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## **Tulsa Utility Customers May Opt In or Out of EMSAcare during Month of August**

Each year in the month of August, Tulsa utility customers have the option to change their enrollment status in the EMSAcare program. They may choose to opt in or opt out of the program.

EMSAcare is a subscription program by EMSA (Emergency Medical Services Authority) that covers the costs of emergency medical ambulance transport for all permanent members of households that participate in the program. EMSAcare subscribers either with or without health insurance pay no additional out-of-pocket costs – such as co-payments or deductibles – for emergency ambulance services.

Customers who are already enrolled in EMSAcare do not need to do anything to stay enrolled. The EMSAcare fee of \$5.45 will continue to be charged to their utility bill each month. To check if they are currently enrolled, customers can look on their water bill for a line item titled “EMSA Medical Services Program.”

Customers who are not currently enrolled in EMSAcare but would like to sign up can contact the Customer Care Center at (918) 596-9511, Monday through Thursday from 7:30 a.m. to 6 p.m. and Friday from 7:30 a.m. to 1 p.m., or access their account online at [www.cityoftulsa.org/utilities](http://www.cityoftulsa.org/utilities) anytime until midnight on Aug. 31. Customers also may cancel their EMSAcare service using the same contact information.

For emergency ambulance transports through EMSAcare, EMSA will bill Medicare, Medicaid, insurance providers, or another third party and accept that payment as payment in full. For uninsured patients, EMSAcare will cover the costs of qualified emergency medical transports. For complete details visit [www.emsaonline.com](http://www.emsaonline.com)

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### **Translation Assistance**

*The City's website, [www.cityoftulsa.org](http://www.cityoftulsa.org), has a tool to help with translation assistance for any page. Website visitors can click the drop-down menu on any page that says, “Select Language,” and choose from one of more than 100 different languages.*