



Memo

To: Central Lyon County Fire Board of Directors

From: EMS Billing – Staci Loncar

Date: July 9, 2026

Re: EMS write-off - 550577

This write-off request is somewhat unique because it is not due to the patient's inability or unwillingness to pay. Through our review of this account, we discovered that billing errors by our previous billing vendor resulted in claims not being properly processed through the patient's insurance. Because of those errors, the patient and their spouse have spent the last several years making monthly payments on ambulance bills that should have been covered by their insurance benefits. They acted in good faith, made every effort to satisfy their obligations, and had no way of knowing the billing had not been handled correctly. Staff believes it would be unfair to continue holding the patients responsible for a balance that exists due to administrative errors outside of their control. Therefore, we are recommending approval of this \$7,784.26 write-off to correct the account and resolve the matter equitably.