**Let’s talk about ambulance fees.**

As you may know, Medicare does not cover them, and you will be charged irrespective of who called the ambulance. The fees include callout fees, assessment fees and transport, which is dependent on the distance involved.

As a resident of NSW, you will generally be charged 51% of the actual cost of an ambulance in NSW - the rest is subsidised by the government. However, the service is free if you hold one of the following cards:

* Health Care Card
* Pensioner Concession Card
* Commonwealth Seniors Health Care Card
* Repatriation Health Card – (also known as “Gold Card”) issued by the Commonwealth Department of Veterans Affairs
* Repatriation Health Card – (also known as “White Card”) issued by the Commonwealth Department of Veterans Affairs, but only for ambulance services which relate to a specific condition that is funded by the Department of Veterans Affairs.

Ambulance service is also free in the following situations:

* You have private health insurance
* The service is covered by a workers compensation, motor accident or third party insurance claim
* You required an ambulance following sexual assault, domestic violence or child abuse
* You were involuntarily taken to a mental health facility.
* You were in a car accident on a public road.

To get insurance to cover ambulance costs, you need hospital cover with a private health fund. Some funds also offer "ambulance only" cover. In some cases compulsory third party (CTP) insurance and workers compensation insurance may cover ambulance services.

If you receive a bill and you are eligible for free transport under one of the above categories, don't pay the bill … call the NSW Ambulance Customer Service Centre on **1300 655 200**.

This information was sourced on 8th October 2020 from COTA’s October Newsletter. You can access the entire newsletter here:

<https://mailchi.mp/cotansw/monthly-enewsletter-4841484?e=7d59b129c5>