ARTICLE 11. GROUND AMBULANCE SERVICE RATES AND CHARGES; CONTRACTS

R9-25-1101. Application for Establishment of Establishing Initial General Public Rates (Authorized by A.R.S. §§ 36-2232, 36-2239)

- **A.** An applicant for a certificate of necessity or a certificate holder applying for initial general public rates shall submit an application packet to the Department that includes:
 - 1. The applicant's name;
 - 2. The requested general public rates;
 - 3. A copy of the applicant's most recent financial statements or an Ambulance Revenue and Cost Report;
 - 4. For a consecutive 12-month period:
 - a. A projected income statement; and
 - b. A projected cash-flow statement;
 - A list of all purchase agreements or lease agreements for real estate, ground ambulance vehicles, and equipment exceeding \$5,000 used in connection with the ground ambulance service, that includes the monetary amount and duration of each agreement;

6. The identification of:

- a. Each of the applicant's affiliations, such as a parent company or subsidiary owned or operated by the applicant; and
- b. The methodology and calculations used in allocating costs among the applicant and government entities or profit or not for profit businesses;
- 7. A copy of the applicant's contract with each federal or tribal entity for ground ambulance service, if applicable;
- 8. Other documents, exhibits, or statements that may assist the Department in setting the general public rates;
- 9. An attestation signed by the applicant that the information and documents provided by the applicant are true and correct; and
- 10. Any other information or documents requested by the Director to clarify or complete the application.
- A. <u>As provided in R9-25-902(A)(19)</u>, an applicant wanting to establish initial general public rates as part of an application for an initial certificate of necessity shall include the following in the application packet submitted to the Department according to R9-25-902(A):

- <u>1.</u> <u>A copy of the applicant's financial statements, covering the most recent consecutive 12month period;</u>
- <u>A copy of the purchase agreements or lease agreements listed according to R9-25-902(A)(17), if not already submitted according to R9-25-902(A)(28);</u>
- <u>For all business organizations or governmental entities affiliated with the applicant listed</u> according to R9-25-902(A)(1)(d), the methodology and calculations used in allocating costs among the applicant and government entities or profit or not-for-profit businesses;
- 4. Other documents, exhibits, or statements that may assist the Department in setting the general public rates; and
- 5. Any other information or documents requested by the Director to clarify or complete the application.
- **B.** A certificate holder applying for initial general public rates shall submit to the Department:
 - <u>1.</u> <u>The following information, in a Department-provided format:</u>
 - a. The identifying number on the certificate holder's current certificate of necessity;
 - <u>b.</u> <u>The legal business or corporate name, address, telephone number, and facsimile</u> <u>number of the ground ambulance service;</u>
 - c. <u>Any other names by which the certificate holder is known;</u>
 - <u>d.</u> <u>The names of all other business organizations or governmental entities operated</u> by the certificate holder related to the ground ambulance service;
 - e. <u>The name, title, address, e-mail address, and telephone number of the following:</u>
 - <u>i.</u> Each certificate holder and individual responsible for managing the ground ambulance service.
 - ii. The individual acting for the certificate holder according to R9-25-102,
 - <u>iii.</u> The individual to contact to access the ground ambulance service's records required in R9-25-908(B), and
 - iv. The statutory agent for the ground ambulance service or the individual designated by the certificate holder to accept service of process and subpoenas for the ground ambulance service;
 - <u>f.</u> <u>The requested general public rates;</u>
 - g. Whether the certificate holder agrees to allow the Department to submit supplemental requests for information under R9-25-1201(C)(3);
 - <u>h.</u> <u>Attestation that the information or documents submitted to the Department are</u>

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true and correct; and

- <u>i.</u> The signature of the individual acting for the certificate holder according to R9-25-102 and the date signed;
- 2. <u>A copy of the certificate holder's financial statements, covering the most recent</u> consecutive 12-month period;
- <u>3.</u> <u>A projected Ambulance Revenue and Cost Report covering the first consecutive 12</u> months of operation under the requested general public rates in subsection (B)(1)(f);
- 4. <u>A copy of all actual or anticipated purchase agreements or lease agreements to be used in connection with the ground ambulance service, including the monetary amount and duration of each agreement, for:</u>
 - <u>a.</u> <u>Real estate</u>,
 - b. Ground ambulance vehicles, or
 - <u>c.</u> <u>Equipment exceeding \$10,000;</u>
- 5. For all business organizations or governmental entities affiliated with the certificate holder listed according to subsection (B)(1)(d), the methodology and calculations used in allocating costs among the certificate holder and business organizations or governmental entities;
- 6. Other documents, exhibits, or statements that may assist the Department in setting the general public rates; and
- 7. Any other information or documents requested by the Director to clarify or complete the application.
- <u>C.</u> Each certificate holder requesting to apply for a uniform general public rate under A.R.S. § 36-2232(E) shall submit to the Department:
 - 1. The information required in subsection (B)(1);
 - 2. The documents required in subsections (B)(4) through (7);
 - 3. <u>A copy of the certificate holder's financial statements, covering the most recent</u> <u>consecutive 24-month period;</u>
 - <u>A projected Ambulance Revenue and Cost Report covering the first consecutive 24</u>
 <u>months of operation under the requested general public rates in subsection (B)(1)(f); and</u>
 - 5. A document signed by each certificate holder requesting to apply for a uniform general public rate under A.R.S. § 36-2232(E).
- B.D. The Department shall review an application under subsection (B) or (C) according to R9-25-

<u>1106, R9-25-1107, and R9-25-1201 and approve or deny an the application under this Section</u> according to <u>9 A.A.C. 25, A.R.S. § 36-2232 and Article 12 of this Chapter</u>.

R9-25-1102. Application for Adjustment of General Public Rates (<u>Authorized by</u> A.R.S. §§ 36-2234, 36-2239)

- **A.** A certificate of necessity holder applying for an adjustment of general public rates not exceeding the monetary amount calculated according to A.R.S. § <u>36-2234(E)</u> <u>36-2234(G)</u> shall submit an application form to the Department that includes, in a Department-provided format:
 - 1. The name of the applicant certificate holder;
 - 2. The identifying number on the certificate holder's current certificate of necessity,
 - 2.3. A statement that the applicant <u>certificate holder</u> is making the request according to A.R.S.
 § 36-2234(E) <u>36-2234(G)</u>;
 - 3.4. A statement that the applicant certificate holder has not applied for an adjustment to it's the certificate holder's general public rates within the last previous six months;.
 - 5. The amount of the requested general public rate,
 - 4.6. The effective date of the proposed requested general public rate adjustment; and
 - 5.7. An attestation signed by the applicant that the information and documents provided by the applicant are certificate holder is true and correct, and
 - 8. The signature of the individual acting for the certificate holder according to R9-25-102 and the date signed.
- B. An applicant <u>A certificate holder</u> requesting an adjustment of general public rates exceeding the monetary amount calculated according to A.R.S. § 36-2234(E) <u>36-2234(G)</u> shall submit an application packet to the Department that includes:
 - 1. The name of the applicant; <u>The following information in a Department-provided format:</u>
 - a. The identifying number on the certificate holder's current certificate of necessity;
 - b. <u>The legal business or corporate name, address, telephone number, and facsimile</u> number of the ground ambulance service;
 - c. <u>Any other names by which the certificate holder is known;</u>
 - <u>d.</u> The names of all other business organizations or governmental entities operated by the certificate holder related to the ground ambulance service;
 - e. The name, title, address, e-mail address, and telephone number of the following:
 - i. Each entity and individual responsible for managing the ground

ambulance service,

- ii. The individual acting for the certificate holder according to R9-25-102,
- <u>iii.</u> <u>The individual to contact to access the ground ambulance service's</u> records required in R9-25-908(B), and
- iv.The statutory agent for the ground ambulance service or the individual
designated by the certificate holder to accept service of process and
subpoenas for the ground ambulance service;
- 2.<u>f.</u> A statement that the applicant certificate holder is making the request according to A.R.S. § 36 2234(A) <u>36-2234(C)</u>;
- 3.g. The reason for the general public rate adjustment request;
- h. The requested general public rates;
- 4.<u>i.</u> A statement that the applicant <u>certificate holder</u> has not applied for an adjustment to its <u>the certificate holder's</u> general public rates within the <u>last previous</u> six months;
- 5.j. The effective date of the proposed requested general public rate adjustment;
- <u>k.</u> Whether the certificate holder agrees to allow the Department to submit supplemental requests for information under R9-25-1201(C)(3);
- <u>1.</u> <u>An attestation that the information and documents provided by the certificate</u> holder are true and correct, and
- m. The signature of the individual acting for the certificate holder according to R9-25-102 and the date signed;
- 6.2. A copy of the applicant's certificate holder's most recent financial statements, covering at least:
 - a. If applicable under A.R.S. § 36-2234(H), the most recent consecutive 24-month period; or
 - b. The most recent consecutive 12-month period;
- 7.3. A copy of the <u>certificate holder's most recent</u> Ambulance Revenue and Cost Report;
- <u>A projected Ambulance Revenue and Cost Report covering the first consecutive 12</u> months of operation under the requested general public rates in subsection (B)(1)(h);
- 8. For a consecutive 12-month period:
 - a. A projected income statement; and
 - b. A projected cash-flow statement;

- 9. A list of all purchase agreements or lease agreements for real estate, ground ambulance vehicle, and equipment exceeding \$5,000 used in connection with the ground ambulance service, that includes the monetary amount and duration of each agreement;
- 10. The identification of:
 - a. Each of the applicant's affiliations, such as a parent company or subsidiary owned or operated by the applicant; and
 - b. The methodology and calculations used in allocating costs among the applicant and government entities or profit or not for profit businesses;
- 11.5. A If the ground ambulance service has a contract with a federal or tribal entity, a copy of the applicant's certificate holder's contract with each federal or tribal entity for a ground ambulance service, if applicable unless the contract has been submitted to the Department and reviewed according to R9-25-1104;
- 6. <u>A copy of all actual or anticipated purchase agreements or lease agreements to be used in</u> connection with the ground ambulance service, including the monetary amount and <u>duration of each agreement, for:</u>
 - <u>a.</u> <u>Real estate</u>,
 - b. Ground ambulance vehicles, or
 - <u>c.</u> <u>Equipment exceeding \$10,000;</u>
- 7. For all business organizations or governmental entities affiliated with the certificate holder listed according to subsection (B)(1)(d), the methodology and calculations used in allocating costs among the certificate holder and business organizations or governmental entities;
- 12.8. Other documents, exhibits, or statements that support the reason for the general public rate adjustment request as specified in subsection (B)(1)(g) and may assist the Department in setting the general public rates;
- 13. An attestation signed by the applicant that the information and documents provided by the applicant are true and correct; and
- 14.9. Any other information or documents requested by the Director to clarify or complete the application.
- C. <u>A certificate holder requesting to join a group of certificate holders, with a uniform general public</u> rate established according to A.R.S. § 36-2232(E) and R9-25-1101(C), shall submit to the <u>Department:</u>

- <u>1.</u> The information required in R9-25-1101(B)(1);
- <u>2.</u> <u>The documents required in subsections (B)(5) through (9);</u>
- <u>3.</u> <u>A copy of the certificate holder's financial statements, covering the most recent</u> <u>consecutive 24-month period;</u>
- 4. Copies of the certificate holder's most recent two Ambulance Revenue and Cost Reports;
- 5. <u>A projected Ambulance Revenue and Cost Report covering the first consecutive 24</u> months of operation under the uniform general public rate; and
- 6. Documentation supporting the request, signed by each certificate holder with the uniform general public rate.
- <u>A certificate holder with a uniform general public rate, established according to A.R.S. 36-</u>
 <u>2232(E) and R9-25-1101(C), that wants to establish a different general public rate shall submit to the Department:</u>
 - 1. <u>A request according to subsection (A) or (B), as applicable; and</u>
 - 2. Documentation that the certificate holder has notified the other certificate holders with the uniform public rate of the certificate holder's intention of establishing a different general public rate.
- <u>A certificate holder with a uniform general public rate, established according to A.R.S. 36-</u>2232(E) and R9-25-1101(C), that is notified according to subsection (D)(2) shall, within 60 calendar days after the date of the notification, submit to the Department the information and documentation required in subsection (B).</u>
- **C.F.** The Department shall <u>review an application under this Section according to R9-25-1106, R9-25-1107, and R9-25-1201 and approve or deny an <u>the</u> application under this Section according to 9 A.A.C. 25, A.R.S. §§ 36-2234 and 36-2239 and Article 12 <u>of this Chapter</u>.</u>
- R9-25-1103. Application for a Contract Rate or Range of Rates Less than General Public Rates (A.R.S. §§ 36-2234(G) and (I) <u>36-2234(I) and (K)</u>, 36-2239)
- A. Before providing interfacility transports or convalescent transports, a certificate holder shall apply to the Department for approval of a contract rate or range of contract rates under A.R.S. § 36-2234(G).
 - For a contract rate or range of rates under A.R.S. § 36-2234(G), the certificate holder

 shall submit an application form to the Department that contains:
 - a. The name of the certificate holder;

- b. A statement that the certificate holder is making the request under A.R.S. § 36-2234(G);
- c. The contract rate or range of rates being requested; and
- d. Information demonstrating the cost and economics of providing the transports for the requested contract rate or range of rates.
- 2. For a contract rate or range of rates under A.R.S. § 36-2234(I), the certificate holder shall submit the information required in R9-25-1102(B)(1) and (B)(6) through (B)(14).
- A. A certificate holder applying for approval of a contract rate or range of rates under A.R.S. § 36-2234(I) shall submit to the Department:
 - 1. The following information, in a Department-provided format:
 - <u>a.</u> <u>The name of the certificate holder,</u>
 - b. The identifying number on the certificate holder's current certificate of necessity,
 - <u>c.</u> <u>A statement that the certificate holder is making the request under A.R.S. § 36-2234(I),</u>
 - d. The contract rate or range of rates being requested,
 - e. <u>The effective date of the requested contract rate or range of rates</u>,
 - <u>f.</u> <u>An attestation that the information and documents provided by the certificate</u> <u>holder are true and correct, and</u>
 - g. The signature of the individual acting for the certificate holder according to R9-25-102 and the date signed; and
 - 2. Information demonstrating the cost and economics of providing the transports for the requested contract rate or range of rates, such as:
 - <u>a.</u> <u>A copy of the certificate holder's most recent Ambulance Revenue and Cost</u> <u>Report; and</u>
 - b. A projected Ambulance Revenue and Cost Report covering the first consecutive 12 months of operation under the requested contract rate or range of rates in subsection (A)(1)(d).
- B.A certificate holder applying for approval of a contract rate or range of contract rates underA.R.S. § 36-2234(K) shall submit to the Department:
 - 1. The information in subsection (A)(1), in a Department-provided format; and
 - <u>2.</u> <u>The documents required in R9-25-1102(B)(2) through (8).</u>
- B.C. The Department shall review an application under this Section according to R9-25-1106, R9-25-

<u>1107, and R9-25-1201 and</u> approve or deny an <u>the</u> application under this Section according to 9 A.A.C. 25, <u>A.R.S. §§ 36-2234 and 36-2239 and</u> Article 12 <u>of this Chapter</u>.

R9-25-1104. Ground Ambulance Service Contracts (A.R.S. §§ 36-2232, 36-2234(K) 36-2234(M))

- <u>A.</u> <u>A certificate holder shall not institute a new service contract between the ground ambulance</u> service and a political subdivision of this state, except as provided in A.R.S. § 36-2234(M).
- **A.B.** Before implementing a ground ambulance service contract, a certificate holder shall submit to the Department for approval a copy of the contract with a cover letter that indicates the total number of pages in the contract. The contract shall:
 - 1. <u>A cover letter from the certificate holder, including:</u>
 - <u>a.</u> <u>The name of the certificate holder;</u>
 - b. The identifying number on the certificate holder's current certificate of necessity:
 - c. <u>A statement that the certificate holder is submitting a copy of a ground</u> ambulance service contract according to A.R.S. § 36-2234(M);
 - <u>d.</u> The name of the other party to the ground ambulance service contract, including, if applicable, the name of a political subdivision;
 - e. The name, title, address, e-mail address, and telephone number of an individual representing the other party, as specified according to subsection (B)(1)(d), who the Department may contact about the proposed ground ambulance service contract if necessary;
 - <u>f.</u> <u>The total number of pages of the proposed ground ambulance service contract,</u> <u>and</u>
 - g. The signature of the individual acting for the certificate holder according to R9-25-102 and the date signed; and
 - 2. <u>A copy of the proposed ground ambulance service contract that:</u>
 - 1.a. Include Includes the certificate holder's legal name and any other name listed on the certificate holder's initial application required in R9-25-902(A)(1)(a) current certificate of necessity;
 - <u>b.</u> Includes the name of the other party to the ground ambulance service contract, as
 <u>specified according to subsection (B)(1)(d);</u>
 - <u>c.</u> Identifies each type of service and level of service to be provided under the proposed ground ambulance service contract;

- 2.<u>d.</u> List Lists the general public rates or contract rate or range of rates approved by the Director according to R9-25-1101, R9-25-1102, or R9-25-1103;
- 3.e. Comply Complies with A.R.S. §§ 36-2201 through 36-2246 and 9 A.A.C 25 this Chapter; and
- 4.<u>f.</u> Not <u>Does not</u> preclude use of the 9-1-1 system or a similarly designated emergency telephone number similar system.
- <u>C.</u> Except as provided in R9-25-904(A)(2), the Department shall not approve a proposed ground ambulance service contract between two certificate holders.
- **B.D.** The Department shall approve or deny an application review a proposed ground ambulance service contract under this Section according to <u>A.R.S. §§ 36-2232 and, if applicable, 36-2234(M) and 9 A.A.C. 25</u>, Article 12 <u>of this Chapter</u>.
- E. The Department shall not enforce the provisions of a ground ambulance service contract unless the executed ground ambulance service contract has been approved by the Department and contains language authorizing the Department to enforce the provisions of the ground ambulance service contract.

R9-25-1105. Application for Provision of Subscription Service or to Establish a Subscription Service Rate (A.R.S. § 36-2232(A)(1))

- A. An applicant for an initial certificate of necessity or a certificate holder applying to provide subscription service, establish a subscription service rate, or request approval of a subscription service contract shall submit an application packet to the Department that includes:
 - 1. The following information, in a Department-provided format:
 - <u>a.</u> <u>The name of the applicant or certificate holder;</u>
 - b. The identifying number on the certificate holder's current certificate of necessity, if applicable:
 - a.<u>c.</u> The number of estimated subscription service contracts and documents supporting the estimate, such as a survey of the service area;
 - b.d. An estimate of the number of annual subscription service transports for the service area;
 - e.e. The proposed subscription service rate;
 - d.<u>f.</u> An estimate of the cost of providing subscription service to the service area;
 - g. An attestation that the information and documents provided by the applicant or

certificate holder are true and correct; and

- <u>h.</u> The signature of the individual acting for the applicant or certificate holder according to R9-25-102 and the date signed; and
- e. Any other information or documents that the certificate holder believes may assist the Department in setting a subscription service rate; and
- 2. A copy of the proposed subscription service contract;
- 3. Documents supporting the estimate in subsection (A)(1)(c), such as a survey of the service area;
- 4. Documents supporting the estimate in subsection (A)(1)(f); and
- 5. <u>Any other information or documents that the certificate holder believes may assist the</u> Department in setting a subscription service rate.
- B. The Department shall <u>review an application under this Section according to R9-25-1106, R9-25-1107, and R9-25-1201 and approve or deny a subscription service rate under this Section according to 9 A.A.C. 25, Article 12 <u>of this Chapter</u>.</u>

R9-25-1106. Rate of Return Setting Considerations (A.R.S. §§ 36-2232, 36-2239)

- **A.** In determining the rate of return on gross revenue in A.R.S. § 36-2239(I)(4), the Director shall consider a ground ambulance service's:
 - 1. Direct and indirect costs for operating the ground ambulance service within its service area, including the costs of supplies and equipment;
 - 2. Balance sheet Indirect costs for operating the ground ambulance service within its service area, such as costs that do not include the costs of supplies or equipment;
 - 3. Income statement Financial statements;
 - 4. Cash flow statement;
 - 5.4. Ratio between variable and fixed costs on the financial statements;
 - 6.5. Method of indirect costs allocation to specific cost-center areas;
 - 7.<u>6.</u> Return on equity;
 - 8.7. Reimbursable and non-reimbursable charges;
 - 9.8. Type of business entity;
 - 10.9. Monetary amount and type of debt financing;
 - 11.10. Replacement and expansion costs;
 - <u>12.11.</u> Number of calls, transports, and billable miles;

- 13.12. Costs associated with rules, inspections, and audits;
- 14.13. Substantiated prior reported losses;
- 15.14. Medicare and AHCCCS settlements, the difference between the general public rate a ground ambulance service assesses a patient and what a ground ambulance service receives from Medicare or AHCCCS as an allowable rate; and
- <u>16.15.</u> Any other information or documents needed by the Director to clarify incomplete or ambiguous information or documents.
- **B.** In determining the rate of return on gross revenue in A.R.S. § 36-2239(I)(4), the Director shall not consider:
 - 1. Depreciation of the portion of ground ambulance vehicles and equipment obtained through Department funding,
 - 2. The certificate holder's travel and entertainment expenses that do not directly relate to providing the ground ambulance service EMS or transport;
 - 3. The monetary value of any goodwill accumulated by the certificate holder, <u>that is, the</u> difference between the purchase price of a ground ambulance service and the fair market value of the ground ambulance service's identifiable net assets;
 - 4. Any penalties or fines imposed on the certificate holder by a court or government agency; and
 - 5. Any financial contributions received by the certificate holder.
- C. In determining just, reasonable, and sufficient rates in A.R.S § 36-2232(A)(1) the director <u>Director</u> shall establish rates to provide for a rate of return that is at least <u>no more than</u> 7% of gross revenue, calculated using the accrual method of accounting according to generally accepted accounting principles, unless the certificate holder requests a lower rate of return.
- D. Rate <u>The Department shall calculate the rate</u> of return on gross revenue is calculated by dividing Ambulance Revenue and Cost Report Exhibit A or Exhibit B net income or loss, as specified according to R9-25-909(XXXX), by gross revenue, as specified according to R9-25-909(XXXX).

R9-25-1107. Rate Calculation Factors (A.R.S. § 36-2232)

- A. When evaluating a proposed mileage rate, the Department shall consider the following factors:
 - 1. The cost of licensure and registration of each ground ambulance vehicle;
 - 2. The cost of fuel;
 - 3. The cost of ground ambulance vehicle maintenance;

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- 4. The cost of ground ambulance vehicle repair;
- 5. The cost of tires;
- 6. The cost of ground ambulance vehicle insurance;
- 7. The cost of mechanic wages, benefits, and payroll taxes;
- 8. The cost of loan interest related to the ground ambulance vehicles;
- 9. The cost of the weighted allocation of overhead;
- 10. The cost of ground ambulance vehicle depreciation;
- 11. The cost of reserves for replacement of ground ambulance vehicles and equipment; and
- 12. Mileage reimbursement, as established by Medicare guidelines for <u>EMS and transport</u> provided by a ground ambulance service, including considerations to maximize Medicare reimbursement.
- **B.** When evaluating a proposed BLS base rate, the Department shall consider the costs associated with providing EMS and transport.
- C. When evaluating a proposed ALS base rate, the Department shall consider the factors in subsection (B) and the additional costs of ALS ambulance equipment, and ALS personnel, and professional liability insurance for ALS personnel.
- D. In evaluating rates, the Director shall make adjustments to a certificate holder's rates to maximize Medicare reimbursements.
- **D.** When evaluating a proposed critical care rate, the Department shall consider the factors in subsections (B) and (C) and the additional costs of providing critical care services.
- E. The Department shall determine the standby waiting rate <u>as no higher than by dividing</u> the BLS base rate <u>divided</u> by 4.

R9-25-1108. Implementation of Rates and Charges (A.R.S. §§ 36-2232, 36-2239)

- A. Except as provided in A.R.S. § 36-2239(B) and (E), a certificate holder shall not institute a new general public rate, new contract rate or range of rates, or subscription service rate before receiving from the Department an approval of the new general public rate, new contract rate or range of rates, or subscription service rate.
- **B.** Under A.R.S. § 36-2232(A)(1), the Department may periodically review and, if appropriate, adjust rates and charges for a ground ambulance service to ensure that the rates and charges are just, reasonable, and sufficient.
- A.C. A certificate holder shall assess rates and charges as follows:

- 1. When calculating a rate or charge, the certificate holder shall:
 - a. Omit fractions of less than 1/2 of 1 cent; or
 - b. Increase to the next whole cent, fractions of 1/2 of 1 cent or greater.
- The certificate holder shall calculate When calculating the number of miles for a transport, by using use one of the following, with the number of miles rounded as specified in subsection (C)(1):
 - a. The ground ambulance vehicle's odometer reading;
 - b. Software designed to calculate mileage, or
 - b.c. A regional map.;
- 3. The certificate holder shall calculate <u>When calculating</u> the reimbursement amount for mileage of a transport, by <u>multiplying multiply</u> the number of miles for the transport by the mileage rate-;
- 4. When transporting two or more patients in the same ground ambulance vehicle, the certificate holder shall assess to each patient:
 - a. Fifty percent of the mileage rate and one hundred percent of the ALS or BLS base rate; and
 - b. One hundred percent of:
 - i. The charge for each disposable supply, medical supply, medication, and oxygen-related cost used on the patient; and
 - ii. Waiting time assessed according to subsection (C). (E); and
- 5. When agreed upon by prior arrangement to transport a patient to one destination and return to the point of pick-up or to one destination and then to a subsequent destination, assess only the ALS or BLS base rate, mileage rate, and standby waiting rate for the transport.
- **B.D.** When a certificate holder transfers a patient to an air ambulance, the certificate holder shall assess the patient the rates and charges for EMS and transport provided to the patient before the transfer.
- C.E. A certificate holder shall assess a standby waiting rate in quarter-hour increments, except for:
 - 1. The first 15 minutes after arrival to load the patient at the point of pick-up;
 - 2. The time, exceeding the first 15 minutes, required by ambulance attendants to provide necessary medical treatment and stabilization of the patient at the point of pick-up; and
 - 3. The first 15 minutes to unload the patient at the point of destination.
- **D.F.** When a certificate holder responds to a request outside the certificate holder's service area, the

certificate holder shall assess it's the certificate holder's own rates and charges for EMS or transport provided to the patient.

E.G. When the Department or the certificate holder determines that a refund of a rate or a charge is required, the certificate holder shall refund the rate or charge within 90 days from <u>after</u> the date of the determination.

R9-25-1109. Charges (A.R.S. §§ 36-2232, 36-2239(D))

- **A.** A certificate holder that charges patients for disposable supplies, medical supplies, medications, and oxygen-related costs shall submit to the Department:
 - <u>1.</u> <u>a A list of the items and the proposed charges. The list shall include a, and</u>
 - <u>2.</u> <u>A</u> non-retroactive effective date.
- B. A certificate holder shall submit to the Department a new list. containing the information required in subsection (A), each time the certificate holder proposes a change in the items or the amount charged. The list shall contain the information required in subsection (A), including a non-retroactive effective date.

R9-25-1110. Invoices (A.R.S. §§ 36-2234, 36-2239)

- A. Each <u>A certificate holder shall ensure that:</u>
 - <u>1. Each invoice for rates and charges shall contain contains</u> the following:
 - 1.<u>a.</u> The patient's name;
 - 2.<u>b.</u> The certificate holder's name, address, and telephone number;
 - 3.c. The date of service;
 - 4.<u>d.</u> An itemized list of the rates and charges assessed;
 - 5.e. The total monetary amount owed the certificate holder; and
 - 6.<u>f.</u> The payment due date-<u>; and</u>
 - **B.**<u>2.</u> Any subsequent invoice to the same patient for the same EMS or transport shall contain contains all the information in subsection (A) except the information in subsection (A)(4) (A)(1)(d).
- **C.B.** Charges may be combined <u>A certificate holder may combine</u> into one line item <u>the charges for</u> <u>multiple items</u> if:
 - 1. the <u>The</u> supplies are used <u>together</u> for a specific purpose, and
 - 2. the <u>The</u> name of the combined item is included in the certificate holder's disposable

Strikeouts = text being removedUnderlines = text being addedCitations are to statutory versions in effect January 2024.Cross-references are to the June Draft Rules.

medical supply listing list provided to the Department under according to R9-25-1109.

D.C. A certificate holder may combine rates and charges into one line item if required by a third-party payor.