

The City of Tipton's Ambulance Service, the Tipton Ambulance Service, has service fees that are based upon the services provided, mileage, medications and supplies used in the delivery of pre-hospital care by EMT's and Paramedics. You as a patient are responsible for full payment of services rendered. Please provide full payment within 30 days of service.

Should you have questions about your bill, or are unable to pay it in full, please contact our billing staff M-F 8:00 a.m. – 4:00 p.m. at 563-886-6502.

FAQs:

Q: I was unable to provide my insurance information at the time of service or my insurance has not been billed to date. How can I submit my insurance information?

A: Please contact our billing team at 563-886-6502. The Tipton Ambulance Service makes every effort to work directly with insurance companies to streamline claims generated by care rendered by our team. Although it is generally the responsibility of the patient to ensure coverage and payment for services rendered by an ambulance, our billing team is happy to assist and work directly with insurance companies. Please provide us with your updated insurance information.

Q: Does my insurance cover ambulance or helicopter transport during an emergency?

A: Each insurance policy is different and has different standards for ambulance and aeromedical coverage. It is the patient's responsibility to know their insurance policy's requirements to provide reimbursement for medical care provided.

Q: I received a bill from the ambulance for the full amount but nothing from the hospital, do I have to pay this?

A: Always make sure that you are viewing a bill or "invoice" and not an explanation of benefits (EOB). Many insurance policies have a deductible that is required prior to paying for medical care. Because the ambulance rendered care to you or your family prior to the hospital, you may receive a bill that includes your insurance deductible. If you have any questions, please call our billing team at 563-886-6502.

Q: How can I request a copy of my medical records?

A: In compliance with current HIPAA regulations, you may contact us at 563-886-6502, by mail at:

Tipton Ambulance Service,
Attention: Records
407 Lynn ST
Tipton, IA 52772

or in person at the Tipton Ambulance Service building, located at 210 W 1st ST. The Tipton City Hall is unable to provide patient records.

Q: I cannot afford my entire bill right now. What can I do?

A: If you are unable to pay your balance in full, please contact our billing team at 563-886-6502 to discuss a monthly payment plan.