

## Ambulance Billing Frequently Asked Questions

### Who is Quick Med Claims (QMC)?

- QMC is Kanawha County Emergency Ambulance Authority's revenue cycle management partner located in Pennsylvania. QMC provides ambulance transport billing services for ground and air medical transport providers throughout the US.



### Who can I call to discuss my ambulance bill?

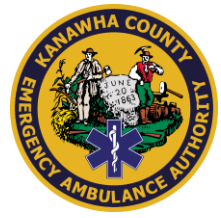
- You can contact QMC Patient Services toll free at **888-284-6458**.
- Billing professionals are available between the hours of 7:30AM – 4:30PM EST Monday – Friday.
- A secure voice mailbox is available after hours. Calls will be returned the next business day.

### Is an interpreter available to answer questions about my ambulance bill?

- QMC utilizes a translation service that provides on-demand access to professional interpreters.
- When a call is received that requires translation assistance, the QMC Patient Service Specialist will live-conference a translator into the call.
- The service we use provides 100% HIPAA compliant services in compliance with all government regulations and standards.

### If my insurance paid, why did I still receive a bill?

- If you have a deductible or copay, you will receive a bill for this amount.
- If you believe you received a bill in error, please contact QMC Patient Services.
  - You can contact Patient Services toll free at **888-284-6458**.
  - Billing professionals are available between the hours of 7:30AM – 4:30PM EST Monday – Friday.
  - A secure voice mailbox is available after hours. Calls will be returned the next business day.



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### How do I pay my ambulance bill?

#### Online

You have 24/7/365 access to the QMC Patient Access Portal through our website at:

<https://www.quickmedclaims.com/patient-access-portal/>.

The Company Code for Kanawha County Emergency Ambulance Authority is: **KCEA**

Using our portal, you can:

- Pay by e-check, credit card, Health Savings Account (HSA), and virtual insurance card
- Set-up a recurring payment
- Update insurance information
- Submit an eSignature
- Update contact information

### Example



## Quick Med Claims

### FIND YOUR BILL

Enter the information below to locate your billing record. You will find this information on your bill.

Run Number, Account Number, or Incident Number

25-1234567

Date of Service

05/01/2025



Company Code

XXXX



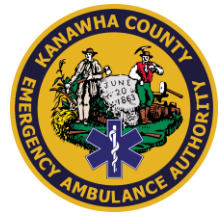
I'm not a robot



reCAPTCHA  
Privacy • Terms



FIND BILLING RECORD



## Ambulance Billing Frequently Asked Questions

### By Mail

1. Mail your payment to PO Box 205 Charleston, WV 25321.
2. Include your invoice and any supporting documentation.

### By Phone

- You can contact Patient Services toll free at **888-284-6458**.
- Billing professionals are available between the hours of 7:30AM – 4:30PM EST Monday – Friday.
- A secure voice mailbox is available after hours. Calls will be returned the next business day.

### Can I update my insurance information online?

You can update your insurance information online at <https://www.quickmedclaims.com/patient-access-portal/>

1. Click the button under *Update Your Insurance Information*.
2. Enter your run number, account number, or incident number in the space provided.
3. Enter the date you were transported in the *Date of Service* field.
4. Enter the *Company Code*, **KCEA**. This information is also located on the bottom of your invoice.
5. Click the "I'm not a robot" check box.
6. Click the **Search** button.

### Example

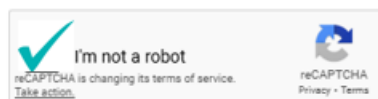


### Quick Med Claims

#### VERIFICATION STEP 1 OF 2

Enter the information below to begin verifying access. You can find this information in your request letter.

Run Number, Account Number, or Incident Number	<input type="text" value="25-1234567"/>
Date of Service	<input type="text" value="05/01/2025"/>
Company Code	<input type="text" value="XXXX"/>



SEARCH