



State of Utah

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Governor

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**Utah Department of Health
Executive Director's Office**

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Deputy Director

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Policy for EMS Payment of Fees, Disputes, Refunds, and Collections.

1. All fees are to be paid in full prior to processing license, designations, permits, or other EMS applications unless prior arrangements have been made and approved by the Department for purchase orders or other types of obligations for payment.
2. Notice for payment will be included on the BEMSP website and the licensing management system as part of the instructions for applications.
3. Payment errors including duplicate payments for one application, over-payments, or systemic errors not at the fault of the applicant shall be refunded. The error for an applicant must be reported within a reasonable time, typically upon discovery, or within three business days.
4. Errors discovered by the Department shall be noticed to the applicant upon discovery or within three business days, by email when possible.
5. All errors shall also be reported to BEMSP financial support staff as soon as possible no later than three business days.
6. Errors for payment shall be evaluated by the Department for refund eligibility.
7. Payments that are not collected due to cancellation of payment, lack of funds, or other types of non-payment shall be reported to the applicant upon discovery, or no later than three business days.
8. Payment restitution for unpaid fees shall be reconciled within 30 days of written notice to the applicant from the Department. Exceptions may occur if a payment may be made in full within an extended period, if approved by the Department.
9. Payments not reconciled after 30 days of notice, or at the end of a reasonable period of time otherwise approved by the Department shall be sent to State Collections.
10. State Collections may charge additional fees for costs associated.

For additional information or assistance with fee payments, please contact Guy Dansie at gdansie@utah.gov