



West Covina Fire Department  
**Ambulance Subscription Program**  
*"A program for West Covina residents since 2009"*

**Frequently Asked Questions (for West Covina residents)**

**1. What is the Ambulance Subscription Program?**

The Ambulance Subscription Program is a voluntary program (West Covina residents only) that is designed to limit the out-of-pocket expenses related to emergency ambulance transportation. After subscribing, if a patient requires emergency ambulance transportation, the patient's insurance will be billed, and any amount received from the insurance company will be accepted as "payment in full" (even if the insurance company denies the claim).

**2. How much does the Ambulance Subscription Program cost and how long does a subscription last?**

A subscription costs \$73.49 and provides one year of coverage (from the date payment is processed).

**3. What happens if I'm not a subscriber and I require emergency ambulance transportation?**

Even if you do not subscribe to the Ambulance Subscription Program, you will always receive the highest level of emergency treatment and transportation when you call 9-1-1. As a non-subscriber, however, you will be billed for the emergency ambulance transportation. You may give the bill to your insurance company, but you will be responsible for any co-payment or deductible. There is no guarantee your insurance company will cover any part of the claim.

**4. I am retired and only have Medi-Cal coverage. Should I enroll in the Ambulance Subscription Program?** No. Medi-Cal does not require a co-payment or deductible; therefore, this program is not beneficial to you.

**5. Who is covered by the Ambulance Subscription Program?**

The subscriber and all permanent family members within the subscriber's household are covered. For a resident who lives at a commercial facility (ex: Bridgecreek Retirement), only the resident who subscribed is covered (not all residents who live at the commercial facility). For all people registered under a membership, coverage is provided if they are picked up anywhere within West Covina. If the hospital you are transported to is outside of West Covina, the subscription will still provide coverage.

**6. What if someone needs emergency ambulance transportation while visiting my home or my room at a commercial facility (ex: Bridgecreek Retirement)?**

If a visitor to the subscriber's household (or room within a commercial facility) requires emergency ambulance transportation, the subscription will provide coverage to the visitor. The Ambulance Subscription Program only covers the visitor if they are picked up at the subscriber's household.

**7. How many emergency ambulance transports are covered during the subscription period?**

A subscription provides unlimited emergency ambulance transports for the subscriber, their permanent family members, and any visitor to the subscriber's household (the visitor must be picked up at the subscriber's household).

**8. If I move to another part of West Covina, is my subscription still valid?**

Yes. If the address you are moving to is within West Covina (including a commercial address such as the independent senior living community, Bridgecreek), your subscription will continue to provide coverage.

**9. If I move out of West Covina, will I still be covered or entitled to a refund?**

No. Only West Covina residents are eligible for membership, and the fee cannot be prorated or refunded. Unincorporated areas within West Covina (ex: Valinda) are not eligible for membership.

**10. I heard a subscription will waive the EMS Assessment Fee. How does that work?**

The EMS Assessment Fee is charged when the Fire Department responds to an incident and provides treatment but does not transport the patient. If a patient is not transported, the amount of time spent examining the patient or rendering paramedic services is not reimbursable; therefore, the EMS Assessment Fee was implemented for cost recovery purposes. The EMS Assessment Fee was approved during the April 18, 2017 City Council Meeting.

The EMS Assessment Fee will not be charged to anyone with an active subscription to the Ambulance Subscription Program. Even if you are not a member and you are charged the EMS Assessment Fee, you have the option to subscribe to the Ambulance Subscription Program within 30 days from the date the EMS Assessment Fee bill was generated. Once you subscribe and your membership is active, the EMS Assessment Fee will be waived.

**11. Does a subscription only cover emergency ambulance transportation?**

Yes. A subscription in the Ambulance Subscription Program only covers emergency ambulance transportation. The program does not cover non-emergency, routine ambulance transportation.

**12. How can I apply or renew?**

You can sign up for the Ambulance Subscription Program anytime. There is no specific time of year when you are required to sign up. After you sign up, your membership is valid for 12 months from the date your payment is received. To sign up, you can either download an application from <https://www.westcovina.gov/349/Ambulance-Subscription-Program> or by calling the Billing Office (staffed by Wittman Enterprises, a West Covina vendor), at (800) 906-6552. Once you speak to a representative, please ask them to mail an application for the "West Covina Ambulance Subscription Program." At this time, only checks and money orders are accepted. The City is working to allow credit card payments.

**13. What if there are changes or updates to my household?**

Call the Billing Office at (800) 906-6552, and inform the customer service representative of any changes or updates such as, but not limited to: new permanent members to your household, permanent members of your household who have moved, new contact information for the subscriber (new phone number or email address), moving to a new address, etc.

**14. Who can I speak with at the West Covina Fire Department if I have additional questions?**

Contact the Fire Administration Office, the phone number is (626) 939-8824 or you can send an email to [wcfid@westcovina.org](mailto:wcfid@westcovina.org).