



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 each year. This year, applications are available in November and December for early enrollment as well. All early enrollment applications, received with full payment, will be effective on January 1, 2010. Applications received after January 1, with full payment, will be effective on the postmark date. Both early enrollment and regular memberships end on March 31, 2011.
- Q. How much does it cost to join or renew a membership?**
A. Prices for new and renewing members are \$45 for a single membership and \$70 for the family plan.
- Q. Who is covered by the 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 by my membership?**
A. No, each person will need a separate membership.
- 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 one to you, or simply download an application form from this website. Additionally, you may come to our office, located at 12490 Ulmerton Road in Largo and complete a membership application in person.
- Q. I thought the Sunstar FirstCare Ambulance Membership Plan was insurance. So why do you bill my insurance company for an ambulance transport?**
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 ambulance transportation in Pinellas County?**
- A. \$500 per trip.
- 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. Membership fees are used to cover the cost of administering the plan and for processing membership applications.
- 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, 2010. Completed and

signed applications received after January 1, 2010, with payment in full, will be effective on the postmark date.

For more information, call (727) 582-2008.