Agenda – Council – January 26, 2023

Report – Standing Policy Committee on Community Services – January 11, 2023

Item No. 2 Ambulance Bills

STANDING COMMITTEE RECOMMENDATION:

On January 17, 2023, the Executive Policy Committee concurred in the recommendation of the Standing Policy Committee on Community Services and submitted the following to Council:

1. That the matter be referred to the Winnipeg Public Service for report back in 120 days to the Standing Policy Committee on Community Services.

2. That the Proper Officers of the City be authorized to do all things necessary to fulfill the intent of the foregoing.

Report – Standing Policy Committee on Community Services – January 11, 2023

DECISION MAKING HISTORY:

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On January 17, 2023, the Executive Policy Committee concurred in the recommendation of the Standing Policy Committee on Community Services and submitted the matter to Council.

David Grant submitted a communication with respect to the matter.

STANDING COMMITTEE RECOMMENDATION:

On January 11, 2023, the Standing Policy Committee on Community Services recommended to the Executive Policy Committee and Council:

1. That the matter be referred to the Winnipeg Public Service for report back in 120 days to the Standing Policy Committee on Community Services.

2. That the Proper Officers of the City be authorized to do all things necessary to fulfill the intent of the foregoing.

David Grant, submitted a communication with respect to the matter.

COUNCIL DECISION:

On December 15, 2022, Council ruled automatic referral of the following motion to the Standing Policy Committee on Community Services:

Moved by Councillor Allard,
Seconded by Councillor Santos,

WHEREAS in some cases mail is lost as ambulance bills are sent with regular mail and not registered mail;

AND WHEREAS there may be significant delay in billing for ambulance services, especially in the case of lost mail;

AND WHEREAS in some cases the delayed billing may result in residents not being able to claim the bills against their insurance, resulting in financial loss for the resident;

Report – Standing Policy Committee on Community Services – January 11, 2023

DECISION MAKING HISTORY (continued):

COUNCIL DECISION (continued):

AND WHEREAS many residents do not have the means to pay for ambulance services, who may be able to be covered under an insurance regime;

AND WHEREAS despite these bills going to collection agencies, a number of these bills remain unpaid;

AND WHEREAS if communications with residents were improved, the City of Winnipeg may see a higher compliance in payments, especially from those under an insurance regime who may not be able to pay using their own financial means;

AND WHEREAS better communication with the City of Winnipeg and residents could result in less losses to the City of Winnipeg in the form of unpaid bills, as well as less losses to residents of Winnipeg who may suffer financial loss as a result of missing statutory deadlines with their insurance providers.

THEREFORE BE IT RESOLVED:

1. That the Winnipeg Public Service report back to the Standing Policy Committee on Community Services within 180 days on:

    A. The average number of unpaid ambulance bills per quarter.

    B. Reasons why ambulance bills are unpaid.

    C. Possible improvements to better communicate ambulance billing with the view to increase the amount of fees collected by the City of Winnipeg.

2. That the Proper Officers of the City be authorized to do all things necessary to fulfill the intent of the foregoing.