



Dear Patient/Family,

After treatment at a hospital, your physician may choose specialized transportation to take you to your next destination. Most often physicians will choose either ambulance or non-medical stretcher transportation services based on the patients' needs due to their medical condition at the time of the transport.

The case management team at the hospital, in an effort to ensure you are fully educated on the types of transportation options, has requested that Coastal provide the following information to you. Although the vehicles are similar and both have stretchers, it is the equipment and the level of training of the crews that is different and you must understand they are two different types of transportation and may or may not be reimbursed by Medicare, Medicaid or Insurance.

Ambulance Transport – Provided by Coastal Ambulance Services

Coastal provides Advanced and Basic Life Support ambulance transportation service.

On the reverse of this page you will find a sample of the ambulance transportation signature form for your review. When you are discharged from the hospital, if you are transported on our ambulance, the crew will ask you to sign this form to allow Coastal to bill Medicare, Medicaid or Insurance on your behalf. The form also explains that coverage is not guaranteed. There are situations in which coverage may be denied and you may be responsible for payment of our services, such as when the patients' medical condition does not meet the Medicare definition of Medical Necessity.

Non-Medical Stretcher Services – Provided by Seabreeze Transportation

Coastal does not provide Non-Medical Stretcher (NMS) services. However to assist the hospital in accessing quality, efficient, NMS service, Coastal acts as the coordinator for Seabreeze Transportation Services. NMS does not meet Medicare's Medical Necessity guidelines. We do not file any insurances for NMS, therefore NMS services will always be billed to the patient.

Contact Us

We are eager to assist you in any way we can. If transportation becomes part of your recovery plan, you can trust that we will be available to provide high quality transportation services to you and your family. It is our privilege to serve you and our community. If you have any questions, you can reach our Billing office for more information Monday-Friday, from 7:30am-4:30pm, at 321-632-5092.

Est.06/10

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Visit us at: www.coastalhealth.org

Administration: (321) 633-7050
Communications: (321) 631-1448
Fax: (321) 632-3005

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