

# Frequently Asked Questions

## Why should I purchase an Emergency Medical Service Subscription?

The purpose of an EMS Subscription is to lessen the financial burden in times of emergency. If you or your family requires emergency transport by Johnston County EMS, you will be covered for any out of pocket expenses beyond what your insurance will cover.

## Does my subscription cover ambulance service provided by private ambulance providers?

No. This subscription and fee program ONLY pertains to transports provided by Johnston County EMS.

## When does my coverage begin and when does it end?

If you join on or before July 1, 2024, your coverage period is July 1, 2024– June 30, 2025. If you join later than July 1, 2024, your coverage will be effective from the date your payment is received through June 30, 2025; however, the subscription rate is not prorated.

## Who do I contact if there are changes in my household?

If there are any additions or changes during the subscription period, please call (877) 842-0328

## What is my money going toward?

Revenue from subscription will go toward the operation cost of the organization, including equipment, fuel, insurance, and personnel salaries.

This subscription does not include ground ambulance services provided by any entity other than Johnston County Emergency Medical Services.

*Para recibir una copia de esta campaña de suscripciones en español por favor llámenos al (877) 842-0328*

Johnston County EMS  
P.O. Box 1680  
Clemmons, NC 27012

PRSRT STD  
US Postage Paid  
Raleigh, NC  
Permit No. 1910



We Now Offer Online Registration !

# JOHNSTON COUNTY



## Emergency Medical Services System 2024-2025 Subscription Drive



EMERGENCY MEDICAL SERVICES  
SUBSCRIPTION APPLICATION  
2024-2025

Return this application and \$60 in the enclosed envelope  
Please make checks payable to Johnston County EMS  
Please provide COMPLETE information

Head of Household

Last Name: \_\_\_\_\_  
First Legal Name: \_\_\_\_\_ MI \_\_\_\_\_  
Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_  
Phone No. (     ) \_\_\_\_-\_\_\_\_  
Home Address: \_\_\_\_\_  
\_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
\_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Other Household Members

Full Legal Name	Date of Birth
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

\*We MUST have birth dates in order to process

Enroll online today!

We encourage everyone in Johnston  
County to take advantage of this offer.  
3 Easy Ways to Register!

1 Online Registration:

1. <https://emsecurepay.emsbilling.com/membership>
2. Activation Code: JCEMS
3. Make a \$60 payment by bank draft or credit card.
4. Add household information.
5. Print membership confirmation card and receipt.

2 By Phone:

Call our Customer Service department at  
877-842-0328 for assistance with online  
enrollment or to join by phone!

3 By Mail:

Complete application on left and mail with \$60  
check or money order in enclosed envelope.

Johnston County Emergency  
Medical Services System

Medical emergencies and accidents are unpredictable.  
Most insurance policies, including Medicare,  
will NOT cover the full amount of an ambulance bill.



On average, an emergency transport often exceeds \$540,  
plus \$13.22 per mile for transport to the hospital.

You can offset these fees by joining the voluntary  
subscription program. Your annual subscription fee of  
\$60 covers the direct costs of ambulance services not  
paid by your insurance. This is a one-time annual fee  
good from July 1st through June 30th of the following  
year and covers unlimited emergency calls provided  
by Johnston County EMS for permanent residents of  
your household during that time. (Please note that your  
insurance information will be requested at the time  
of transport, and upon receiving a first invoice. After  
first invoice, subscribers should not receive any further  
invoices from the billing agency.)

