



## CITY OF NEWPORT NEWS FIRE DEPARTMENT

### FIRE ADMINISTRATION

610 Thimble Shoals Blvd. • BLDG 5 Ste. 500 • Newport News, Virginia 23606  
Phone: (757) 975-5422 • Fax: (757) 223-4276



Dear Sir or Madam:

Per your request, we have enclosed the hardship waiver application with instructions for the EMS services provided for you or your loved one, by the City of Newport News Fire Department. In matters of waiving EMS fees, the City of Newport News has established regulations that require all residents of the City of Newport News who are treated and transported or treated and not transported and who are unable to pay the associated fees to be directed to the Hardship Waiver process.

Please read all instructions, complete the application, and return it with one of the forms of proof listed so that your waiver can be processed efficiently. Income guidelines are based on 200% of the current poverty level; as such, these levels are established by the United States Department of Health and Human Services.

When your application is received in our office, a waiver review process will be provided and a determination will be made with the response provided by U.S mail or email whichever is preferred. If your waiver is approved, it will eliminate any fees after available insurance has been filed and paid. If your application is denied, the City of Newport News Fire Department can offer the assistance of a payment plan. If your circumstances change, you may reapply at any time. You will also need to send in a new application for services that weren't included on your waiver.

If you have any further questions, please feel free to contact me.

Sincerely,

Naketcha Moore  
EMS Billing Dept.  
Office Phone: 757-975-5423  
[moorenr@nnva.gov](mailto:moorenr@nnva.gov)