



NORWICH

T O W N S H I P



Chairman's Corner

Tim Roberts, Chairman

The past year has brought many changes to Norwich Township.

Our new Fire Chief, Jeff Warren, has now had a year to settle in and enact new plans to benefit our residents. From expanded senior programs to EMS technology advancements, these developments continue to enhance the quality of life for our residents.

It has now also been a full year since dispatching service was transferred from the Hilliard Police at our Joint Safety Services Building to NRECC (the Northwest Regional Emergency Communication Center) in Dublin. I feel the cooperative efforts will ultimately result in enhanced dispatching services district-wide.

The Fire Prevention Bureau has expanded its scope of work this past year, including additional commercial building inspections necessitated by a great deal of new development in their jurisdiction.

The Norwich Township Road Crew was once again tested in the area of snow removal. And their excellent level of service continued, even while meeting the challenge of a smaller than average road salt limit this year.

As always, we appreciate feedback from our residents and welcome your attendance at our bi-monthly Trustee meetings.

2015 TRUSTEE MEETINGS

- APRIL 7, 12:00 PM
- APRIL 21, 6:00 PM
- MAY 5, 12:00 PM
- MAY 19, 6:00 PM
- JUNE 2, 12:00 PM
- JUNE 16, 6:00 PM
- JULY 7, 12:00 PM
- JULY 21, 6:00 PM
- AUGUST 4, 12:00 PM
- AUGUST 18, 6:00 PM
- SEPTEMBER 1, 12:00 PM
- SEPTEMBER 15, 6:00 PM
- OCTOBER 6, 12:00 PM
- OCTOBER 20, 6:00 PM
- NOVEMBER 3, 12:00 PM
- NOVEMBER 17, 6:00 PM
- DECEMBER 1, 12:00 PM
- DECEMBER 15, 6:00 PM

The public is always welcome to attend.

MEETINGS ARE HELD AT:

Norwich Township
Safety Services Building
5181 Northwest Parkway

Offering More to Our Community

Jamie Fisher, Fire Prevention Bureau

At Norwich Township, we feel it is imperative that our Fire Department works closely with the entire community in order to insure its needs are met. We strive to protect both life and property of the citizens and visitors with the services we offer. In addition to our 24-hour EMS and Fire services, we provide a number of additional services to our residents such as: CPR classes, car seat checks, home inspections, blood pressure checks at any of our stations, smoke detector programs and much more. We are reaching out to offer details on these programs to numerous churches, block watches, daycares, nursing homes and home owner associations in the township. We would like the opportunity to help educate our community on our non-emergency services. If you are interested in speaking to someone about these services please visit our website at www.norwichtownship.org and click on the contact tab for "Fire/EMS."



... Here's an update on the way EMS billing works in Norwich Township (first printed in June 2009) ...

EMS Billing ... How It Works

EMS billing is not a new or novel idea. In fact, approximately 85% of the EMS providers nationwide bill for patient transports. Some central Ohio departments have been charging for EMS transports for nearly 15 years. Currently, 19 of the 20 EMS providers in Franklin County charge to transport patients to the hospital.

On the surface, it may seem that EMS billing means Fire Departments are taking advantage of patients during a difficult and vulnerable time. However, the facts don't support this conclusion. The information below is offered to give residents a better understanding of EMS billing

HOW EMS BILLING WORKS:

While treating and/or transporting patients, EMS and hospital personnel gather patient information and, if possible, ask the patient to sign a form authorizing disclosure of specific medical information protected by HIPAA privacy rules. This information is electronically submitted to a third party billing service. They review the report to determine the appropriate fee for the transportation services provided. Once the fee is determined, a claim is submitted to the patient's private or government insurance carrier.

WHAT A NORWICH TOWNSHIP RESIDENT CAN EXPECT:

For the purpose of EMS billing, residents are considered persons who live or work in the Norwich Township Fire Department service area, which includes unincorporated Norwich Township, the City of Hilliard, and Brown Township. Residents will not be billed for insurance co-pays or additional charges above the rate paid by their insurer. Residents may receive a letter requesting insurance information or verification, but they will not receive a bill even if they are uninsured.

WHAT A NON-RESIDENT CAN EXPECT:

Transport charges will be billed to a non-resident patient's insurer in the same manner as a resident. However, non-residents will be billed for any unpaid balance not covered by the insurance carrier. If the non-resident is uninsured, they will be billed for the entire amount.

FREQUENTLY ASKED QUESTIONS:

Q. – Will I be denied service if I am unable to pay to be transported to a medical facility?

A. – No. No one will be denied emergency medical service or transport for any reason. The medical treatment that a patient receives will not be changed in any way by an EMS billing program.

Q. – Why did the ambulance crew ask me for my personal information?

A. – This is to verify your identity and prevent fraud. Because the Fire and EMS Department charges fees for service, ambulance crews are instructed to verify patient identity including name, social security number, birth date, home address and telephone number.

Q. – I received a notice asking me to provide my insurance information, but I already provided this information at an earlier time. Do I need to provide it again?

A. – Yes, we understand that this is an inconvenience, but in order to ensure we have the approval to bill your insurance on your behalf, this information may be requested again if not properly obtained when the incident originally happened. Please complete, sign, and mail to the address provided by the company requesting this important information. Currently, our third party billing company is MED3000. Their address is: 3131 Newmark Drive, Suite 100, Miamisburg, OH 45342. Their phone number is 1-866-631-4452.

Q. – When will I be asked to pay for transportation to the hospital?

A. – Sometime after your hospital visit, your insurance carrier will be billed for the transport. When your insurance carrier or Medicare pays the transport charges, you will receive an "Explanation of Benefits" form to notify you that the charges have been paid. That will be the end of the transaction for residents in Norwich Township Fire Department service area. In some cases, the third party billing service may not have the name of your insurer. In those cases, you



Retirements

Promotions

New Hires

Awards

Norwich Township Distinctions

Since our last Newsletter in early 2014, there have been a number of Fire Department changes:

A Fond Farewell

Best wishes to retired Fire Chief, Bob Kaufman. Bob spent 27 years at Norwich Township, starting as a volunteer firefighter and retiring after two years as Fire Chief. The word that probably best describes Bob is “dedicated”. Always keeping the good of the Department and the Township uppermost in his mind, he made decisions that will benefit the operation of the NTFD for years to come. We will certainly miss him, but extend our good wishes for a long and relaxing retirement with wife Janice.

Promotion

As Chief Kaufman left us, he was secure in the knowledge that his place was being taken by another officer with superior background and experience in the Fire Service.

Jeff Warren was promoted to Fire Chief on March 7, 2014. Chief Warren joined the department in 1996, and has risen through the ranks to his current position on the basis of hard work and a professional attitude. He and his wife Dannette have three daughters.

Hello

Please join us in welcoming our newest Battalion Chief, Chris Grile, who started at the NTFD on April 21, 2014. Chris is an experienced BC, with a strong background in fire service at a busy urban Fire Department. He is married to Andrea and they have two young sons. We are fortunate that Chris is on staff, and look forward to having him with us for many years to come.



EMS Billing ...How It Works (continued)

may receive a letter asking you to provide this information. If you are a resident, you will NOT receive nor will you be expected to pay the bill yourself. Charges are assessed only if the patient is transported to a medical facility. If a patient receives medical attention, but is not transported, there is no charge for the service.

Q. – How much will the transports cost?

A. – The cost of the transport would depend on the type of the service provided and the distance to the medical facility. For example, the charge for basic life support (BLS) transports will be less than the charge for advanced life support (ALS) transports. Our rates would be based on the reasonable and customary Medicare rates for our region and would be comparable to the rates of other departments in central Ohio.

Q. – Will I end up paying for this service through an increase in my insurance premium?

A. – No. If you are insured, you are already paying for this service. By state statute, EMS transport fees are included in your current premium. All private and government insurers already carry provisions to pay for EMS transport.

Q. – What if I am not insured or my insurance doesn't cover the total cost of the transport?

A. – Norwich Township's billing service provider has been instructed to practice “soft billing”. Once the Township's billing service receives verification that you are not covered by insurance or Medicare, the billing process stops for Norwich Township residents. No bill will be sent and you will not be expected to pay the charges. Non-residents will be billed for any unpaid balance.

Q. – How are these funds used?

A. – By statute, revenue raised by charging for EMS transports are used for expenses associated with the “management, maintenance, and operation of the Township's fire and EMS services” that are currently being paid by tax revenue in the Fire fund. Past EMS billing helped to postpone the need to seek new tax revenue through a Fire levy for several years.

Q. – Who do I talk to if I have a question about EMS service?

A. – If you have a question about Norwich Township's EMS billing program, contact the Norwich Township EMS Operations Captain or the Fire Chief at (614)876-7694.



Norwich Township
 5181 Northwest Parkway
 Hilliard, Ohio 43026
 (614) 876-7694

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Steve Montgomery, *Road Superintendent/Cemetery Sexton*
 Mike Johnson, *Asst. Road Superintendent/Asst. Cemetery Sexton*
 3225 Dublin Road
 Hilliard, Ohio 43026
 (614) 876-2236

Fiscal Office

Jamie Miles, *Fiscal Officer*
 Ellen Woodford, *Assistant Fiscal Officer*

Fire Department

Jeff Warren, *Chief*
 Greg Young, *Administrative Battalion Chief*

ORC 9.03 Allows for Public Funds to be used for newsletters

Recent Fire Department Service Milestones:

- ONE YEAR:** Nathan Bidwell, Mitch Klosterman, Adam Peck, Josh Warren, Shayne Harvey, Austin Miller
- FIVE YEARS:** Kyle Righter, Rob Young
- TEN YEARS:** Jason Rausch, Buck Spangler, Shane Gavin
- FIFTEEN YEARS:** Mike Reiterman, Lt. Steve Campbell, Lt. Kris Lanning, Lt. George Sorge, Inspector Scott Tigner, Ray DiLisi, Luke Proffitt, Kevin Strawser, Brett Balyeat, Mike Bidlack, and Mike Holmes
- TWENTY YEARS:** Captain Eric Manske, Capt. Robb Fox, Lt. Scott Yee, Robb Spann, Dan Buelow
- TWENTY FIVE YEARS:** Drew Hayes, Jeff Morales, Battalion Chief Joe Russell and Battalion Chief Greg Young
- THIRTY YEARS:** Captain Mike Isham, Lieutenant Donnie Weaston
- RETIRED 2-1-15:** Larry Cordial (after 28 years of service)



Firefighters Local 1723
Flower Sale
 May 7 - 9, 2015



Shed Some Light

Are you a homeowner whose property is located in an unincorporated section of Norwich Township?

If your property is also at the corner of an intersection and you would like to have it considered for the placement of a light pole, you may fill out the application on our website. Property owners at all corners of the intersection must agree to the request.