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## FREQUENTLY ASKED QUESTIONS ABOUT KEMS [Kennebunkport Emergency Medical Service] SUBSCRIPTION AGREEMENT

- Q: If I am not a subscriber, will KEMS provide service in Kennebunkport?  
A: Yes, same response time and the same service. The only difference would be you are responsible for any charges above what is covered by Federal or State programs or by your private insurance.
- Q: Does the program cover medical transfers between health facilities?  
A: No KEMS is not licensed by the State of Maine for this type of service.
- Q: Does this cover non-emergency transportation from a residence in Kennebunkport to a local health care facility?  
A: KEMS is only licensed to provide transportation in the event of an #911 emergency.
- Q: How long is the Agreement for?  
A: Each calendar year from Jan. 1. to Dec. 31.
- Q: If I sign up later in the year am covered retro-active to the 1<sup>st</sup> of Jan.  
A: Yes
- Q: Does the agreement cover any other out Town Ambulance services?  
A: No only with-in the KEMS service area. Only if KEMS provides transportation from a location in Kennebunkport to a local hospital of your choice, normally Southern Maine Health Center, York Hospital or Maine Med.
- Q: Who manages the subscription agreement fees.  
A: The KEMS Board Treasurer deposits the money in KEMS general account. This account is used for day-to-day operations and payroll for KEMS.
- Q: Who oversees the program, so I do not receive an invoice for services?  
A: The return form you filled out and sent into us is handled by a member of our Operations Staff. When a call for service is for a subscriber, instructions are sent to our 3<sup>rd</sup> party medical billing company to write-off that portion of the charge not covered by Federal or State programs or by the client's private insurance.
- Q: During the calendar year I signed up for is there a limit to the number of calls?  
A: You are covered for one or as many as you require.
- Q: How long has the program been offered?  
A: We are in our 3<sup>rd</sup> year.

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Q: What are the four types of membership?

A: The individual is for a single person named on the form

The family of Two would be 2 names on the form regardless of relationship living in the same residence.

The family of Three or more would be multiple names on the form living in the same residence.

The season is charged by the person living in the same residence for less than the full year, usually under nine months of time.

Q: We have a single property with multiple residences are we covered in the multiple residences?

A: No only the individuals named on the submission forms. We account for the service by name and not address.

Q: Is the subscription considered a donation and is tax deductible?

A: No, the Subscription fee does not meet the IRS definition of a tax deductible contribution.

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