

Frequently Asked Questions

What does the subscription plan do?

Shelburne Rescue is required to bill all insurance companies. For subscribers, Shelburne Rescue's billing partner, Comstar Ambulance Billing Services, works to reduce potential out-of-pocket expenses where allowable by law. This is typically elimination of the co-payment or deductibles. We encourage you to view your health insurance plan to understand how you are billed for ambulance services.

In the past, we have submitted our application after the deadline and it has not been an issue. Why is there a deadline?

Health insurance/ EMS billing is complex. Our billing partner has to maintain an accurate database. They have asked us to submit all names to them in a timely fashion. We have provided a four month enrollment period to do this (March 1 to June 30, 2026).

Can I call Shelburne Rescue if I am not on the subscription plan?

Yes. Shelburne Rescue responds to all 911 calls within its service area, regardless of a patient's ability to pay. Insurance information is collected and billing takes place after the patient has received services from Shelburne Rescue.

Who do I contact if I have questions?

Billing questions: info@comstarbilling.com or call at 800-488-4351

Subscription plan: rescue@shelburnevt.org

Frequently Asked Questions

What does the cap on transports/rescue evaluations mean?

The cap of 4 transports/rescue evaluations per year is for each listed household member on the subscription plan application. Once a patient reaches 4 transports/rescue evaluations, the patient will be responsible for any co-payments or deductibles.

What is a rescue evaluation?

Not all 911 calls result in a transport to the hospital. Working with the patient, our state protocols, and UVMHC Emergency Physicians, alternatives for transports to the Emergency Department may be warranted. For these calls, including all lift assist, we bill where allowable by law. This helps us to offset the personal cost and any medical supplies that might be used when we "triage and treat in place."

I have more than 5 people in my household.

We recommend that for every 5 people in a household, there is one subscription plan. A household member is defined as someone who permanently lives at the address listed on the application. This will ensure that all members of the household are covered.

Want to subscribe and pay online?



Select "Subscription."
Add in household member names
in the comments.

Or go to <https://www.shelburnevt.org/>
(click on "Payments")



TOWN OF SHELburne RESCUE DEPARTMENT SUBSCRIPTION PROGRAM



About Shelburne Rescue

Founded in 1985 by a committed group of community volunteers, for four decades, Shelburne Rescue has proudly served the community, delivering high-quality emergency medical services with compassion and professionalism. Today, Shelburne Rescue is licensed at the paramedic level—the highest tier of prehospital care—thanks to a dedicated team of volunteers and paid staff united in their pursuit of clinical excellence.

Learn More: www.shelburnerescue.org

*Your trust and partnership continue to
drive our mission forward.*



Town of Shelburne Rescue Department



Subscription Program Details

DEADLINE: JUNE 30, 2026

We deeply appreciate your continued and generous support of Shelburne Rescue. It is our honor to serve the Town of Shelburne and the surrounding communities. We remain committed to providing the highest standard of care to you, our community.

As in previous years, we are pleased to offer our annual Subscription Plan, designed to help reduce potential out-of-pocket expenses for our patients.

How the Subscription Plan Works:

- We bill insurance carriers for all patients transported by Shelburne Rescue.
- This subscription does not extend to services provided by our mutual aid partners.
- The plan covers most deductibles and co-payments for up to four (4) transports or rescue evaluations per covered household members per year by Shelburne Rescue.
- For those without medical insurance, the plan provides a 50% discount on fees incurred for services rendered by Shelburne Rescue.

Eligibility & Coverage:

- The plan applies only to transports provided directly by Shelburne Rescue.
- Transports by other agencies, including those through our mutual aid system, are not covered. Coverage includes you and up to 4 household members residing at the same address.

Subscription Period & Cost:

- Coverage is valid from July 1, 2026, through June 30, 2027.
- The cost is \$65.00 per household.

**** How to Enroll ****

Please complete and mail the attached application along with your **\$65.00 check payment by June 30, 2026**. Applications received after this date will not be accepted. (Online payment option instructions on other side).



Town of Shelburne Rescue Department
PO Box 254, Shelburne, VT 05482
Phone: 802-985-5125 | Fax: 802-985-5128

Subscription Plan Application July 1, 2026 to June 30, 2027

In addition to the subscription fee, I wish to make a tax-deductible donation of \$ _____
Revenue from subscriptions and insurance billing do not cover all of our operating expenses. Any tax-deductible donations are appreciated!

Please note: Your cancelled check is your receipt.

Principal Subscriber: _____

Home Address: _____

Phone Number: _____ E-mail: _____

Full name(s) of up to 4 household member to be included with this subscription, other than myself (please print):

Name: _____ Name: _____

Name: _____ Name: _____