

12/9/2020

Eileen Scarett Dudgeon

Owner of Courtesy Ambulance

My name is Eileen Scarett Dudgeon, of Courtesy Ambulance Owner in Licking County, family operated for profit business. We take care of the county emergency and non-emergency. I want to reiterate that from one county to another the dynamics of EMS is quite different. We back up 911 systems and have an advanced bariatric system in place. We help load bariatric patients who need emergency care. In some cases we cannot take them to the local hospital, they need to go to OSU. We do many long distance transports. These can be emergency; there are a wide variety of services that every county handles differently. We've had issues with prior authorizations that I've discussed with you in the past. This is not about surprise billing, it's about surprise insurance coverage. So much time in the billing department is spent on negotiating and advocating for the patient with the insurance companies. A terrible situation in the industry with insurance companies dismissing EMS providers. Take for granted that someone will always be there. If private EMS leaves, 911 and fire will have to do all the transports. They are already overburdened now, they cannot do that. Let us get you on how this is handled in every single county. There is bad behavior on the part of insurance companies that leads to opting in and opting out of contracts. Thank you, I don't want to repeat what has already been said.