

**1. How much is a membership for 2020?**

The cost of a single membership is \$68, and the cost of a family membership is \$103. This is significantly less than the cost of many health insurance plans copayments and/or deductibles. The average cost of an emergency ambulance transport is \$746.

**2. Why should I join?**

If you have insurance, this annual membership fee will cover deductibles and/or copays that would typically be your responsibility. If you are uninsured, the membership may reduce your ambulance bill by 20% for medically necessary transports. **Please check with your insurance carrier, as some insurance plans cover 100% of ambulance transportation. Check your coverage for both emergency and non-emergency ambulance transportation, as coverage may differ.**

**3. What if my Active insurance plan denies my claim?**

The ambulance bill may be reduced by 50% if documentation is provided within 60 days certifying the transport was medically necessary.

**4. Who is covered in a family membership?**

The family membership covers those members of your family related by blood, marriage, or adoption, who permanently reside in the same household. Live-in partners are not eligible for the family membership and would require separate enrollment to participate.

**5. If I marry, have a baby or adopt a child during the membership year, will the new individual be covered under my family membership?**

Yes, if you have an existing family membership you can add members under these circumstances. Please contact us at (727) 582-2008 so that we can update your application and obtain the needed signatures. If you currently have a single membership, you would be required to pay the additional fee for the family membership.

**6. When will my membership be effective if I am a new member?**

Completed applications with payment in full, received prior to the end of the calendar year, will be effective on January 1<sup>st</sup>. Completed applications with payment in full received after January 1<sup>st</sup>, will be effective on the postmark date. Enrollment in FirstCare can be initiated at any time, however membership fees will not be pro-rated.

**7. When will my membership be effective if I am a renewing member?**

Completed applications with payment in full, will be effective April 1<sup>st</sup>. Renewal applications must have a postmark date prior to April 1<sup>st</sup> in order to avoid an interruption of coverage. All memberships expire on March 31<sup>st</sup> of the following year. **Members whose applications are received or postmarked after March 31<sup>st</sup> will not have coverage for a full 12-month period. Membership fees will not be pro-rated.**

**8. What types of services are covered by my membership?**

The membership provides coverage for medically necessary ambulance transports originating and ending in Pinellas County. The membership does not cover transports via Sunstar's Mental Health Transport Van.

**9. If I call 9-1-1 how do I know that I will get Sunstar?**

Sunstar is the only ambulance company in Pinellas County.

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

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 utilizing software that automatically links each of your transports to your membership account.

**11. What if I decide I want to cancel my membership, will I receive a refund for the amount I paid?**

No, membership fees are non-refundable and are not transferrable. However, if you pay prior to the effective date you would be eligible for a refund in situations involving the death of an enrolled family member or other extenuating circumstances.

**12. How do I enroll?**

You can obtain an application online at [www.pinellascounty.org/firstcare](http://www.pinellascounty.org/firstcare) or you may contact our office at (727) 582-2008 and request an application be mailed to you. You can also obtain an application by visiting our office located at 12490 Ulmerton Road, in Largo, FL 33774. Phone assistance and walk in assistance are available Monday – Friday 8:30-4:30.

**13. Why do I need to provide my social security number?**

The collection of your social security number is necessary for billing, the insurance verification process, and to enable other healthcare providers and/or insurers to identify your applicable records.

**14. How are my membership fees used?**

As with all fees associated with this service, the funds are utilized to support the functions and materials associated with carrying out this critical mission, including staffing, lifesaving medical equipment, ambulances, and technology.

If you have additional questions, please contact us! Please visit our website at <http://www.pinellascounty.org/firstcare> or you may call our office at (727)-582-2008.