

ANSWERS TO FREQUENTLY ASKED QUESTIONS

What the Subscription Program Covers

1. The City of Downey Fire Department and Paramedics will medically evaluate a patient free of charge when responding to a 9-1-1 call. However, if you are transported by the City of Downey Paramedics or Ambulance there is a charge for those services.
2. In the event a Private Ambulance is used for a 9-1-1 Emergency Transportation, submit your Medical Insurance to the Ambulance Company who transported you. Your Subscription will cover any unpaid balance; a copy of your invoice from that Ambulance Company must be received in our billing office in a timely manner.
3. After your Emergency Transport; a copy of your Medical Insurance card MUST be provided when requested.
4. Subscribers without Medical Insurance, upon receipt of their first Transport Billing Invoice, must request a "No Medical Insurance Certification Form" from the City of Downey billing office. It must be signed and returned to the billing office in order to use their subscription for their entire billed amount.
5. This Program only covers 9-1-1 Emergency Calls with a PICK-UP location within the city limits of Downey. This Program WILL NOT cover ambulance transportation from the Hospital back to the patient's residence or another facility.

Who the Subscription Program Covers

1. Only residents of the subscribed address are eligible for this Program. You MUST notify the billing office of ANY changes to the list of residents so the Subscription can be updated.
2. Residents may transfer their subscription to another Downey residence by notifying the billing office as soon as possible.
3. Visitors to a subscriber's residence requiring Emergency Transport ARE NOT covered by this program.

When the Subscription Program Covers

1. You may enroll at any time during the policy period, but AFTER March 1st your subscription will begin the date of your postmarked envelope or payment receipt when paying in person at the City of Downey Cashier Counter.
2. Payments received AFTER March 1st will ONLY cover transports from your payment date forward.
3. The Subscription Fee will NOT be pro-rated if payment is made after March 1st and the Subscription fee is NOT refundable.

**FOR ADDITIONAL INFORMATION PLEASE CALL THE CITY OF DOWNEY
FIRE DEPARTMENT AT 562-904-7345**