



State of Utah

SPENCER J. COX
Governor

DEIDRE M. HENDERSON
Lieutenant Governor

Department of Public Safety

JESS L. ANDERSON
Commissioner

July 3, 2024

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 other types of obligations for payment.
2. Notice for payment will be included on the BEMS website and the licensing management system as part of the instructions for applications.
3. At the Department's discretion, NSF checks for \$5.00 or less may either be directly written off against the original coding block or further pursued for collection, outlined by policy FIACCT 06-01.12
4. The Department will record the NSF check and a \$20.00 service charge in FINET as a Receivable within five (5) business days of receiving the NSF check. In addition, the Department will mail the written NSF check notice to the issuer within five (5) business days of receiving the NSF check.
5. Payment errors including duplicate payments for one application, over-payments, or systemic errors not at fault of the applicant shall be refunded. The error for an applicant must be reported within a reasonable time, typically upon discovery, or within five (5) business days.
6. Errors discovered by the Department shall be notified to the applicant upon discovery or within five (5) business days, by email when possible.
7. All errors shall also be reported to BEMS financial support staff as soon as possible, no later than five (5) business days.
8. Errors in payment shall be evaluated by the Department for refund eligibility.
9. Payments that are not collected due to cancellation of payment, lack of funds, or other types of non-payments shall be reported to the applicant upon discovery, or no later than business days.
10. 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.
11. 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.
12. State Collections may charge additional fees for costs associated.

For additional information or assistance with fee payments, please contact Mark Herrera at markherrera@utah.gov