

Ambulance Managers,

Please read these directions thoroughly before sending a bill for your emergency response to the spring floods. The Division of EMS and Trauma will be reviewing the claims for the City of Fargo, or the city of Valley City (if applicable), and then sending them to the appropriate city government to submit the claim to FEMA.

Make sure your bill is to the city for which you responded, however send the bill to the Division of EMS and Trauma for processing. **DO NOT BILL THE NORTH DAKOTA DEPARTMENT OF HEALTH.**

Mail, email or fax the invoice to:

Division of EMS and Trauma

600 E. Blvd Ave, Dept. 301

Bismarck, ND 58505-0200

☎ 701.328.2388

☎ 866.382.DEMS (3367) - Toll Free

📠 701.328.1890

✉ dems@nd.gov

The survey which you filed with DEMST may be useful when creating a bill. For a summary of your answers, please email lindseybnarloch@nd.gov.

Below, you will find FEMA reimbursement guidance as abbreviated by the Department of Health. Please note that the full FEMA guidance can be found at www.fema.gov.

Process

- The process - all eligible entities bill the City in which they responded to the disaster. (Example City of Fargo or City of Valley City); Send the invoice to the Department of Health Division of EMS (DEMST) as we have been asked to review the claims presented and we will forward them onto the appropriate person in the city for which you responded.
- Your charges will be audited by the Department of Emergency Services for FEMA. It is possible that you may only receive a portion of the payment based on FEMA's review of your claim. Federal and state pay 85% – 90%.
- Department of Emergency Services (DES) conducts review; after claim processed by FEMA, DES cuts the check for both the federal and state portion to the City of (Fargo or Valley City), then the city will write you a check for reimbursement.

Documentation

- There is no specific format for calculating or presenting an entity's claim. Make sure to quantify every expense. A claim may be made based on a bill or an invoice. Payment does not have to be made prior to claiming the expense. You may charge at your normal and customary rates but they must be based on your billing policies which should be in written format and established prior to the onset of the disaster. It's imperative that you're absolutely truthful in your claim and that you're able to justify each expense. If you have any questions regarding this point feel free to contact this office for guidance.
- Document every expense. Records must be kept for 3 years after the close of the disaster. This disaster could be open for 5 years or more so plan on keeping records for 8 years or more. Keep them separate from other records. Records will be audited.

Eligible expenses may include but are not limited to the following:

- Labor is a reimbursable expense. Comp time is not eligible; overtime salaries are allowed. Overtime must follow your entity's policy. Only paid personnel are eligible for reimbursement. Unbudgeted expenses or extra hires can be claimed. Travel for responders is eligible. The federal mileage rates can be found at <http://www.irs.gov/newsroom/article/0,,id=200505,00.html>.
- Hourly rate for the ambulance vehicle.
- Any revenue, insurance claims, billable services available to cover costs or losses must be subtracted from the expenses claimed if the claim has come through paid. If you have sent a bill, but not received payment from the payer include that and the review team will determine its eligibility. If you receive payment from the insurance company after receiving your FEMA reimbursement, you must pay back that portion to FEMA.
- If any expense is questionable, claim it and let the review team determine whether it is eligible or not. A claim may be made based on a bill or an invoice.
- Staging of ambulances at the scene of the disaster or at the medical command area. You may only claim that time that the staffed ambulance was "on-duty" or "in-service" to respond. Be careful in using the term "stand-by". FEMA's definition of stand-by time is contradictory to the EMS industry's use of the term. To match EMS' practice with FEMA's terminology you should most likely use the term "staging" or "staged".

*NOTE: This is only one example of how you may go about being reimbursed. Non-profits can be direct applicants or you can apply through various other routes. Please reference the FEMA website for information on public assistance.

Attached, you will find an example of what an invoice might look like.

Reference Material

FEMA Disaster Assistance Policy – Emergency Medical Assistance Policy

http://www.fema.gov/government/grant/pa/9525_4.shtm

If you have questions or comments, please contact DEMST.