How does AMR Establish Rates?

AMR's 911 emergency ambulance rates are regulated through a competitive County EMS process based on the system design for readiness, level of care and healthcare system performance requirements. These rates meet all applicable local, state and federal limitations. The ambulance service bill includes: transportation, medications, medical procedures and a per mileage fee.

Community Partner

AMR has served the citizens of Contra Costa County for over 40 years as the 9-1-1 Paramedic ambulance provider, employing approximately 325 Paramedics, EMTs and leadership team. We respond to more than 68,000 service requests annually ensuring disaster partnership and emergency medical coordination for 1.2 million citizens and visitors.
Whether you have insurance or not, emergency ambulance providers are required to provide you care and transportation to the hospital. They will bill you later, and you will need to make payment arrangements.

Facts You Should Know...

Insurance companies do not always cover 100% of the cost of 911 emergency services and you may be responsible for co-pays, deductibles or the total cost of the bill depending on your health insurance plan. Payment for all costs of services are due and payable when you receive your bill.

What does Insurance Cover?

Insurance payments for ambulance transportation varies from policy to policy. It is important to review your insurance policy so that you understand what your insurance will cover in your benefit plan.

Deductible: Generally, a deductible is a flat, annual amount that you must pay before you can use the insurance plan’s benefits. For example, if your deductible is $500, then you must pay $500 before the insurance plan will pay any of your medical expenses.

Copayment: is an amount you must pay each time you have a service. Often, you can find copayment information on the back of your insurance card.

Payment Options

AMR accepts Medicare, Medi-Cal and other insurance. Further, we accept Visa, MasterCard, Discover and American Express credit cards. Patients also have the option to make payments by phone.

What If I Can’t Pay?

Contact Patient Billing Right Away

If you receive our bill and know you can’t pay the amount due, contact AMR immediately to determine your options. We will work with you to identify options. Any bill which has not been paid and no option plan has been developed within 120 days, will typically go to a collection agency. Once that occurs you will need to work with the collection agency directly.

Extended Payment Plan

Patient account balances are due upon receipt. Patients may elect to make payment arrangements over time per our payment plan guidelines. The plan must be arranged through our Patient Billing Service office within 30 days of receiving your bill.

Compassionate Care Program (CCP)

CCP is an AMR program designed to reduce the cost of ambulance services to uninsured patients who have an inability to pay their bill and may be eligible for assistance. Eligibility is based on income and family size and requires an application process showing proof of income, proof of identity and proof of residency.

Please contact the Patient Business Services for further details and application.

California Victim Compensation Program: If your bill is for services rendered for injuries you sustained as a crime victim, the State of California has a program to help. For further information or to apply for assistance, please call (800) 777-9229 or visit www.vcgcb.ca.gov

Medi-Cal & Government Program

Eligibility: You may be eligible for a government-sponsored health benefit program. www.dhcs.ca.gov/services/medi-cal/

Healthy Families: You may obtain information about Healthy Families (California’s low-cost, comprehensive medical, dental and vision care insurance program) www.healthyfamilies.ca.gov

Patient Billing Services: 800 913-9106

email at: billing_inquiries@amr.net

amr.coco.county@amr.net