

FREQUENTLY ASKED QUESTIONS

Frequently Asked Questions – Ambulance Transport & Cover

We're here
for you 



WILL MEDICARE COVER THE COST OF MY AMBULANCE INVOICE?

No. Medicare does not cover the cost of ambulance services.

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

St John Ambulance (NT) is a not-for profit organisation which provides 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, to a medical facility 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 Ambulance paramedics 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 Ambulance (NT) of any liability and therefore the patient does not receive the account.

I HAVE PRIVATE HEALTH INSURANCE, WHAT DO I DO?

Due to the Privacy Act, St John Ambulance (NT) cannot claim on your behalf and you must lodge your claim with your respective health insurer. Depending on the insurer, payment will either be sent directly to St John Ambulance NT or the patient will receive a cheque made out to St John Ambulance, which you will need to forward to us. Please advise this office that you are claiming against your insurance cover.

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 Ambulance 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 coverage in Australia is not free and is not covered by a Medicare Card. If you are an overseas resident you will need to lodge your ambulance invoice with your travel insurers. Be aware that St John Ambulance (NT) is not affiliated with any other medical facility or health clinic and our billing is done separately to these other organisations.

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 Ambulance requires your card details to verify that the card is valid at the time of transport.

NOTE: Spouses/Partners listed on the cards are not entitled to free ambulance transport, they require a Centrelink card in their own right.

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

NT CONCESSION CARD HOLDERS TRAVELLING INTERSTATE

Please note: that 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 Ambulance NT currently have reciprocal agreements in place with ACT, NSW, 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 accounts department on (08) 8922 6200 or email transport@stjohnnt.asn.au

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

Contact the accounts department on (08) 8922 6200 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 the accounts department so we can reach an amicable agreement regarding payment of your account.

CONTACT DETAILS – TRANSPORT QUERIES

transport@stjohnnt.asn.au

(08) 8922 6200 FAX (08) 8922 6266

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