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Letter to University Heights Residents  
From: Mayor Beryl E. Rothschild  
Date: April 1, 2004

**RE: A CHARGE TO HEALTH INSURANCE  
COMPANIES FOR AMBULANCE RUNS  
BEGINNING MAY 1, 2004**

Dear Resident(s):

The City of University Heights joined the central dispatch service offered by Shaker Heights and Cleveland Heights in November, 2003, in order to operate and maintain one efficient fire and medical dispatch communications system for the residents of all three cities. Shaker Heights and Cleveland Heights have been together in joint dispatch for about 20 years and both instituted a charge for emergency medical services performed by their respective Fire Department's paramedics many years ago. Our City determined that we needed to be in sync with both cities by implementing the same procedures. **Therefore, beginning May 1, 2004 the City will be charging the insurance companies of residents using the emergency transport service of our Fire Department.**

LifeForce Management, Inc., which handles the billing and collection services for Shaker Heights and Cleveland Heights, will be handling our city's billing and collection services for ambulance runs. **In almost all cases, health insurance or Medicare will pay the cost. For those without coverage, and where a financial hardship exists, the fee will be waived.**

The State is proposing to institute a law that would require all dispatchers to be properly trained to handle medical emergency calls. The joint Shaker Heights, Cleveland Heights, University Heights dispatch communication center already has dispatchers who are trained — a great advantage to all of our residents, so we are way ahead of the forthcoming legislation.

The enclosed brochure should answer any questions and concerns you may have but if it does not, please feel free to call me, Finance Director Arman Ochoa at 216-932-7800, ext. 217 and/or Councilperson Susan Infeld, chairman of the Council's Finance Committee, at 216-932-4222.

Thank you.

Sincerely,

CITY OF UNIVERSITY HEIGHTS

  
Beryl E. Rothschild  
Mayor

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