

## **TRAA Refund Policy**

Three Rivers Ambulance Authority (TRAA ) does not routinely refund payments made on accounts whether by credit card, check, money order or other means unless the payment results in an overpayment for the account, or a payment from insurance or another legally obligated party is received subsequent to the personal payment which results in an overpayment on the account. In the event of an overpayment, refunds may be requested by sending an email to [accounts.receivable@traa-ems.com](mailto:accounts.receivable@traa-ems.com).

The refund request must include the patient's name, account number, date of service, payment type (check, credit card, etc.) amount of refund requested and reason for refund requested. If a credit card was used, we need the name on the credit card, the credit card number and expiration date. Payments made by credit card will only be refunded to the credit card used. TRAA does not retain credit card information in our system.

Regardless of the amount of the refund requested, we do not refund amounts more than the overpayment amount on the account.

Charge backs may result in a future prohibition against the use of credit cards for payment(s) for the current or future accounts.

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