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# Ground Transportation

## Financial Assistance

### Billing Disclosures - Your Rights and Protections Against Surprise Medical Bills

Effective January 1, 2022, the No Surprises Act, which Congress passed as part of the Consolidated Appropriations Act of 2021, is designed to protect patients from surprise bills for emergency services at out-of-network facilities and for out-of-network providers at in-network facilities, holding them liable only for in-network cost-sharing amounts. The No Surprises Act also enables uninsured patients to receive a good faith estimate of the cost of care.

[Download No Surprises Act \(PDF\)](#)

### Plain Language Summary of Financial Assistance Programs - LifeTrans

**LifeTrans** understands patients have concerns about paying for medical care. We are committed to working with patients based on their individual circumstances and offer several financial assistance programs to help

with bills for medically necessary services. No patient eligible for financial assistance is billed more than the amount generally billed to individuals who have insurance. In addition, we offer extended payment terms to eligible patients.

## Financial Assistance Programs Available

1. Discounted Rates- Available to patients with no insurance coverage.
2. Medicaid Application assistance- Available at receiving hospital.
3. Financial Assistance Application- Available at receiving hospital.

## How to obtain Plain Language Summary, Financial Assistance Application or Financial Assistance Policy

To obtain a free copy, please click the link below:

[Download Plain Language Summary \(PDF\)](#)

You may also request copies of these documents by writing to our Revenue Cycle Team at the address listed below or by calling the phone number listed.

Health Care District of Palm Beach County Attn: Revenue Cycle 1515 N. Flagler Drive Suite 101 West Palm Beach, FL 33401 (561) 642-1000

# Patient Feedback

**If you are having an emergency, please call 911**

This email system is for questions and comments that are related to Ground Transportation services provided at the HealthCare District Palm Beach County. This system is not intended for time-sensitive, health-related matters.

Please **DO NOT SEND PERSONAL MEDICAL INFORMATION** via email communication. **To provide feedback on your experience with HCD Ground Transportation services via phone, please call 561-642-1000, Press option 8.**

**First Name**

**Last Name**

*You do not have to provide your name if you don't wish to be identified.*

**Email**

*You do not have to provide your e-mail address if you don't wish to be identified.*

**Comments\***

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