

FREQUENTLY ASKED QUESTIONS

As of February 3, 2023*

PROPOSED CONTRACT FOR AMBULANCE SERVICES BY NYU LANGONE HOSPITALS FOR THE INC. VILLAGE OF FLORAL PARK

After discussions and public presentations at the last few Village Board meetings, the Village Board has approved a contract with NYU Langone Hospitals (“NYU”) to provide ambulance services in addition to the extraordinary service already provided by the Village’s own volunteer Rescue EMTs. Under this proposal, the ambulance services to be provided by NYU will be “First Due,” the ambulance service to be provided by the Village’s volunteer Rescue Company will be “Second Due” and the Nassau County ambulance service would be “Third Due.”

This step is being taken based on the recommendations of the Chiefs’ Staff of the Village’s Fire Department and the leadership of our Rescue Company in order to provide the best service possible to the residents of our Village. Understandably, as with any change, this has given rise to many questions. Set forth below are many of the Frequently Asked Questions (“FAQs”) that have been considered in evaluating this proposal.

*Added questions and responses from January 26, 2023 FAQs indicated in blue.

RESCUE/AMBULANCE SERVICES

What are the services that NYU Langone will provide?

For the duration of the one-year contract, NYU Langone will provide to the Village one ambulance, fully equipped with Basic and Advanced Life Support capabilities. This is in addition to our existing ambulance.

What are the hours of service to be provided by NYU Langone?

NYU Langone will provide emergency ambulance service within the Village of Floral Park on a full time, 365 day per year, 24 hour a day basis.

How many NYU Langone employees staff the ambulance?

The NYU ambulance, while in service, will be staffed by two persons.

What are the qualifications of the NYU Langone personnel?

One of the two persons staffing the NYU Langone ambulance will be a NYS certified Emergency Medical Technician (EMT) and the other will be a NYS certified EMT-Paramedic. Each individual is vetted for a clear background check, history of high-quality prior service, and years of experience in high volume, high acuity areas.

Where in the Village will the NYU Langone ambulance be stationed?

The NYU ambulance will be situated full time within the Village at a location to be agreed upon, that best meets the requirements of NYU, and is least disruptive to existing Village daily operations.

Who will dispatch the NYU Ambulance?

The NYU Ambulance will be dispatched by Nassau County Fire Communications (“FireCom”).

Will the Floral Park Police Department still respond to calls for service?

Yes.

In addition to NYU Langone/Winthrop Hospital, will the NYU Langone ambulance transport to North Shore University Hospital (NSUH) and Long Island Jewish Hospital (LIJ) at the patients' and families' requests?

With respect to LIJ, NYU Langone will transport to LIJ at the family's or patient's request, given three conditions are met.

- 1) The requested hospital is currently receiving patients and has not been put on redirection or diversion by the larger Nassau County 911 system.
- 2) The requested hospital has the appropriate services to care for the patient's condition (i.e., a trauma patient must go to a trauma hospital, a woman in labor must go to an L&D receiving hospital).
- 3) The patient is stable enough to divert from the nearest appropriate hospital.

With respect to NSUH, that hospital is generally too far for either the Village's volunteer service or NYU to transport there. Additionally, we ask that residents, who do request an alternative site, take into consideration that the NYU ambulance would be out of service for the rest of the Village for a longer duration.

How many ambulance calls are there in a year and how many are back-to-back?

In 2022, there were 994 ambulance calls. Of that number, 269 (or 27%) were considered simultaneous or back-to-back calls. These back-to-back calls occurred one hour or less apart and required more than one ambulance to respond to patients when prior back-to-back calls were still in progress.

Currently, the Floral Park ambulance is first due, with the Nassau County ambulance responding next (second due), and a mutual aid ambulance from another community (often New Hyde Park) assigned third due, if available.

If the Emergency call falls under the Basic Life Support ("BLS") standards, why send an Advanced Life Support ("ALS") ambulance to a BLS call?

By having NYU available as the Village's 24/7 first call responders, there will be no delay in dispatching an ALS response. As discussed by members of our Rescue Company, sometimes a call that comes in as indicating a BLS is required later turns out to require an ALS response. By having the ALS capable response by NYU as the first due on a 24/7 basis, valuable time can be saved.

Why aren't the Village's rescue services the first call/responder as opposed to NYU as proposed?

Our volunteer Rescue Company does not presently have the ability to provide an Advanced Life Support (ALS) response. In situations that require an ALS response the Nassau County ambulance is currently called in. NYU will be staffed and equipped to provide both an ALS and Basic Life Support (BLS) response. By having NYU available as the Village's 24/7 first call responders, there will be no delay in dispatching an ALS response.

What happens if the NYU Langone ambulance is out on a call and another emergency call comes in?

If the NYU Langone ambulance is out on a call and has already made patient contact, the Floral Park Rescue Company and its ambulance will be dispatched. If the NYU ambulance has been dispatched and is yet to make patient contact, the second call will be reviewed by the dispatcher to determine priority, and the NYU ambulance will be redirected as appropriate to the more critical call.

Thus, NYU Langone would be first due, Floral Park Rescue would be second due, and Nassau County would be third due. Other local ambulances, if available, might also provide mutual aid.

What happens if there are simultaneous calls? Who makes the decision as to which ambulance goes to which call?

The Floral Park Police Department dispatch will review the call to determine priority and the NYU Langone ambulance with Advanced Life Support will be sent to the more critical call.

When will a Nassau County ambulance be called in?

Nassau County will be called in if the NYU Langone ambulance and the Floral Park ambulance are both unavailable on other calls, and if there are two simultaneous calls that require an Advanced Life Support technician.

Will NYU Langone be available for Village events (e.g. street fairs, races and fundraisers, etc.)?

Yes. Our Rescue Company already stages and stands by for Village events, and it is anticipated that this would continue. However, the NYU ambulance would be available to assist and provide help in addition to our Rescue Company, provided that the NYU Langone staff is given sufficient advance notice of the event in order to staff the ambulance for Village emergency calls.

Under what circumstances would NYU stage a second ambulance (i.e., for large community events)?

A second NYU Langone ambulance could be staged for large community events including sporting events. A second ambulance may also be requested for additional coverage for Fire Department events (i.e., Nassau County Fire Service Academy training in Bethpage).

Do any other Villages use NYU Ambulance service?

Yes, Garden City since 2019.

Why isn't a bidding process required for this service?

Professional services, such as medical emergency services, are not subject to the bidding requirements for certain equipment and large material purchases over a set cost.

Were other ambulance services considered?

Yes.

Why is NYU Langone proposed instead of other providers?

NYU Langone will dedicate one ambulance, fully equipped with Basic and Advanced Life Support capabilities to the Village of Floral Park. One of the two persons staffing the NYU ambulance will be a NYS certified Emergency Medical Technician (EMT) and the other will be a NYS certified EMT-Paramedic. The ambulance, the EMT and the EMT-Paramedic will be staged at and deployed from a location within the Village of Floral Park at all times. Other ambulance service(s), currently in use in other Nassau County municipalities, could not dedicate an ambulance and staff to our Village nor stage them in the Village.

Will the Village continue to recruit volunteers for the Fire Department and Rescue Company?

The Floral Park Fire Department is an all-volunteer department. Recruitment is aggressive and ongoing to ensure there is adequate staffing to extinguish fires and handle other fire-related emergencies. Of great importance is the recruitment of volunteers for the Rescue Company. For the duration of the one-year contract with NYU Langone, Floral Park Rescue will play an important role as second due on all calls following NYU which is first due and, therefore, deployed first.

THE FLORAL PARK FIRE DEPARTMENT NEEDS VOLUNTEERS! All residents who are interested in volunteer service in the Floral Park Fire Department (including Rescue Company) are encouraged to contact FPFD at: info@fpfd.org

BILLING/INSURANCE

Note: Billing and insurance information provided and/or confirmed by NYU Langone. Most of the responses below are similar to the existing billing procedures that would apply if an individual were to receive services from a Nassau County ambulance today.

How will insurance information be collected?

Insurance information is collected at time of ambulance ride, if available on the patient. If not available but the patient is transported to an NYU facility, the NYU ambulance staff would capture the insurance information for the ambulance ride from the patient's emergency room or in-patient visit.

Is there a copay?

Yes. The patient cost-share (copay, coinsurance or deductible) is dependent on each patient's plan benefits. Please refer to your individual provider's website for more information.

What do typical copays run?

Currently, copays range between \$15-\$750. Patient cost-share typically averages between \$90-\$150. Please refer to your individual insurance for more information

What services are typically covered by insurance?

Coverage of 911 ground ambulance transport is dependent on each patient's plan.

Are there situations or services (e.g. drugs administered, etc.) that are not covered by insurance?

Similarly, this is dependent on each patient's plan.

Will I get a bill for a copay and a separate bill or explanation of benefits for services?

Depending on a patient's benefits, if they have a cost-share responsibility applied by their insurance they would receive a detailed bill from NYU as well as an explanation of benefits from their insurance.

How will I know what I need to pay?

To determine if NYU participates with your plan, please review the participating plan list provided by NYU:

<https://nyulangone.org/files/nyu-langone-participating-plan-grid-11-22.pdf>

If you have been transported by a NYU ambulance, you will know based on the explanation of benefits from your insurance as well as the bill from NYU. If you have not yet been transported and are curious about your benefits, you can check with your insurance carrier by calling them or going to their portal.

What happens if I do not pay the copay? Will follow-up letters be sent?

Financial assistance is available for patients with limited incomes who have no health insurance or have exhausted their health insurance benefits. Per NYU Langone, every New York State resident who needs medically necessary services and every person who needs emergency services at any hospital location is eligible for financial assistance. You cannot be denied medically necessary care because you need financial assistance. You may apply for a discount regardless of immigration status. If you do not qualify for financial assistance, you would receive a detailed bill and three statements. If the balance remains unpaid, NYU would refer you to a collection agency who would send you up to four additional letters. Even though a bill remains unpaid NYU does not report unpaid bills to credit agencies.

Who will I call with billing questions? Is there an escalation protocol?

NYU Langone's customer service number is 800-237-6977; if you have a MyChart account in Epic, you can send NYU a customer service message through MyChart too.

What happens if I do not have insurance?

You would be billed at NYU's self-pay rate which is currently 19% of charges. Financial assistance is available for patients with limited incomes who have no health insurance or have exhausted their health insurance benefits.

The amount billed to uninsured patients is derived from rates set by the Center for Medicare and Medicaid Services (CMS), and NYU has no control over the rates set by CMS. As set forth in the FAQs, NYU charges 19% of those rates to uninsured patients, and the net costs for the five (5) types of ambulance service (each patient would only be billed for one of these of these types of service for each ambulance trip) is as follows, before any available financial aid from NYU is applied:

ALS1 NON EMERGENCY	\$337
ALS1-EMERGENCY	\$648
AMBULANCE	\$351
BLS – EMERGENCY	\$408
ALS 2	\$887

A copy of NYU's financial assistance policy is available online on NYU's website (see below links):

<https://nyulangone.org/insurance-billing-financial-assistance#financial-asst-policies>

<https://nyulangone.org/files/financial-assistance-brochure-english-aug-2022.pdf>

How much will an ambulance ride cost if NYU Langone does not take your insurance?

The answer to this question is from the document on NYU website entitled: "Your Rights and Protections Against Surprise Medical Bills", and the answer from that is:

"If you have an emergency medical condition and get emergency services from an out-of-network provider or hospital, the most they can bill you is your plan's in-network cost-sharing amount (such as copayments, coinsurance, and deductibles)."

If I refuse to be transported, is there still a copay and bill?

There is no patient responsibility for refusing transport. Even if an ambulance is called for a patient and the patient receives care, but the patient ultimately refuses to be transported to the hospital, the patient will not receive a bill. The patient's insurance carrier, however, may receive a bill for these services if the patient's insurance carrier provides coverage under such circumstances.

What will be the base cost for an ambulance to transport a patient to the closest hospital? What percentage of this basic service does Medicare typically cover?

The hospital's standard charges are published on NYU Langone's website. The standard charges show NYU's contractual reimbursement with most of NYU's major participating plans. You can find the link under the out-of-pocket costs section of the website: <https://nyulangone.org/insurance-billing-financial-assistance> or you can go directly to the "Standard Charges" chart at <https://med.nyu.edu/standard-charges/>.

However, the out-of-pocket cost for which the ambulance patient is responsible is dependent on the patient's co-pay or cost sharing provisions of their insurance plan. As stated above, NYU reports that, currently, copays range between \$15 - \$750 and patient cost shares typically average between \$90- \$150. You should refer to your individual insurance plan for more information.

With respect to Medicare, ground ambulance services follow Medicare Part B coverage and benefits with an annual deductible (if not met) and 20% coinsurance.

How are costs covered /charged when the Village's rescue services are used to respond to a call/transport?

When ambulance services are rendered by the Village's volunteer Rescue Company, the patient receives no charge for the services. However, under current operations, if it is necessary to call in the Nassau County ambulance (either for an Advanced Life Support (ALS) response or because the Village ambulance is already in service) the patient will likely be billed similarly as to how NYU will bill.

OTHER

How will this impact my taxes?

There should be minimal, if any, impact on Village taxes by the addition of these services by NYU. The Village currently spends certain funds to provide vehicles (including an ambulance for our volunteers) and supplies and related equipment. As the service currently provided by our volunteers will continue, the Village will continue to expend a similar amount of funds to support these services. There will be no charge to the Village for the ambulance services to be provided by NYU. Therefore, any costs associated with these services will not be borne by taxpayers. Rather, any costs associated with the services to be provided by NYU will be borne by the individuals (residents and non-residents) that use NYU or Nassau County's ambulance services or by their insurance.

Additionally, as there will be less need to rely on Nassau County's ambulance service, which requires a Floral Park Police Department member to drive the Nassau County ambulance to a hospital, there could be some reductions in Police overtime and our Police will not be "out of service/out of Village" thus increasing our Police coverage.

It was stated that this would free the Police from driving the county ambulance, but it really doesn't since the County will still be called for ALS or if the Floral Park Rescue does not get out.

The FAQ stated that there would be less need to rely on the Nassau County ambulance service under the NYU proposal. It is not anticipated that the need to use the Nassau County ambulance would be eliminated, but, rather, reduced. Consequently, if the Nassau County ambulance is utilized less, there would be less need for our Police to drive the Nassau County ambulance.

There are instances (ie cardiac arrest) when two on the ambulance staff will need to be attending to the patient and another will need to drive, unless the ambulance is equipped with a LUCAS Chest Compression Device. If the ambulance has this device, then one ambulance staff member can attend to the patient and the other can drive. Will the NYU ambulance be equipped with the LUCAS Chest Compression device, or will we need to have our police drive in these situations?

NYU has represented that the NYU ambulance will be equipped with the LUCAS Chest Compression device.

For additional information please see:

- [PowerPoint from NYU's January 3rd Village Board Meeting Presentation](#)

If you have any further questions or comments, please send them to: Comments@fpvillage.org