

Frequently Asked Questions

1. How much is a membership plan?

The cost of a single plan is \$63 and the cost of a family plan is \$98. This is significantly less than the cost of many health insurance plans copayments and/or deductibles. The average cost of an emergency ambulance transport is \$707.

2. Why should I join?

If you have insurance, this annual membership fee will cover deductibles and/or copays that would typically be your responsibility. If you are uninsured, the membership plan will reduce your ambulance bill by 20%. **Please check with your insurance carrier, as some insurance plans cover 100% of ambulance transportation. Check your coverage for both emergency and non-emergency ambulance transportation, as coverage may differ.**

3. What if my insurance plan denies my claim?

The ambulance bill will be reduced by 50%.

4. Who is covered in a family membership plan?

The family membership plan covers those members of your family related by blood, marriage, or adoption, who permanently reside in the same household. Live-in partners are not eligible for the family plan and would require separate enrollment to participate.

5. If I marry, have a baby or adopt a child during the membership year, will the new individual be covered under my family plan?

Yes, if you have an existing family plan you can add members under these circumstances. Please contact us at (727) 582-2008 so that we can update your application and obtain the needed signatures. If you currently have a single plan, you would be required to pay the additional fee for the family plan.

6. When will my plan be effective if I am a new member?

Completed applications with payment in full, received prior to the end of the calendar year, will be effective on January 1st. Completed applications with payment in full received after January 1st, will be effective on the postmark date.

7. When will my plan be effective if I am a renewing member?

Completed applications with payment in full, will be effective April 1st. Renewal applications must have a postmark date prior to April 1st in order to avoid an interruption of coverage. All memberships expire on March 31st of the following year. Members whose applications are received or postmarked after March 31st will not have coverage for a full 12-month period. Membership fees will not be pro-rated.

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8. What types of services are covered by my membership plan?

The membership plan provides coverage for ambulance transports originating and ending in Pinellas County. The membership plan does not cover transports via Sunstar's Mental Health Transport Van.

9. If I call 9-1-1 how do I know that I will get Sunstar?

Sunstar is the only ambulance company in Pinellas County.

10. Will I receive a receipt or membership card to show I am a member of the Sunstar FirstCare Ambulance Membership Plan?

Your check or credit card statement is your receipt. Membership cards are unnecessary and are not issued. If you are transported, your membership will be verified by our staff utilizing software that automatically links each of your transports to your membership account.

11. What if I decide I want to cancel my membership, will I receive a refund for the amount I paid?

No, membership fees are non-refundable. However, if you pay prior to the effective date you would be eligible for a refund in situations involving the death of an enrolled family member or other extenuating circumstances.

12. How do I enroll?

You can obtain an application online at www.pinellascounty.org/firstcare or you may contact our office at (727) 582-2008 and request an application be mailed to you. You can also obtain an application by visiting our office located at 12490 Ulmerton Road, in Largo, FL 33774. Phone hours are Monday, Tuesday, Thursday, Friday 9:00-4:00 and walk in assistance is available Monday – Friday 9:00-4:00.

13. How are my membership fees used?

As with all fees associated with this service, the funds are utilized to support the functions and materials associated with carrying out this critical mission, including staffing, lifesaving medical equipment, ambulances and technology.

If you have additional questions, please contact us!

<http://www.pinellascounty.org/firstcare>

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