

SUNSTAR FirstCare Ambulance Membership Plan

Most Frequently Asked Questions

- Q. When can I join the Sunstar FirstCare Ambulance Membership Plan?**
- A. Open enrollment has always been from January 1 through March 31 of each year. This year, applications are available in November and December, for early enrollment, and will be available January through March 31, as usual. All applications received during November and December, for new memberships, will be effective on January 1, 2012. All membership plans expire on March 31 of the following year.
- Q. How much does the membership plan cost to join or renew?**
- A. The fee for a Family Membership is **\$70.00**. The fee for a Single Membership is **\$45.00**. The price does not vary if you are a new member, or renewing member.
- Q. How can I join the Sunstar FirstCare Ambulance Membership Plan?**
- A. You may call **(727) 582-2008** and request an application, and we will mail you one. Or, you may come to our office, located at 12490 Ulmerton Road, in Largo, and complete a Membership Application.
- Q. Who is covered in a family plan?**
- A. The family membership plan covers those members of your family related by blood or marriage, who permanently reside in the same household.
- Q. Can my live-in boyfriend/girlfriend be covered on my membership?**
- A. No, each person will need a separate membership.
- Q. I thought that the Membership was insurance, so why are you billing my insurance?**
- A. The Membership Plan is not an insurance policy. It is a plan that covers any out of pocket expenses, such as co-payments or deductibles, not paid by Medicare, or insurance.
- Q. I do not have Medicare or insurance. How does the Membership Plan work for me?**
- A. The membership provides members, without insurance or Medicare, with a discount of 20% off Sunstar's usual charges, for medically necessary transports.
- Q. What is the average charge for an ambulance transport in Pinellas County?**
- A. \$550.00

Q. What types of services are covered by my Membership Plan?

A. The membership covers medically necessary ambulance transports originating and ending in Pinellas County, by Sunstar Ambulance units only. The membership does not cover ambulance services outside Pinellas County, or transports via Sunstar's Mental Health Transport Van.

Q. What does Medically Necessary mean?

A. "Medically Necessary" means there must be a specific medical need for an ambulance, or Advanced Life Support (ALS) crew, to or from a medical facility, for medical treatment, using Medicare Standards. Sunstar requires physician certification of medical necessity, when a transport is denied, expected to be denied by a member's insurance, if we have reason to believe that the service is not medically necessary, or if abuse is suspected. If physician certification is not received within **60 days** from the date of the denial, the member will receive a bill for the full cost of the transport. In cases of repeated abuse, Membership will be terminated.

Q. I am being discharged from the hospital; can I use my membership to return home by ambulance?

A. Only if it is medically necessary that you go home by ambulance. Sunstar may require a letter of medical necessity from your treating physician.

Q. I am a SUNSTAR Member, if I call 9-1-1 how do I know that I will get Sunstar?

A. Sunstar is the only ambulance company in Pinellas County, and is part of the 9-1-1 system.

Q. Will I receive a receipt, or membership card, to show I am a member of the Sunstar FirstCare Ambulance Membership Plan?

A. Your check, or credit card statement, is your receipt. Membership cards are unnecessary, and are not issued. If you are transported, your membership will be verified by our staff.

Q. What if I decide I want to cancel my Membership; will I receive a refund for the amount I paid?

A. No refunds will be issued. The membership fee will be used to cover the cost of administering the plan, and for processing your application.

Q. I am not currently a member, when will my membership become effective?

A. Completed and signed applications received in November and December, with payment in full, will be effective January 1, 2012. Completed and signed applications received after January 1, 2012 with payment in full, will be effective on the postmark date.

For more information, please visit our web site(s) at:

<http://www.sunstarems.com>

<http://www.pinellascounty.org/EMS/default.htm>

or you may call our office at

(727) 582-2008

(Revised 10/11)