following year. You will be billed for your renewal through your City water bill. If you are not an existing City of Arcadia water customer, you will receive a Paramedic Membership Program bill annually near the end of your 12-month membership.

For more information, call (626) 574-5111 or (626) 574-5126 or visit us at [www.ArcadiaCA.gov/paramedic](http://www.ArcadiaCA.gov/paramedic)