



## County of Inyo

### HEALTH & HUMAN SERVICES DEPARTMENT

Administration & Eastern Sierra Area Agency on Aging, Suite 201

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## Request for Proposals for Interim EMS 9-1-1 Services/Ambulance Bidders Conference July 26, 2023

This Bidders conference provides the opportunity to ask questions regarding the RFP issued by the County of Inyo for Interim EMS 9-1-1 Services/Ambulance in operating area 1. A longer-term RFP/contract, which will include the establishment of exclusivity, will be issued in coordination with the Inland Counties Emergency Medical Authority (ICEMA). The current contract is not for an exclusive operating area.

The following questions were submitted in writing and no additional questions were asked during the conference:

- 1) Exhibit 1 of the RFP Document provides a map of the "Operating Area". Will the selected provider be responsible for any ambulance calls that originate outside of this identified service area? **The selected provider will be responsible for the defined operating area and may respond to other areas upon request for mutual aid.**
- 2) In our comparison of the run data provided in the RFP, with the public presentations recently given by the last provider, "Coast 2 Coast Public Safety", to the Bishop City Council and Inyo County Board of Supervisors, it appears there are on average only 3 emergency (9-1-1) ambulance transports daily within the EOA **(there is no current exclusivity for the operating area)**, the remaining calls for service originate outside the EOA or as non-exclusionary IFT transports from the local hospital. Is that accurate? **The data for 90 days reflects an average of 5 9-1-1 calls daily with between 3-4 resulting in ambulance transport.**
- 3) The RFP document provides very limited call information and payor mix. Did the last contractor (Coast 2 Coast Public Safety) utilize the Inland County EMS Agency's ePCR system and transmit their run data to the EMS Agency? If so, may we have a copy of the last 90 days of run data, specifically date, day, and time of call for all calls that originated within the EOA, with all patient protected health information removed? **The prior provider did not use the ICEMA ePCR system but did upload their run data. ICEMA has provided the attached excel document, which provides a breakdown of ambulance runs during the contract period. The payor mix is not tracked by ICEMA, however, the contractor provided this data to Inyo County on a weekly basis. During the 91-day contract period, the following payor mix was recorded:**
  - a. Medicare ~10%
  - b. Medicare/Private ~23%
  - c. Medicare/MediCal ~16%

- d. MediCal ~21%
- e. Private ~16%
- f. Other/No Pay ~13%

- 4) In reading local news accounts of the recent EMS challenges within the EOA, it appears that a significant point of contention is the non-emergency, IFT transports, that originate from the area hospital and are not covered by the exclusive nature of the EOA(**The operating is non-exclusive at this time**). Many of these patients are transported to Reno for extended medical care and it's believed by several people quoted in the articles that if these calls were properly harvested by the EOA ground ambulance provider and not flown by fixed wing aircraft, that the added revenue could be used to support the EOA ground ambulance provider. This thinking could have possible been true, until late last year when the California Department of Managed Care announced that California Assembly Bill 72 - "Prohibition against surprise billing for non-contracted ambulance / medical transportation services" is applicable to all IFT ground and air medical transports in California.

**What was referenced in the local newspaper was a belief of the previous provider that they would be getting all inter-facility transfers. However, since the contract is not exclusive, the provider did not receive all those runs.**

AB-72 specifically allows California Health Plans to reduce bills from non-contracted ambulance transport services to the same cost as a contracting ambulance (ground or air) service, effectively reducing transport fees to align with Medicare payments. Has this information been shared with local EMS and County officials to evaluate the reduction in expected revenue for IFT services? Please see attached letter from California Department of Managed Care. **It is unknown if this letter has been provided to all local EMS and/or County officials. The referenced letter is attached for the information of other potential respondents and a copy of this Bidder Conference response to questions is being shared with County officials, ICEMA, and is available upon request.**

Incident Date	Incident Date - Day Name	Agency Name	Incident	Incident	Incident Unit Notified
			Number	City	By Dispatch Date Time (eTimes.03)
4/23/2023	April 23, 2023 - Sunday	Coast2Coast	P 1	Bishop	4/23/2023 9:14
4/23/2023	April 23, 2023 - Sunday	Coast2Coast	P 2	Bishop	4/23/2023 11:18
4/23/2023	April 23, 2023 - Sunday	Coast2Coast	P 3	Bishop	4/23/2023 14:06
4/23/2023	April 23, 2023 - Sunday	Coast2Coast	P 4	Bishop	4/23/2023 18:26
4/24/2023	April 24, 2023 - Monday	Coast2Coast	P 5	Bishop	4/24/2023 11:08
4/24/2023	April 24, 2023 - Monday	Coast2Coast	P 6	Bishop	4/24/2023 14:13
4/25/2023	April 25, 2023 - Tuesday	Coast2Coast	P 7	Bishop	4/25/2023 8:13
4/26/2023	April 26, 2023 - Wednesday	Coast2Coast	P 9	Bishop	4/26/2023 16:21
4/26/2023	April 26, 2023 - Wednesday	Coast2Coast	P 10	Bishop	4/26/2023 21:48
4/27/2023	April 27, 2023 - Thursday	Coast2Coast	P 11	Bishop	4/27/2023 2:05
4/27/2023	April 27, 2023 - Thursday	Coast2Coast	P 12	Bishop	4/27/2023 11:02
4/27/2023	April 27, 2023 - Thursday	Coast2Coast	P 13	Bishop	4/27/2023 13:44
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4/28/2023	April 28, 2023 - Friday	Coast2Coast	P 15	Bishop	4/28/2023 2:45
4/28/2023	April 28, 2023 - Friday	Coast2Coast	P 16	Bishop	4/28/2023 3:49
4/28/2023	April 28, 2023 - Friday	Coast2Coast	P 17	Bishop	4/28/2023 5:00
4/28/2023	April 28, 2023 - Friday	Coast2Coast	P 18	Bishop	4/28/2023 6:25
4/28/2023	April 28, 2023 - Friday	Coast2Coast	P 20	Bishop	4/28/2023 9:18
4/28/2023	April 28, 2023 - Friday	Coast2Coast	P 21	Bishop	4/28/2023 10:09
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4/30/2023	April 30, 2023 - Sunday	Coast2Coast	P 31	Bishop	4/30/2023 10:30
4/30/2023	April 30, 2023 - Sunday	Coast2Coast	P 32	Bishop	4/30/2023 11:28
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5/28/2023	May 28, 2023 - Sunday	Coast2Coast P 207	Bishop	5/28/2023 20:26
5/28/2023	May 28, 2023 - Sunday	Coast2Coast P 208	Bishop	5/28/2023 22:32
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5/29/2023	May 29, 2023 - Monday	Coast2Coast P 211	Bishop	5/29/2023 6:26
5/29/2023	May 29, 2023 - Monday	Coast2Coast P 212	Bishop	5/29/2023 10:00
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5/29/2023	May 29, 2023 - Monday	Coast2Coast P 214	Bishop	5/29/2023 14:45
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5/29/2023	May 29, 2023 - Monday	Coast2Coast P 216	Bishop	5/29/2023 19:35
5/29/2023	May 29, 2023 - Monday	Coast2Coast P 217	Bishop	5/29/2023 21:15
5/30/2023	May 30, 2023 - Tuesday	Coast2Coast P 218	Bishop	5/30/2023 9:32
5/30/2023	May 30, 2023 - Tuesday	Coast2Coast P 219	Bishop	5/30/2023 12:15
5/30/2023	May 30, 2023 - Tuesday	Coast2Coast P 220	Bishop	5/30/2023 12:30
5/30/2023	May 30, 2023 - Tuesday	Coast2Coast P 221	Bishop	5/30/2023 14:54
5/30/2023	May 30, 2023 - Tuesday	Coast2Coast P 222	Bishop	5/30/2023 15:20
5/30/2023	May 30, 2023 - Tuesday	Coast2Coast P 224	Bishop	5/30/2023 16:48
5/30/2023	May 30, 2023 - Tuesday	Coast2Coast P 225	Bishop	5/30/2023 17:33
5/31/2023	May 31, 2023 - Wednesday	Coast2Coast P 226	Big Pine	5/31/2023 10:04
5/31/2023	May 31, 2023 - Wednesday	Coast2Coast P 227	Big Pine	5/31/2023 12:34
5/31/2023	May 31, 2023 - Wednesday	Coast2Coast P 228	Bishop	5/31/2023 14:45
5/31/2023	May 31, 2023 - Wednesday	Coast2Coast P 229	Bishop	5/31/2023 16:37
5/31/2023	May 31, 2023 - Wednesday	Coast2Coast P 230	Bishop	5/31/2023 19:11
6/1/2023	June 01, 2023 - Thursday	Coast2Coast P 231	Bishop	6/1/2023 18:30
6/1/2023	June 01, 2023 - Thursday	Coast2Coast P 232	Bishop	6/1/2023 22:35
6/2/2023	June 02, 2023 - Friday	Coast2Coast P 233	Bishop	6/2/2023 9:45
6/2/2023	June 02, 2023 - Friday	Coast2Coast P 234	Big Pine	6/2/2023 13:38
6/2/2023	June 02, 2023 - Friday	Coast2Coast P 235	Bishop	6/2/2023 21:01
6/3/2023	June 03, 2023 - Saturday	Coast2Coast P 236	Bishop	6/3/2023 0:55
6/3/2023	June 03, 2023 - Saturday	Coast2Coast P 238	Bishop	6/3/2023 10:44
6/3/2023	June 03, 2023 - Saturday	Coast2Coast P 239	Bishop	6/3/2023 22:25
6/3/2023	June 03, 2023 - Saturday	Coast2Coast P 240	Bishop	6/3/2023 22:25
6/3/2023	June 03, 2023 - Saturday	Coast2Coast P 241	Bishop	6/3/2023 22:56
6/4/2023	June 04, 2023 - Sunday	Coast2Coast P 242	Bishop	6/4/2023 15:22
6/5/2023	June 05, 2023 - Monday	Coast2Coast P 243	Bishop	6/5/2023 5:11
6/5/2023	June 05, 2023 - Monday	Coast2Coast P 245	Bishop	6/5/2023 9:42
6/5/2023	June 05, 2023 - Monday	Coast2Coast P 246	Bishop	6/5/2023 10:16
6/5/2023	June 05, 2023 - Monday	Coast2Coast P 247	Bishop	6/5/2023 12:12
6/5/2023	June 05, 2023 - Monday	Coast2Coast P 248	Bishop	6/5/2023 15:37
6/5/2023	June 05, 2023 - Monday	Coast2Coast P 249	Bishop	6/5/2023 16:02
6/5/2023	June 05, 2023 - Monday	Coast2Coast P 250	Bishop	6/5/2023 16:29
6/5/2023	June 05, 2023 - Monday	Coast2Coast P 244	Bishop	6/5/2023 5:19
6/6/2023	June 06, 2023 - Tuesday	Coast2Coast P 251	Bishop	6/6/2023 6:05
6/6/2023	June 06, 2023 - Tuesday	Coast2Coast P 252	Bishop	6/6/2023 10:58
6/6/2023	June 06, 2023 - Tuesday	Coast2Coast P 253	Big Pine	6/6/2023 17:14
6/7/2023	June 07, 2023 - Wednesday	Coast2Coast P 257	Bishop	6/7/2023 15:06
6/7/2023	June 07, 2023 - Wednesday	Coast2Coast P 258	Bishop	6/7/2023 15:41
6/7/2023	June 07, 2023 - Wednesday	Coast2Coast P 259	Bishop	6/7/2023 16:02
6/7/2023	June 07, 2023 - Wednesday	Coast2Coast P 260	Bishop	6/7/2023 17:50
6/7/2023	June 07, 2023 - Wednesday	Coast2Coast P 261	Bishop	6/7/2023 19:16
6/7/2023	June 07, 2023 - Wednesday	Coast2Coast P 262	Lone Pine	6/7/2023 21:42

6/7/2023	June 07, 2023 - Wednesday	Coast2Coast P 256	Bishop	6/7/2023 8:57
6/8/2023	June 08, 2023 - Thursday	Coast2Coast P 263	Bishop	6/8/2023 10:25
6/8/2023	June 08, 2023 - Thursday	Coast2Coast P 264	Bishop	6/8/2023 11:49
6/8/2023	June 08, 2023 - Thursday	Coast2Coast P 265	Bishop	6/8/2023 14:30
6/9/2023	June 09, 2023 - Friday	Coast2Coast P 268	Bishop	6/9/2023 14:29
6/10/2023	June 10, 2023 - Saturday	Coast2Coast P 269	Bishop	6/10/2023 5:06
6/10/2023	June 10, 2023 - Saturday	Coast2Coast P 270	Bishop	6/10/2023 8:59
6/10/2023	June 10, 2023 - Saturday	Coast2Coast P 271	Bishop	6/10/2023 20:48
6/10/2023	June 10, 2023 - Saturday	Coast2Coast P 272	Bishop	6/10/2023 21:17
6/11/2023	June 11, 2023 - Sunday	Coast2Coast P 273	Bishop	6/11/2023 11:37
6/11/2023	June 11, 2023 - Sunday	Coast2Coast P 274	Bishop	6/11/2023 11:41
6/11/2023	June 11, 2023 - Sunday	Coast2Coast P 275	Bishop	6/11/2023 14:58
6/11/2023	June 11, 2023 - Sunday	Coast2Coast P 276	Bishop	6/11/2023 15:54
6/12/2023	June 12, 2023 - Monday	Coast2Coast P 277	Bishop	6/12/2023 2:07
6/12/2023	June 12, 2023 - Monday	Coast2Coast P 278	Bishop	6/12/2023 9:07
6/12/2023	June 12, 2023 - Monday	Coast2Coast P 279	Bishop	6/12/2023 16:47
6/13/2023	June 13, 2023 - Tuesday	Coast2Coast P 280	Bishop	6/13/2023 11:17
6/13/2023	June 13, 2023 - Tuesday	Coast2Coast P 281	Bishop	6/13/2023 14:04
6/13/2023	June 13, 2023 - Tuesday	Coast2Coast P 284	Bishop	6/13/2023 23:24
6/14/2023	June 14, 2023 - Wednesday	Coast2Coast P 285	Bishop	6/14/2023 2:21
6/14/2023	June 14, 2023 - Wednesday	Coast2Coast P 287	Bishop	6/14/2023 10:26
6/14/2023	June 14, 2023 - Wednesday	Coast2Coast P 288	Bishop	6/14/2023 14:01
6/14/2023	June 14, 2023 - Wednesday	Coast2Coast P 291	Bishop	6/14/2023 15:21
6/15/2023	June 15, 2023 - Thursday	Coast2Coast P 293	Bishop	6/15/2023 11:15
6/15/2023	June 15, 2023 - Thursday	Coast2Coast P 294	Bishop	6/15/2023 14:49
6/15/2023	June 15, 2023 - Thursday	Coast2Coast P 295	Bishop	6/15/2023 18:57
6/16/2023	June 16, 2023 - Friday	Coast2Coast P 296	Bishop	6/16/2023 0:44
6/16/2023	June 16, 2023 - Friday	Coast2Coast P 297	Bishop	6/16/2023 3:20
6/16/2023	June 16, 2023 - Friday	Coast2Coast P 299	Bishop	6/16/2023 8:11
6/16/2023	June 16, 2023 - Friday	Coast2Coast P 301	Bishop	6/16/2023 11:00
6/16/2023	June 16, 2023 - Friday	Coast2Coast P 302	Bishop	6/16/2023 11:01
6/16/2023	June 16, 2023 - Friday	Coast2Coast P 303	Bishop	6/16/2023 14:42
6/16/2023	June 16, 2023 - Friday	Coast2Coast P 304	Bishop	6/16/2023 16:28
6/16/2023	June 16, 2023 - Friday	Coast2Coast P 305	Bishop	6/16/2023 18:31
6/17/2023	June 17, 2023 - Saturday	Coast2Coast P 306	Bishop	6/17/2023 14:16
6/17/2023	June 17, 2023 - Saturday	Coast2Coast P 307	Bishop	6/17/2023 16:14
6/17/2023	June 17, 2023 - Saturday	Coast2Coast P 308	Bishop	6/17/2023 18:08
6/17/2023	June 17, 2023 - Saturday	Coast2Coast P 309	Bishop	6/17/2023 21:00
6/18/2023	June 18, 2023 - Sunday	Coast2Coast P 310	Bishop	6/18/2023 8:20
6/18/2023	June 18, 2023 - Sunday	Coast2Coast P 311	Bishop	6/18/2023 12:25
6/18/2023	June 18, 2023 - Sunday	Coast2Coast P 313	Bishop	6/18/2023 21:12
6/18/2023	June 18, 2023 - Sunday	Coast2Coast P 312	Bishop	6/18/2023 19:16
6/19/2023	June 19, 2023 - Monday	Coast2Coast P 314	Bishop	6/19/2023 8:01
6/19/2023	June 19, 2023 - Monday	Coast2Coast P 315	Bishop	6/19/2023 14:17
6/19/2023	June 19, 2023 - Monday	Coast2Coast P 316	Bishop	6/19/2023 17:10
6/20/2023	June 20, 2023 - Tuesday	Coast2Coast P 317	Bishop	6/20/2023 9:01
6/20/2023	June 20, 2023 - Tuesday	Coast2Coast P 318	Bishop	6/20/2023 12:31



6/20/2023	June 20, 2023 - Tuesday	Coast2Coast P 319	Bishop	6/20/2023 13:30
6/20/2023	June 20, 2023 - Tuesday	Coast2Coast P 320	Bishop	6/20/2023 15:11
6/20/2023	June 20, 2023 - Tuesday	Coast2Coast P 322	Bishop	6/20/2023 18:13
6/21/2023	June 21, 2023 - Wednesday	Coast2Coast P 324	Bishop	6/21/2023 14:20
6/21/2023	June 21, 2023 - Wednesday	Coast2Coast P 325	Bishop	6/21/2023 23:19
6/22/2023	June 22, 2023 - Thursday	Coast2Coast P 326	Bishop	6/22/2023 2:58
6/22/2023	June 22, 2023 - Thursday	Coast2Coast P 327	Bishop	6/22/2023 3:04
6/22/2023	June 22, 2023 - Thursday	Coast2Coast P 328	Bishop	6/22/2023 3:16
6/22/2023	June 22, 2023 - Thursday	Coast2Coast P 329	Bishop	6/22/2023 3:20
6/22/2023	June 22, 2023 - Thursday	Coast2Coast P 330	Bishop	6/22/2023 3:25
6/22/2023	June 22, 2023 - Thursday	Coast2Coast P 331	Bishop	6/22/2023 5:28
6/22/2023	June 22, 2023 - Thursday	Coast2Coast P 332	Bishop	6/22/2023 20:08
6/23/2023	June 23, 2023 - Friday	Coast2Coast P 333	Bishop	6/23/2023 11:38
6/23/2023	June 23, 2023 - Friday	Coast2Coast P 334	Bishop	6/23/2023 16:00
6/23/2023	June 23, 2023 - Friday	Coast2Coast P 335	Bishop	6/23/2023 17:25
6/23/2023	June 23, 2023 - Friday	Coast2Coast P 337	Bishop	6/23/2023 23:44
6/24/2023	June 24, 2023 - Saturday	Coast2Coast P 338	Bishop	6/24/2023 0:44
6/24/2023	June 24, 2023 - Saturday	Coast2Coast P 340	Bishop	6/24/2023 10:18
6/25/2023	June 25, 2023 - Sunday	Coast2Coast P 341	Bishop	6/25/2023 2:26
6/25/2023	June 25, 2023 - Sunday	Coast2Coast P 342	Big Pine	6/25/2023 12:52
6/25/2023	June 25, 2023 - Sunday	Coast2Coast P 343	Bishop	6/25/2023 13:33
6/26/2023	June 26, 2023 - Monday	Coast2Coast P 344	Bishop	6/26/2023 4:51
6/26/2023	June 26, 2023 - Monday	Coast2Coast P 345	Bishop	6/26/2023 13:33
6/26/2023	June 26, 2023 - Monday	Coast2Coast P 346	Bishop	6/26/2023 19:31
6/26/2023	June 26, 2023 - Monday	Coast2Coast P 347	Bishop	6/26/2023 21:36
6/26/2023	June 26, 2023 - Monday	Coast2Coast P 348	Bishop	6/26/2023 23:59
6/27/2023	June 27, 2023 - Tuesday	Coast2Coast P 349	Bishop	6/27/2023 9:24
6/27/2023	June 27, 2023 - Tuesday	Coast2Coast P 350	Bishop	6/27/2023 9:42
6/28/2023	June 28, 2023 - Wednesday	Coast2Coast P 351	Bishop	6/28/2023 0:42
6/28/2023	June 28, 2023 - Wednesday	Coast2Coast P 352	Bishop	6/28/2023 1:42
6/28/2023	June 28, 2023 - Wednesday	Coast2Coast P 353	Bishop	6/28/2023 13:37
6/28/2023	June 28, 2023 - Wednesday	Coast2Coast P 354	Bishop	6/28/2023 18:44
6/28/2023	June 28, 2023 - Wednesday	Coast2Coast P 355	Bishop	6/28/2023 22:19
6/29/2023	June 29, 2023 - Thursday	Coast2Coast P 356	Bishop	6/29/2023 14:44
6/29/2023	June 29, 2023 - Thursday	Coast2Coast P 357	Bishop	6/29/2023 21:03
6/30/2023	June 30, 2023 - Friday	Coast2Coast P 358	Bishop	6/30/2023 11:30
6/30/2023	June 30, 2023 - Friday	Coast2Coast P 359	Bishop	6/30/2023 12:16
6/30/2023	June 30, 2023 - Friday	Coast2Coast P 360	Bishop	6/30/2023 12:40
6/30/2023	June 30, 2023 - Friday	Coast2Coast P 361	Bishop	6/30/2023 14:59
6/30/2023	June 30, 2023 - Friday	Coast2Coast P 362	Big Pine	6/30/2023 16:16
6/30/2023	June 30, 2023 - Friday	Coast2Coast P 363	Bishop	6/30/2023 19:03
7/1/2023	July 01, 2023 - Saturday	Coast2Coast P 365	Bishop	7/1/2023 0:54
7/1/2023	July 01, 2023 - Saturday	Coast2Coast P 367	Bishop	7/1/2023 5:43
7/1/2023	July 01, 2023 - Saturday	Coast2Coast P 368	Bishop	7/1/2023 6:45
7/1/2023	July 01, 2023 - Saturday	Coast2Coast P 369	Bishop	7/1/2023 9:50
7/1/2023	July 01, 2023 - Saturday	Coast2Coast P 370	Bishop	7/1/2023 13:38
7/1/2023	July 01, 2023 - Saturday	Coast2Coast P 371	Bishop	7/1/2023 15:34

7/1/2023	July 01, 2023 - Saturday	Coast2Coast P 372	Bishop	7/1/2023 20:25
7/2/2023	July 02, 2023 - Sunday	Coast2Coast P 374	Bishop	7/2/2023 9:34
7/2/2023	July 02, 2023 - Sunday	Coast2Coast P 375	Bishop	7/2/2023 12:03
7/2/2023	July 02, 2023 - Sunday	Coast2Coast P 376	Bishop	7/2/2023 13:01
7/2/2023	July 02, 2023 - Sunday	Coast2Coast P 377	Bishop	7/2/2023 16:38
7/2/2023	July 02, 2023 - Sunday	Coast2Coast P 378	Bishop	7/2/2023 18:21
7/2/2023	July 02, 2023 - Sunday	Coast2Coast P 379	Bishop	7/2/2023 23:01
7/2/2023	July 02, 2023 - Sunday	Coast2Coast P 380	Bishop	7/2/2023 23:56
7/3/2023	July 03, 2023 - Monday	Coast2Coast P 381	Bishop	7/3/2023 13:00
7/3/2023	July 03, 2023 - Monday	Coast2Coast P 383	Bishop	7/3/2023 18:38
7/3/2023	July 03, 2023 - Monday	Coast2Coast P 384	Bishop	7/3/2023 19:11
7/3/2023	July 03, 2023 - Monday	Coast2Coast P 385	Bishop	7/3/2023 20:15
7/4/2023	July 04, 2023 - Tuesday	Coast2Coast P 386	Bishop	7/4/2023 4:24
7/4/2023	July 04, 2023 - Tuesday	Coast2Coast P 387	Bishop	7/4/2023 18:33
7/4/2023	July 04, 2023 - Tuesday	Coast2Coast P 388	Bishop	7/4/2023 20:32
7/4/2023	July 04, 2023 - Tuesday	Coast2Coast P 389	Bishop	7/4/2023 23:57
7/5/2023	July 05, 2023 - Wednesday	Coast2Coast P 390	Bishop	7/5/2023 0:24
7/5/2023	July 05, 2023 - Wednesday	Coast2Coast P 392	Bishop	7/5/2023 20:05
7/6/2023	July 06, 2023 - Thursday	Coast2Coast P 395	Bishop	7/6/2023 19:47
7/7/2023	July 07, 2023 - Friday	Coast2Coast P 396	Bishop	7/7/2023 2:12
7/7/2023	July 07, 2023 - Friday	Coast2Coast P 397	Bishop	7/7/2023 5:13
7/7/2023	July 07, 2023 - Friday	Coast2Coast P 399	Bishop	7/7/2023 9:02
7/7/2023	July 07, 2023 - Friday	Coast2Coast P 400	Bishop	7/7/2023 17:01
7/7/2023	July 07, 2023 - Friday	Coast2Coast P 401	Big Pine	7/7/2023 22:54
7/8/2023	July 08, 2023 - Saturday	Coast2Coast P 403	Bishop	7/8/2023 21:54
7/9/2023	July 09, 2023 - Sunday	Coast2Coast P 404	Bishop	7/9/2023 0:42
7/9/2023	July 09, 2023 - Sunday	Coast2Coast P 405	Bishop	7/9/2023 1:22
7/9/2023	July 09, 2023 - Sunday	Coast2Coast P 406	Bishop	7/9/2023 1:29
7/9/2023	July 09, 2023 - Sunday	Coast2Coast P 407	Bishop	7/9/2023 14:52
7/9/2023	July 09, 2023 - Sunday	Coast2Coast P 408	Bishop	7/9/2023 18:48
7/10/2023	July 10, 2023 - Monday	Coast2Coast P 409	Bishop	7/10/2023 9:41
7/10/2023	July 10, 2023 - Monday	Coast2Coast P 410	Lone Pine	7/10/2023 9:42
7/10/2023	July 10, 2023 - Monday	Coast2Coast P 411	Big Pine	7/10/2023 13:42
7/10/2023	July 10, 2023 - Monday	Coast2Coast P 412	Bishop	7/10/2023 17:05
7/10/2023	July 10, 2023 - Monday	Coast2Coast P 413	Bishop	7/10/2023 19:22
7/11/2023	July 11, 2023 - Tuesday	Coast2Coast P 414	Bishop	7/11/2023 11:14
7/11/2023	July 11, 2023 - Tuesday	Coast2Coast P 415	Bishop	7/11/2023 12:55
7/11/2023	July 11, 2023 - Tuesday	Coast2Coast P 417	Bishop	7/11/2023 17:40
7/11/2023	July 11, 2023 - Tuesday	Coast2Coast P 418	Bishop	7/11/2023 22:00
7/11/2023	July 11, 2023 - Tuesday	Coast2Coast P 419	Bishop	7/11/2023 22:39
7/11/2023	July 11, 2023 - Tuesday	Coast2Coast P 416	Bishop	7/11/2023 14:32
7/12/2023	July 12, 2023 - Wednesday	Coast2Coast P 422	Big Pine	7/12/2023 14:31
7/12/2023	July 12, 2023 - Wednesday	Coast2Coast P 423	Bishop	7/12/2023 15:23
7/12/2023	July 12, 2023 - Wednesday	Coast2Coast P 425	Big Pine	7/12/2023 17:35
7/12/2023	July 12, 2023 - Wednesday	Coast2Coast P 427	Bishop	7/12/2023 20:28
7/12/2023	July 12, 2023 - Wednesday	Coast2Coast P 429	Bishop	7/12/2023 23:32
7/12/2023	July 12, 2023 - Wednesday	Coast2Coast P 420	Bishop	7/12/2023 9:44

7/12/2023	July 12, 2023 - Wednesday	Coast2Coast P 421	Bishop	7/12/2023 12:07
7/12/2023	July 12, 2023 - Wednesday	Coast2Coast P 426	Bishop	7/12/2023 18:12
7/12/2023	July 12, 2023 - Wednesday	Coast2Coast P 428	Bishop	7/12/2023 21:08
7/13/2023	July 13, 2023 - Thursday	Coast2Coast P 430	Bishop	7/13/2023 1:43
7/13/2023	July 13, 2023 - Thursday	Coast2Coast P 431	Bishop	7/13/2023 10:37
7/13/2023	July 13, 2023 - Thursday	Coast2Coast P 432	Bishop	7/13/2023 12:48
7/13/2023	July 13, 2023 - Thursday	Coast2Coast P 433	Bishop	7/13/2023 13:56
7/13/2023	July 13, 2023 - Thursday	Coast2Coast P 434	Bishop	7/13/2023 13:56
7/13/2023	July 13, 2023 - Thursday	Coast2Coast P 436	Bishop	7/13/2023 16:52
7/13/2023	July 13, 2023 - Thursday	Coast2Coast P 437	Bishop	7/13/2023 20:10
7/14/2023	July 14, 2023 - Friday	Coast2Coast P 439	Big Pine	7/14/2023 9:17
7/14/2023	July 14, 2023 - Friday	Coast2Coast P 441	Bishop	7/14/2023 15:36
7/14/2023	July 14, 2023 - Friday	Coast2Coast P 438	Bishop	7/14/2023 6:22
7/14/2023	July 14, 2023 - Friday	Coast2Coast P 440	Bishop	7/14/2023 16:19
7/15/2023	July 15, 2023 - Saturday	Coast2Coast P 443	Bishop	7/15/2023 16:36
7/15/2023	July 15, 2023 - Saturday	Coast2Coast P 444	Bishop	7/15/2023 23:59
7/15/2023	July 15, 2023 - Saturday	Coast2Coast P 442	Bishop	7/15/2023 8:30
7/16/2023	July 16, 2023 - Sunday	Coast2Coast P 445	Bishop	7/16/2023 12:07
7/16/2023	July 16, 2023 - Sunday	Coast2Coast P 448	Bishop	7/16/2023 21:35
7/16/2023	July 16, 2023 - Sunday	Coast2Coast P 447	Big Pine	7/16/2023 19:15
7/17/2023	July 17, 2023 - Monday	Coast2Coast P 450	Bishop	7/17/2023 17:17
7/17/2023	July 17, 2023 - Monday	Coast2Coast P 451	Bishop	7/17/2023 23:04
7/17/2023	July 17, 2023 - Monday	Coast2Coast P 452	Bishop	7/17/2023 23:04
7/18/2023	July 18, 2023 - Tuesday	Coast2Coast P 453	Bishop	7/18/2023 10:58
7/18/2023	July 18, 2023 - Tuesday	Coast2Coast P 454	Bishop	7/18/2023 19:05
7/19/2023	July 19, 2023 - Wednesday	Coast2Coast P 456	Bishop	7/19/2023 1:23
7/19/2023	July 19, 2023 - Wednesday	Coast2Coast P 457	Bishop	7/19/2023 10:13
7/20/2023	July 20, 2023 - Thursday	Coast2Coast P 458	Bishop	7/20/2023 8:17
7/20/2023	July 20, 2023 - Thursday	Coast2Coast P 459	Bishop	7/20/2023 8:52
7/20/2023	July 20, 2023 - Thursday	Coast2Coast P 460	Bishop	7/20/2023 11:22
7/20/2023	July 20, 2023 - Thursday	Coast2Coast P 463	Bishop	7/20/2023 21:23
7/21/2023	July 21, 2023 - Friday	Coast2Coast P 464	Bishop	7/21/2023 14:14
7/22/2023	July 22, 2023 - Saturday	Coast2Coast P 465	Bishop	7/22/2023 2:20
7/22/2023	July 22, 2023 - Saturday	Coast2Coast P 467	Big Pine	7/22/2023 20:25
7/22/2023	July 22, 2023 - Saturday	Coast2Coast P 468	Bishop	7/22/2023 20:59
7/22/2023	July 22, 2023 - Saturday	Coast2Coast P 469	Bishop	7/22/2023 21:43
7/23/2023	July 23, 2023 - Sunday	Coast2Coast P 471	Bishop	7/23/2023 9:01
7/23/2023	July 23, 2023 - Sunday	Coast2Coast P 472	Bishop	7/23/2023 12:00



Gavin Newsom, Governor  
State of California  
Health and Human Services Agency  
**DEPARTMENT OF MANAGED HEALTH CARE**  
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## ALL PLAN LETTER

**DATE:** October 26, 2022

**TO:** All Commercial Full-Service Health Care Service Plans

**FROM:** Sarah Ream  
Chief Counsel

**SUBJECT:** APL 22-022 - AB 72 (2016) Prohibition Against Surprise Balance Billing for Non-contracted Ambulance/Medical Transportation Services

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In July 2017, the Department of Managed Health Care (DMHC) issued guidance on the implementation of Assembly Bill (AB) 72 (Stats. 2016, Ch. 492),<sup>1</sup> codified at Health and Safety Code Section 1371.9. AB 72 prohibits a noncontracting individual health care professional from "surprise balance billing" an enrollee when the enrollee received covered services from a contracting health facility at which, or as a result of which, the enrollee received services from a noncontracted individual health care professional.<sup>2</sup> In such instances the enrollee shall pay no more than the same cost sharing the enrollee would pay for the same covered services received from a contracting individual health care professional. Due to recent enrollee and provider complaints received by the DMHC, the DMHC determined additional guidance regarding the applicability of AB 72 for certain health care services is necessary.

The Legislature enacted AB 72 to protect patients from surprise medical bills when they go to a contracted health facility. These protections arise in situations where the contracted health facility or provider arranges for a noncontracting health care provider to provide covered non-emergency services to the enrollee. Such services include but are not limited to: anesthesia; laboratory or imaging services (e.g., blood work tests, specimen testing, CT and MRI scans); and other covered medically necessary, non-emergency services. Additionally, such services can include non-emergency ground ambulance/medical transportation arranged by the contracted health facility or provider.

Recent complaints to the DMHC reveal the precise situation AB 72 was enacted to address. For example, an enrollee is an inpatient at a contracting hospital or rehabilitation facility. Medical personnel at the contracted health facility determine the

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<sup>1</sup> The DMHC's prior APLs regarding AB 72 are located on the DMHC's website at the following links: [APL 17-009](#) and [17-011](#).

<sup>2</sup> Health and Safety Code section 1371.9, subdivision (a). All statutory citations in this APL refer to the California Health and Safety Code unless otherwise noted.

enrollee needs medically necessary services that the contracted health facility is either unable or unwilling to perform to treat the enrollee's medical condition (e.g., The contracted health facility may lack the appropriate medical equipment, an appropriately qualified specialist, medically necessary resources, or the medically necessary level of care).

Oftentimes, personnel at the contracted health facility determine the level of medical transportation needed to transport the enrollee to another facility, identify a transportation provider, and arrange for the transportation. After the care is rendered, the enrollee discovers a non-contracted medical transportation provider rendered the transportation services.

In the above cases, the enrollee received covered services from a contracting health facility. As a result of receiving the covered services, a noncontracting individual health professional provided ground ambulance/medical transportation services to the enrollee. Thus, AB 72 applies to limit the enrollee's responsibility to in-network cost sharing for the ground ambulance/medical transportation services. This remains true regardless of whether the contracted health facility technically discharges the enrollee for the period required to obtain the covered services at a different facility or to transport the enrollee to a facility with a different medically necessary level of care.

The DMHC reminds plans that they must maintain an adequate network of providers to perform covered services, including ground ambulance/medical transportation (see Rule 1300.51, Exhibit I-3). In the case of non-emergency ground ambulance/medical transportation, the pattern of complaints filed with the DMHC indicates contracted health facilities routinely arrange for services from non-contracted ground ambulance/medical transportation providers. Health plans should take steps to ensure contracted health facilities are making in-network referrals and enrollees are protected from balance billing when an enrollee receives non-contracted services and when AB 72 is applicable.

If you have questions regarding this APL, please contact your health plan's assigned reviewer in the DMHC's Office of Plan Licensing.