

## **FREQUENTLY ASKED QUESTIONS**

### **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**

All NT residents who are the holder of a current Pensioner Concession Card, Health Care Card, NT Pensioner and Carer Concession Card or Veterans Affairs Card are entitled to free ambulance transport in the Northern Territory.

**St John Ambulance requires a copy of this card to ensure the card is valid at time of transport.**

You can email a copy of your card to [transport@stjohnnt.asn.au](mailto:transport@stjohnnt.asn.au), post a copy to PO BOX 40221, Casuarina NT 0811, or Fax to (08) 8922 6266. You can also attend our St John Ambulance Administration Offices and have your card sighted.

If you hold a **Commonwealth Seniors Health Care Card**, you are **NOT** covered for ambulance transport in Northern Territory.

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

Please refer to your respective state conditions or alternatively contact the accounts department on (08) 89226200.

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

Contact the 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 the accounts department so we can reach an amicable agreement regarding payment of your account.

## **CONTACT DETAILS – TRANSPORT QUERIES**

[transport@stjohnnt.asn.au](mailto:transport@stjohnnt.asn.au)

(08) 89226200

PO BOX 40221 CASUARINA NT 0811

FAX (08) 8922 6266