

Q. How do I become an EMT or Driver for Liberty Ambulance Service?

A. We welcome your help! Please stop into the station anytime between 6am-6pm for an Application. Once completed, drop the application off and our Administration will review it, and complete the appropriate checks (driving record as an example). When approved, we will start the hiring process.

Q. Why Can't Liberty Ambulance transport to the VA Togus Medical Center?

A. Liberty Ambulance would love to, but unfortunately the VA does not accept patients via emergency ambulance transport. They do accept patients transferred from another hospital, so if we first transport you to a local ER and you need inpatient care, the local hospital may arrange to have you transported to the VA.

Q. If I am in financial hardship, can I get help paying my bill?

A. If you get a bill and have trouble paying for it, give us a call or stop into the station. We can talk about it. Maybe our billing service doesn't have your insurance information, or your insurance only pays a certain amount. You can create a payment plan as well.

There are certain things that we can do to try and help. The first step is communicating. We can't understand your situation if you do not give us a call.

Q. If I need questions answered about the Ambulance Service, what should I do?

A. Contact Chief Chris Birge or Asst. Chief Jason Earl at 207-589-4446. Leave a message and we will call you back.

Q. Why does LVAS charge for an emergency call when my Liberty or Montville tax dollars are already paying funds to LVAS?

A. Town funds only pay the cost of making sure qualified staff are available in the event of an emergency. In the past, that cost was absorbed leveraging volunteer labor. Now, with so little volunteer labor available, the towns cover the cost of personnel.

The funds generated from billing for emergency calls pay for all the other expenses involved in running LVAS: ambulance purchase/maintenance/repair, equipment & supplies, insurance/training/licensing fees. If LVAS did not charge these fees, they would be unable to remain in service.

Q. I've noticed that the ambulance doesn't always drive away towards a hospital once a patient is placed in the ambulance. Why do they sometimes remain

parked before leaving? And why do I sometimes see an ambulance parked on the side of the road with their lights flashing?

A. Some care is better delivered to the patient when the ambulance is not moving, so sometimes the EMT will start care before telling the driver to begin driving to the hospital. And LVAS sometimes requests that more highly trained Advanced Life Support (ALS) -- from Belfast, Augusta, or Waterville -- meet them enroute to deliver advanced care. In these cases, the ambulance pulls over to the side of the road once the advanced personnel intercept them. These ALS providers often need a few minutes to start their care before directing the driver to proceed to the hospital.

Q. What is the Billing process for Liberty Ambulance Service?

A. LVAS hired T.G. Higgins Billing Services in Winterport to do our billing. If you're transported by LVAS, it might take 1-3 months before receiving an Ambulance bill. The length of time depends on many factors, such as:

- If you have insurance and we were able to collect this insurance information, the bill is sent to your insurance company first. If your insurance has a co-pay, you'll be responsible for paying that amount.
- If we do not have your insurance information, the bill is sent directly to you. If you do have insurance, please call so we can submit your information to be billed properly.
- Please call us if you need to set up a payment arrangement. We accept any amount of payment, e.g. \$20 dollars a month. We're willing to work with you.