

## **FREQUENTLY ASKED QUESTIONS – AMBULANCE TRANSPORT & COVER**

Effective 01 February 2023

### **WILL MEDICARE COVER THE COST OF MY AMBULANCE INVOICE?**

No. Medicare does not cover the cost of ambulance services and ambulance transport fees are not included in hospital fees.

### **I HAVE RECEIVED AN AMBULANCE INVOICE, WHY IS IT SO MUCH?**

St John Ambulance Australia (NT) Inc. (St John NT) is a not-for profit organisation which provides a road ambulance service to the Northern Territory. Ambulance transport is not a free emergency service in Australia. Ambulance transport charges are based on a priority call out code, (determined at the time of the '000' call) and patient kilometres travelled to hospital.

### **IS THE PERSON WHO CALLED FOR AN AMBULANCE RESPONSIBLE FOR PAYING THE INVOICE?**

No, the person being treated is responsible for the invoice. Upon accepting transportation, via ambulance, the patient is liable for the cost of the transport.

### **I DIDN'T WANT TO GO TO THE HOSPITAL BUT I WAS TOLD I HAD TO**

St John NT paramedics and other Emergency Services have a duty of care and can recommend to patients that they be transported to hospital if they believe it is in the best interest of the patient to be further assessed or treated by hospital staff. If you refuse ambulance transportation, the patient is required to sign the Ambulance Officers report releasing St John NT of any liability.

### **I HAVE PRIVATE HEALTH INSURANCE, WHAT DO I DO?**

If you have received a bill from St John NT, please contact your health insurer to verify whether they will cover the costs of your bill. Please notify this office that you are claiming against your insurance cover. Depending on the insurer, payment will either be sent directly to St John NT, or the patient will receive a cheque made out to St John NT, which you will need to forward to us.

### **I HAVE RECEIVED AN AMBULANCE INVOICE AND BELIEVE THIS SHOULD BE PAID BY A THIRD PARTY**

If you have been injured and believe a third party is responsible for payment i.e., work cover, sport insurance, travel insurance, you are still responsible to settle this account and the onus is on yourself to ensure this invoice is paid. St John NT cannot carry over your invoice debt whilst you are arranging payment with a third-party organisation.

### **I AM FROM OVERSEAS AND HAVE RECEIVED AN AMBULANCE INVOICE**

Ambulance transport in Australia is not free and St John NT does not hold reciprocal agreements with any other country. If you are an overseas resident, you will need to lodge your ambulance invoice with your travel insurers. If you do not have travel insurance the account will need to be paid for. Be aware that St John NT is not affiliated with any other medical facility or health clinic and our billing is done separately to these other organisations.

#### **St John Ambulance Australia (NT) Inc.**

50 Dripstone Road, PO Box 40221, T 08 8922 6200 [www.stjohnnt.org.au](http://www.stjohnnt.org.au)  
Casuarina NT 0810 Casuarina NT 0811 F 08 8922 6266 ABN 85 502 986 808

### **I RECEIVED AN AMBULANCE INVOICE, HOWEVER I AM A CONCESSION CARD HOLDER**

If you have ambulance cover with a Private Health Insurer you are required to lodge a claim with them in the first instance. If the claim is declined then it **may** be covered by your Centrelink Concession Card.

NT residents who are the holder of a current NT Centrelink Pensioner Concession Card, Health Care Card, or Veterans Affairs Card **may** be entitled to free ambulance transport in the Northern Territory. St John NT requires your card details to verify that the card is valid at time of transport.

**Note:** Spouses/Partners listed on cards **are not necessarily** entitled to free ambulance transport. We can check their Centrelink Reference Number via the Centrelink Portal to verify their entitlements.

If you hold a Commonwealth Seniors Health Care Card, NT Concession Scheme card, or NT Seniors Card, you are **NOT** covered for ambulance transport in the Northern Territory.

### **NT CONCESSION CARD HOLDERS TRAVELLING INTERSTATE**

**Please note:** Even if you are covered for free ambulance transport in the NT with your concession card, this may not be the case when travelling interstate.

St John NT currently has reciprocal agreements in place with ACT, NSW, VIC, TAS and WA, however we do not with QLD or SA. Therefore, if you intend to travel to QLD or SA you will need to make sure you have cover either through an insurer or a valid NT ambulance subscription.

### **CONCESSION CARD HOLDERS FOR INTERSTATE RESIDENTS**

Please refer to your respective state conditions or alternatively contact the St John NT accounts department on (08) 89226200 or email [transport@stjohnnt.asn.au](mailto:transport@stjohnnt.asn.au).

### **I AM A SUBSCRIBER WITH ST JOHN AMBULANCE (NT) AND HAVE RECEIVED AN INVOICE.**

Contact our accounts department on (08) 89226200 and provide your membership number to confirm you are a member and your membership was valid at the time of transport.

### **I AM HAVING TROUBLE PAYING FOR MY AMBULANCE INVOICE AND CANNOT AFFORD TO PAY BY THE DUE DATE.**

Please contact our accounts department on (08) 89226200 or email [transport@stjohnnt.asn.au](mailto:transport@stjohnnt.asn.au) so we can reach an amicable agreement regarding payment of your account.

### **DOES ST JOHN NT PROVIDE AIR AMBULANCE TRANSPORT.**

St John NT provides road ambulance services only.

Aeromedical retrieval services are operated by CareFlight in the Top End and Royal Flying Doctor Service in the Barkly Region.

### **CONTACT DETAILS – TRANSPORT QUERIES**

[transport@stjohnnt.asn.au](mailto:transport@stjohnnt.asn.au) or phone (08) 89226200

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