

Frequently Asked Questions



1. Who do I call if I have a medical emergency?

Call 9-1-1. The 9-1-1 emergency system is designed to save valuable seconds. Driving to the Fire Station delays response times.

2. What is the EMS Subscription Program?

The Emergency Medical Services (EMS) Subscription Program is voluntary and provides you unlimited access to 9-1-1 services without paying an EMS Response Fee. The program supports your local EMS provider, the Canyon Lake Fire Department. The fees collected from subscribers funds emergency personnel, equipment, and training for the Canyon Lake Fire Department. Being a subscriber means you're supporting the overall readiness and effectiveness of EMS services in your community.

3. What are the benefits to being a subscriber to the program?

Those who are subscribed or covered by a subscription to the program are exempt from an EMS Response Fee if an EMS call is made on their behalf. For residential households, a subscription to the EMS Program covers all members, guests, and invitees of the subscriber's household regardless of the location where the EMS are rendered within the City.

4. How do I enroll in the EMS Subscription Program?

To subscribe, complete the enrollment form on the City's website and mail, email, or drop-off the form at City Hall. The EMS Subscription Fee will then be collected on the property tax roll like other City services, such as residential solid waste collection charges. However, if you are renter, you must opt-in and pay the fee directly to the City. If you enroll after the enrollment date you will need to pay the fee to be opted in for the remainder of the fiscal year by check, cash, or credit card to the City.

5. How do I know if I am opted-in to the EMS Subscription Program?

You can search your property address on the City's website at www.canyonlakeca.gov/emsprogram to check your status in the program.

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6. If I am enrolled in the program and then move to another part of the City am I still covered?

Yes. However, in order to remain covered, you *must* notify the City of your new address.

7. What if I am a renter? Am I still covered?

As a tenant you are covered unless the owner of the property is opted-out of the program. If your landlord has opted-out, you have the option of subscribing to the program by submitting an EMS Subscription Program Enrollment Form along with the annual fee to the City. If you opt-in as a renter, you must pay the fee every year by check, cash, or credit card to the City.

8. When should I opt-in or out of the EMS Subscription Program?

Residents are encouraged to check whether they are opted-in or out of the program and to make any changes by mid-June of each year. Residents will remain opted-in to the program each fiscal year, i.e. July 1 through June 30, unless they request to be opted-out of the program.

9. I have Medicare/Medi-Cal coverage. Should I enroll in the EMS Subscription Program?

Yes, you should enroll. Medicare/Medi-Cal and most insurance providers do not cover the cost of emergency medical services provided by the Fire Department.

10. What charges will I be responsible for if I am not an EMS subscriber?

Non-subscribers will be responsible for paying the per call Response Fee, which is substantially higher than the Subscription Fee, for emergency medical services provided by the Canyon Lake Fire Department. Subscribers and all guests/invitees of the subscriber's household are covered by the Subscription Fee and are exempt from the EMS Response Fee.

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11. If I am opted-out of the program and am billed for an EMS Response Fee can the fee be waived if I become a subscriber?

No. You are still eligible to enroll in the program but must pay the EMS Response Fee. For questions regarding an existing bill for emergency medical services already provided by the Canyon Lake Fire Department, please contact the City's billing services contractor, Data Ticket, at: (800) 989-2058.

12. Can the City bill my insurance directly?

No. It is your responsibility to pay the EMS Response Fee and then submit the proper documentation to your insurance for potential reimbursement. Please note, it is uncommon for insurance companies to cover emergency medical services fees. The City recommends you confirm with your insurance company that they will cover this cost prior to deciding to opt-out of the program.

13. Will the Fire Department transport me to the hospital?

No. Transportation to the hospital will continue to be provided by a private ambulance company. The subscription and response fee do not cover ambulance transportation costs, as this is billed by a private company ambulance provider separate from the City of Canyon Lake.

14. How does the City determine the cost of the EMS Subscription Fee and EMS Response Fee?

Both fees are reviewed annually by the City Council. The fees are based on the overall cost to the City of providing emergency medical services. As set forth in Canyon Lake Municipal Code Section 3.44.040, the City Council may adjust and establish EMS fees, as needed, by resolution.

15. Would there be a charge for calling 9-1-1 if I need a lift assist?

You will not be billed an EMS Response Fee for a lift assist or assistance getting up if you have fallen. This is not an emergency medical service.