

TITLE 9. HEALTH SERVICES
CHAPTER 25. DEPARTMENT OF HEALTH SERVICES
EMERGENCY MEDICAL SERVICES

ARTICLE 9. GROUND AMBULANCE CERTIFICATE OF NECESSITY

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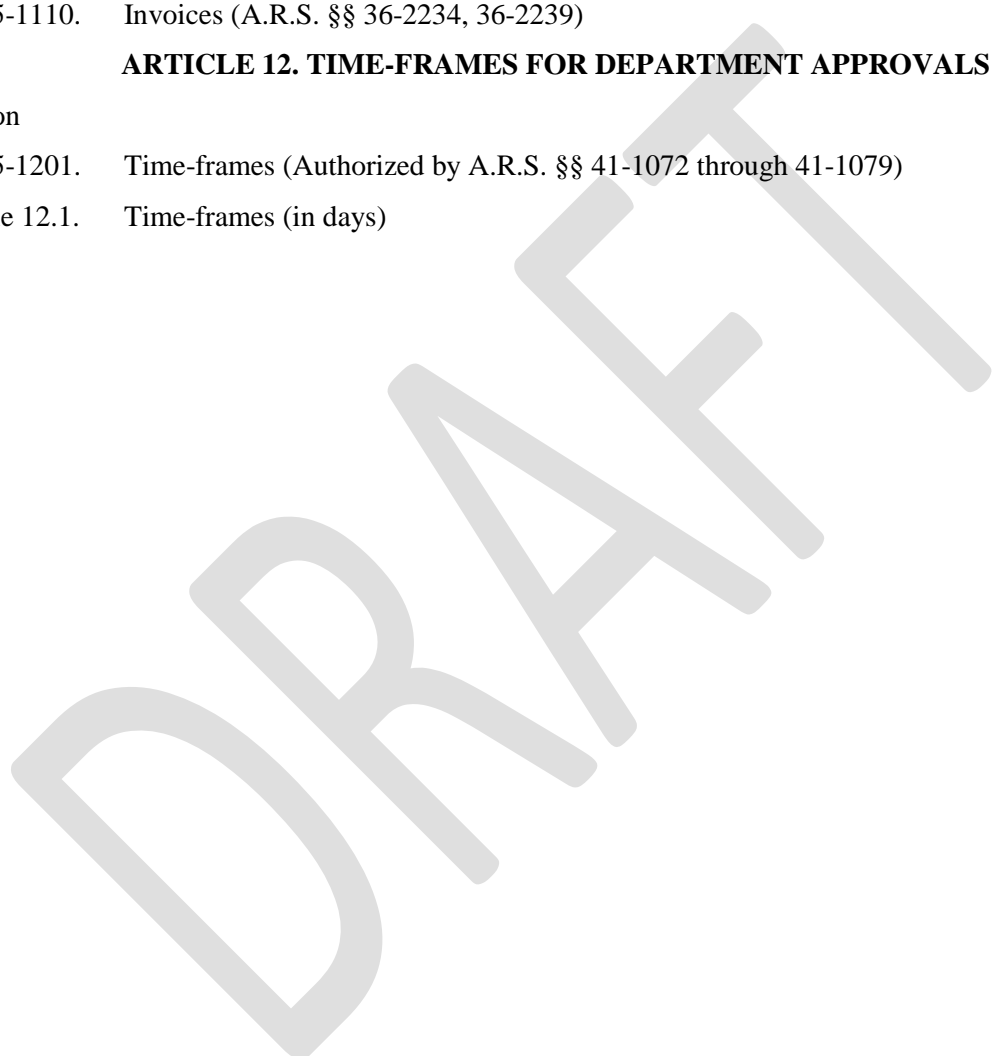
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ARTICLE 9. GROUND AMBULANCE CERTIFICATE OF NECESSITY**R9-25-901. Definitions (Authorized by A.R.S. § 36-2202 (A))**

In addition to the definitions in A.R.S. § 36-2201 and R9-25-101, the following definitions apply in Articles 9, 10, 11, and 12 unless otherwise specified:

1. “Accounting period” means a continuous 12-month span of time used by an applicant or a certificate holder for purposes of planning, budgeting, or annual financial reporting to the Department.
- ~~1.2.~~ “Adjustment” means a modification, correction, or alteration to a rate or charge.
- ~~2.3.~~ “ALS base rate” means the monetary amount assessed to set by the Department for a certificate holder to bill a patient according to A.R.S. § 36-2239(F).
4. “Ambulance response” means EMS provided by a ground ambulance service.
- ~~3.5.~~ “Ambulance Revenue and Cost Report” means Exhibit A or Exhibit B the information required in R9-25-909, which records and reports the financial activities of an applicant or a certificate holder.
- ~~4.6.~~ “Application packet” means the fee, information, applicable fees, and documents, forms, and additional information required by the Department requires to be submitted by an applicant or on an applicant’s behalf when making a decision for certification, licensure, or approval of a request.
- ~~5.7.~~ “Back-up agreement” means a written arrangement, which may include one of the following, between a certificate holder and a neighboring or overlapping certificate holder for temporary coverage during limited times when the neighboring certificate holder’s ambulances are not available for service to allow one of the certificate holders to provide ambulance response or transport within the other certificate holder’s service area on a limited basis when the certificate holder’s ambulances are temporarily not able to provide needed services in it’s the certificate holder’s service area:
 - a. A mutual aid agreement, or
 - b. A Memorandum of Understanding.
- ~~6.8.~~ “BLS base rate” means the monetary amount assessed to set by the Department for a certificate holder to bill a patient according to A.R.S. § 36-2239(G).
- ~~7.9.~~ “Certificate holder” means a person to whom the Department issues a certificate of necessity.
- ~~8.10.~~ “Certificate of registration” means an authorization issued by the Department to a

certificate holder to operate a ground ambulance vehicle.

- ~~9-11.~~ “Change of ownership” means a transfer of controlling legal or controlling financial interest and authority in a ground ambulance service, as demonstrated according to R9-25-904(A)(1):
- ~~a.~~ In the case of ownership by a sole proprietor, 20% or more interest or a beneficial interest is sold or transferred;
 - ~~b.~~ In the case of ownership by a partnership or a private corporation, 20% or more of the stock, interest, or beneficial interest is sold or transferred; or
 - ~~e.~~ The controlling influence changes to the extent that the management and control of the ground ambulance service is significantly altered.
- ~~10-12.~~ “Charge” means the monetary amount assessed to a patient billed for disposable supplies, medical supplies, medication, and oxygen-related costs used in providing care to a patient.
- ~~11-13.~~ “Chassis” means the part of a ground ambulance vehicle consisting of all base components, including front and rear suspension, exhaust system, brakes, engine, engine hood or cover, transmission, front and rear axles, front fenders, drive train and shaft, fuel system, engine air intake and filter, accelerator pedal, steering wheel, tires, heating and cooling system, battery, and operating controls and instruments.
14. “Controlling person” means an individual who:
- a. Owns at least a 20% interest in the business organization that operates or is applying to operate as a ground ambulance service;
 - b. If an applicant or certificate holder is a partnership, is a general partner or is a limited partner who holds at least 20% of the voting rights of the partnership;
 - c. If an applicant or certificate holder is a corporation, association, or limited liability company, is the president, chief executive officer, or incorporator, or an individual who owns or controls at least 20% of the voting securities; or
 - d. Is responsible for the overall day-to-day management and operation of the ground ambulance service.
15. “Contract rate or range of rates” means the monetary amount established by the Department according to R9-25-1103.
- ~~12.~~ “Convalescent transport” means a scheduled transport other than an interfacility transport.
16. “Convalescent transport” means a ground ambulance service’s response to a request for

ambulance response or transport that is:

- a. Not an interfacility transport, and
- b. Pre-arranged to occur at a specific time.

17. “Critical care rate” means the monetary amount that is:

- a. Set by the Department for a certificate holder to bill a patient for critical care services; and
- b. Equivalent to at least the amount for specialty care transport, as used in federal Medicare guidelines.

18. “Critical care services” means care provided during an interfacility transport to a patient who has an illness or injury acutely or chronically impairing one or more organ systems, such that the conditions are life-threatening and require constant monitoring to avoid deterioration of the patient’s condition.

~~13:19.~~ “Dispatch” means the direction to a ~~ground ambulance service or vehicle~~ certificate holder or an emergency medical services provider to respond to a call for ~~EMS~~ ambulance response or transport.

~~14:20.~~ “Driver’s compartment” means the part of a ground ambulance vehicle that contains the controls and instruments for operation of the ground ambulance vehicle.

~~15:21.~~ “Financial statements” means an applicant’s balance sheet, annual income statement, and annual cash flow statement, or corresponding documents if applicable to the type of business organization, prepared according to the conventions, and rules and procedures for accounting, including broad and specific guidelines, established by the Financial Accounting Standards Board or the Governmental Accounting Standards Board.

~~16:22.~~ “Frame” means the structural foundation on which a ground ambulance vehicle chassis is constructed.

~~17:23.~~ “General public rate” means the monetary amount ~~assessed to~~ set by the Department for a certificate holder to bill a patient by a ~~ground ambulance service~~ for critical care services, ALS services, BLS services, mileage, standby waiting, or according to a subscription service contract.

~~18:24.~~ “Generally accepted accounting principles” means the conventions, and rules and procedures for accounting, including broad and specific guidelines, established by the Financial Accounting Standards Board.

~~19.~~ “Goodwill” means the difference between the purchase price of a ~~ground ambulance service~~ and the fair market value of the ~~ground ambulance service’s~~ identifiable net

assets-

- ~~20:25.~~ “Gross revenue” means the total monetary amount billed by a certificate holder during an accounting period, prior to any deductions, for providing ambulance response or transport.
- a. ~~The sum of revenues reported in the Ambulance Revenue and Cost Report Exhibit A, page 2, lines 1, 9, and 20; or~~
- b. ~~The sum of revenues reported in the Ambulance Revenue and Cost Report Exhibit B, page 3, lines 1, 24, 25, and 26.~~
- ~~21:26.~~ “Ground ambulance service” means an ambulance service that operates on land.
- ~~22:27.~~ “Ground ambulance service contract” means a written agreement between a certificate holder and a person for the provision of ~~ground ambulance service~~ ambulance response or transport.
- ~~23:28.~~ “Ground ambulance vehicle” means a motor vehicle, defined in A.R.S. § 28-101, specifically designed to ~~transport~~ carry ambulance attendants and patients on land.
24. “Indirect costs” means ~~the cost of providing ground ambulance service that does not include the costs of equipment.~~
- ~~25:29.~~ “Interfacility transport” means a scheduled transport between two health care institutions.
- ~~26:30.~~ “Level of service” means critical care services, ALS services, or BLS services ~~ground ambulance service, including~~ based on the type of ambulance attendants ~~used~~ and the services provided by the ground ambulance service.
- ~~27:31.~~ “Major defect” means a condition that exists on a ground ambulance vehicle that ~~requires the Department or the certificate holder to place the ground ambulance vehicle out of service~~ makes the ground ambulance vehicle unsafe to use for providing transport.
- ~~28:32.~~ “Mileage rate” means the monetary amount ~~assessed to~~ set by the Department for a certificate holder to bill for transport of a patient for each mile traveled from the point of patient pick up to the patient’s destination point during the transport.
- ~~29:33.~~ “Minor defect” means a condition that exists on a ground ambulance vehicle that ~~is not a major defect~~ may cause the ground ambulance vehicle to become unsafe to use for providing transport if allowed to continue.
30. “Needs assessment” means ~~a study or statistical analysis that examines the need for ground ambulance service within a service area or proposed service area that takes into account the current or proposed service area’s medical, fire, and police services.~~
- ~~31:34.~~ “Out-of-service” means a ground ambulance vehicle cannot be operated ~~to transport~~

~~patients~~ for transport.

- ~~32.35.~~ “Patient compartment” means the part of a ground ambulance vehicle body part that ~~holds~~ is intended to hold a patient during transport.
- ~~36.~~ “Priority” means whether a response mode to a dispatch, on the basis of the information available to the certificate holder, is:
- a. Emergent, that is, an immediate response is required due to a patient’s perceived condition; or
 - b. Non-emergent, that is, a response is required at a time appropriate to a patient’s perceived condition.
- ~~33.37.~~ “Public necessity” means that a need exists within an identified population ~~needs or requires~~ and service area for all or part of the services of a ground ambulance service proposed by an applicant or determined by the Department.
- ~~34.38.~~ “Response code” means ~~the priority assigned to a request for immediate dispatch by a ground ambulance service on the basis of the information available to the certificate holder or the certificate holder’s dispatch authority.~~
- ~~35.39.~~ “Response time” means the difference between the time a certificate holder is ~~notified that a need exists for immediate~~ receives:
- a. A 9-1-1 or similar system dispatch and the time the certificate holder’s first ground ambulance vehicle arrives at the scene; or
 - b. A request for an interfacility transport of a patient with a time-critical condition and the time the certificate holder’s ground ambulance vehicle arrives at the health care institution to provide transport. Response time does not include the time required to identify the patient’s need, the scene, and the resources necessary to meet the patient’s need.
- ~~36.~~ “Response time tolerance” means ~~the percentage of actual response times for a response code and scene locality that are compliant with the response time approved by the Department for the response code and scene locality, for any 12-month period.~~
- ~~37.~~ “Rural area” means ~~a geographic region with a population of less than 40,000 residents that is not a suburban area.~~
- ~~38.40.~~ “Scene locality” means:
- a. ~~an~~ An urban area, a geographic census-block-derived region, delineated by the U.S. Census Bureau as part of the decennial census, that:
 - i. Is a settled population center, with a population of 10,000 or more, that

- meets minimum housing-unit-density or population-density requirements; and
- ii. Includes a legally bounded geographic region established by a governmental entity in Arizona other than a county or the state;
- b. A suburban area, a geographic census-block-derived region, delineated by the U.S. Census Bureau as part of the decennial census, that:
- i. Is a settled population center, with a population of 10,000 or more, that meets minimum housing-unit-density or population-density requirements; and
 - ii. Is outside of a legally bounded geographic region established by a governmental entity in Arizona other than a county or the state;
- c. A rural area, a geographic census-block-derived region, other than an urban area or suburban area, that is delineated by the U.S. Census Bureau as part of the decennial census and has a population density greater than 153 residents per square mile; or
- d. A wilderness area, a geographic census-block-derived region, delineated by the U.S. Census Bureau as part of the decennial census, that has a population density less than or equal to 153 residents per square mile.
39. ~~“Scheduled transport” means to convey a patient at a prearranged time by a ground ambulance vehicle for which an immediate dispatch and response is not necessary.~~
- 40-41. “Service area” means the geographical boundary designated ~~in~~ on a certificate of necessity using the criteria in A.R.S. § ~~36-2233(E)~~ 36-2233(D).
41. ~~“Settlement” means the difference between the monetary amount Medicare establishes or AHCCCS pays as an allowable rate and the general public rate a ground ambulance service assesses a patient.~~
42. “Standby waiting rate” means the monetary amount ~~assessed to~~ set by the Department for a certificate holder to bill a patient by a certificate holder when a ground ambulance vehicle is required to wait in excess of 15 minutes to load or unload the patient, unless the excess delay is caused by the ground ambulance vehicle or the ambulance attendants on the ground ambulance vehicle.
43. “Subscription service” means the provision of EMS ambulance response or transport by a certificate holder to a group of individuals within the certificate holder’s service area who contracted with the certificate holder for coverage to provide ambulance response or

- transport and the allocation of annual costs among the group of individuals.
44. “Subscription service contract” means a written agreement for subscription service.
45. “Subscription service rate” means the monetary amount ~~assessed~~ set by the Department for a certificate holder to bill to a person for coverage under a subscription service contract.
46. ~~“Substandard performance” means a certificate holder’s:~~
- a. ~~Noncompliance with A.R.S. Title 36, Chapter 21.1, Articles 1 and 2, or 9 A.A.C. 25, or the terms of the certificate holder’s certificate of necessity, including all decisions and orders issued by the Director to the certificate holder;~~
 - b. ~~Failure to ensure that an ambulance attendant complies with A.R.S. Title 36, Chapter 21.1, Articles 1 and 2, or 9 A.A.C. 25, for the level of ground ambulance service provided by the certificate holder; or~~
 - e. ~~Failure to meet the requirements in 9 A.A.C. 25, Article 10.~~
47. ~~“Suburban area” means a geographic region within a 10-mile radius of an urban area that has a population density equal to or greater than 1,000 residents per square mile.~~
- 48.46. “Third-party payor” means a person, other than a patient, who is financially responsible for the payment, in whole or in part, of a patient’s ~~assessed~~ billed general public rates and charges for ~~EMS ambulance response~~ or transport provided to the patient by a ground ambulance service.
47. “Time-critical condition” means a patient’s illness or injury, such as ST Elevated Myocardial Infarction, stroke, trauma that meets the criteria in R9-25-1308(H)(6)(b)(i), or sepsis, for which research has shown that a transport to a specialized health care institution or a higher level of care improves patient outcomes.
48. “Time-sensitive condition” means a patient’s illness or injury for which, in the opinion of one of the following, a delay in the patient receiving appropriate medical services may result in harm to the patient:
- a. For an interfacility transport, a physician, physician assistant, or registered nurse practitioner providing medical services to the patient; and
 - b. For a transport that results from a 9-1-1 or similar system dispatch, an EMCT or the physician providing on-line medical direction for the patient.
- 50.49. “Transport” means the conveyance of one or more patients in a ground ambulance vehicle from the point of patient pick-up to ~~the patient’s initial~~ a specified destination.
- 51.50. ~~“Type of ground ambulance service” means an interfacility transport, a convalescent~~

transport, or a transport that ~~requires an immediate response~~ results from a 9-1-1 or similar system dispatch, which is provided by a ground ambulance service.

52. ~~“Urban area” means a geographic region delineated as an urbanized area by the United States Department of Commerce, Bureau of the Census.~~

53. ~~“Wilderness area” means a geographic region that has a population density of less than one resident per square mile.~~

R9-25-902. Application for an Initial Certificate of Necessity; ~~Provision of ALS Services; Transfer of a Certificate of Necessity~~ (Authorized by A.R.S. §§ 36-2201(11)(h), 36-2204, 36-2232, ~~36-2233(B)~~ 36-2233, 36-2234, 36-2236(A) and (B), 36-2240)

A. An applicant for an initial certificate of necessity shall submit to the Department an application packet, ~~in a Department provided format,~~ that includes:

1. ~~An application form that contains~~ The following information in a Department-provided format:

a. The legal business or corporate name, mailing address, physical address if different from the mailing address, telephone number, ~~and~~ facsimile number if any, and e-mail address of the ground ambulance service;

b. Any other names by which the applicant is known;

c. If the applicant is a:

i. Governmental entity, the type of governmental entity; or

ii. Business organization:

(1) The type of business organization, and

(2) Whether the business organization is proprietary or non-profit;

d. A list of all business organizations or governmental entities affiliated with the applicant, if applicable, including for each:

i. The legal name;

ii. The type of business organization, if applicable; and

iii. Whether the relationship to the applicant is as a:

(1) Parent organization,

(2) Subordinate organization,

(3) Subsidiary organization,

(4) Member organization, or

(5) Business organization related to an ambulance service,

ambulance response, or transport for which a controlling person of the applicant is also a controlling person of the business organization;

- ~~b.e.~~ The name, title, address, e-mail address, and telephone number of the following:
- i. Each applicant and individual responsible for managing the ground ambulance service;
 - ii. ~~The business representative or designated manager~~ individual acting for the applicant according to R9-25-102;
 - iii. The individual to contact to access the ground ambulance service's records required in ~~R9-25-910~~ R9-25-908(B); and
 - iv. The statutory agent for the ground ambulance service, ~~if applicable~~ or the individual designated by the applicant to accept service of process and subpoenas for the ground ambulance service;
- ~~e.~~ ~~The name, address, and telephone number of the base hospital or centralized medical direction communications center for the ground ambulance service;~~
- ~~d.f.~~ The name, address, email address, and telephone number of the person providing dispatch for the ground ambulance service's dispatch center service;
- ~~e.g.~~ The address, hours of operation, and, if available, telephone number of each suboperation station located within the proposed service area;
- h. Whether the applicant has a proposed deployment plan for the ground ambulance vehicles in subsection (A)(1)(m), including:
- i. Whether the purchase and deployment of additional ground ambulance vehicles are planned for the first 12 months following the applicant receiving a certificate of necessity;
 - ii. Whether additional purchases and further deployment of additional ground ambulance vehicles are planned for the second 12-month-period following the applicant receiving a certificate of necessity; and
 - iii. Whether ground ambulance vehicles will be deployed based on knowledge of the level of service, types of service provided, and locations of calls;
- ~~f.~~ ~~Whether the ground ambulance service is a corporation, partnership, sole proprietorship, limited liability corporation, or other;~~
- ~~g.~~ ~~Whether the business entity is proprietary, non-profit, or governmental;~~

- i. Whether the applicant has a plan for participating in the implementation of a political subdivision's emergency preparedness plan;
- j. A list of EMS providers in surrounding service areas with whom the applicant has a back-up agreement or from whom the applicant has a letter of support;
- ~~h-k.~~ A description of the communication equipment to be used in each ground ambulance vehicle and suboperation station;
- l. If applicable, a description of traffic preemption equipment that the applicant plans to use to facilitate movement of a ground ambulance vehicle through traffic;
- ~~i-m.~~ The make and year of For each ground ambulance vehicle proposed to be used by the ground ambulance service, the manufacturer's name, the year the ground ambulance vehicle was manufactured, and, if available, the current mileage;
- ~~j-n.~~ The number of ambulance attendants and the type of licensure, certification, or registration for each attendant;
- ~~k-o.~~ The proposed hours of operation for the ground ambulance service;
- ~~l-p.~~ The type of ~~ground ambulance~~ service;
- ~~m-q.~~ The level of ~~ground ambulance~~ service;
- r. If the applicant plans to provide ALS services or critical care services, a description of how the applicant plans to provide administrative medical direction according to R9-25-201 and on-line medical direction according to R9-25-202, including, as applicable:
 - i. The name, address, and telephone number of the base hospital or centralized medical direction communications center for the ground ambulance service;
 - ii. The name, address, professional license number, and telephone number of the physician providing administrative medical direction; and
 - iii. The name, address, professional license number, and telephone number of the physician or group of physicians providing on-line medical direction;
- n. Acknowledgment that the applicant:
 - i. Is requesting to operate ground ambulance vehicles and a ground ambulance service in this state;
 - ii. Has received a copy of 9 A.A.C. 25 and A.R.S. Title 36, Chapter 21.1;

- and
- iii. ~~Will comply with the Department's statutes and rules in any matter relating to or affecting the ground ambulance service;~~
 - s. Whether the applicant agrees to allow the Department to submit supplemental requests for information under R9-25-1201(C)(3);
 - t. Attestation that the applicant is familiar with the requirements in A.R.S. Title 36, Chapter 21.1 and this Chapter and will comply with applicable statutes and rules in any matter relating to or affecting the ground ambulance service;
 - ~~o.u.~~ A statement Attestation that any information or documents submitted to the Department are true and correct; and
 - ~~p.v.~~ The signature of the applicant or the applicant's designated representative individual acting for the applicant according to R9-25-102 and the date signed;
2. The following information about the proposed service area:
- a. ~~Where the ground ambulance vehicles in subsection (A)(1)(i) are located within the applicant's proposed service area;~~
 - b. ~~A statement of the proposed general public rates;~~
 - c. ~~A statement of the proposed charges;~~
 - d. ~~The applicant's proposed response times, response codes, and response time tolerances for each scene locality in the proposed service area, based on the following:~~
 - i. ~~The population demographics within the proposed service area;~~
 - ii. ~~The square miles within the proposed service area;~~
 - iii. ~~The medical needs of the population within the proposed service area;~~
 - iv. ~~The number of anticipated requests for each type and level of ground ambulance service in the proposed service area;~~
 - v. ~~The available routes of travel within the proposed service area;~~
 - vi. ~~The geographic features and environmental conditions within the proposed service area; and~~
 - vii. ~~The available medical and emergency medical resources within the proposed service area;~~
 - a. The square miles within the proposed service area;
 - b. Whether a ground ambulance service currently operates in all or part of the proposed service area and, if so, a list of the ground ambulance services currently

operating in the proposed service area;

- c. The population demographics within the proposed service area;
- d. Any changes in the population since the last national census;
- e. Any change in the population demographics since the last national census;
- f. The medical needs of the population within the proposed service area;
- g. The number of anticipated requests for each type of service and level of service in the proposed service area, including the basis for the estimate;
- h. The available routes of travel within the proposed service area;
- i. The anticipated average mileage per transport within the proposed service area, including the basis for the estimate;
- j. The geographic features and environmental conditions within the proposed service area;
- k. The available medical and emergency medical resources within the proposed service area;
- l. The geographic distribution of health care institutions within and surrounding the service area to which and from which the ground ambulance service may be transporting patients;
- m. A statement of the proposed general public rates for services provided within the proposed service area;
- n. A statement of the proposed charges; and
- o. The proposed response times and a compliance percentage, for each scene locality in the proposed service area and priority that will be assigned by the applicant to a response; and
- p. If planning to provide interfacility transports within the proposed service area:
 - i. The response times and compliance percentages for the interfacility transport of a patient with a time-critical condition for each scene locality; and
 - ii. Either:
 - (1) A plan for complying with the requirements in R9-25-908(E)(3)(c) that demonstrates how quality patient care will be provided, including to patients with a time-sensitive condition;
 - or
 - (2) A plan and justification for a standard different from that in R9-

25-908(E)(3)(c):

- ~~e.3.~~ A plan to provide temporary ~~ground~~ ambulance response or transport service to the proposed service area for a limited time when the applicant is unable to provide ~~ground~~ ambulance response or transport service to the proposed service area, including the criteria for the person providing dispatch to implement the plan;
- 4. Copies of the back-up agreements supporting the plan in subsection (A)(3) or letters of support specified according to subsection (A)(1)(j);
- 5. A plan for orientation and on-going training of employees;
- 6. A plan for implementing deployment of ground ambulance vehicles as specified in subsection (A)(1)(h), including the timeframe, if applicable, for the purchase and deployment of additional ground ambulance vehicles during the first 12 months after receiving a certificate of necessity;
- f. ~~Whether a ground ambulance service currently operates in all or part of the proposed service area and if so, where; and~~
- ~~g.7.~~ Whether an the applicant or a designated manager the individual acting for the applicant according to R9-25-102:
 - ~~i.a.~~ Has ever been convicted of a felony or a misdemeanor involving moral turpitude,
 - ~~ii.b.~~ Has ever had a license or certificate of necessity for a ground ambulance service suspended or revoked by any state or political subdivision, or
 - ~~iii.c.~~ Has ever operated a ground ambulance service without the required certification or licensure in this or any other state;
- ~~3.~~ The following documents:
- ~~a.8.~~ A description of the proposed service area by any method specified in A.R.S. § 36-2233(E) and global positioning system data, in a Department-specified format, that would allow a map to be created that illustrates the proposed service area;
- 9. Documentation for the individual specified according to subsection (A)(1)(e)(ii) that complies with A.R.S. § 41-1080;
- 10. A copy of the business organization's articles of incorporation, articles of organization, or partnership documents, if applicable;
- 11. A copy of an organizational chart, illustrating both:
 - a. The relationships in subsection (A)(1)(d) with two levels of supervision; and
 - b. At least three levels of supervision of key individuals operating the ground ambulance service, including the individuals listed in subsection (A)(1)(e)(i)

- through (iii):
- ~~b.~~12. A projected Ambulance Revenue and Cost Report covering the first consecutive 12 months of operation, as specified in R9-25-909(A);
13. A written explanation of why the applicant believes there is a public need for the applicant to receive an initial certificate of necessity, including:
- a. A summary of how the applicant plans to address the factors in subsection (A)(2) to ensure the provision of quality patient care,
 - b. Justification for the proposed level of service,
 - c. Justification for proposed response times or compliance percentage, and
 - d. Supporting documentation;
14. If available, any study or statistical analysis that examines the need for ground ambulance service within a service area or proposed service area that:
- a. Considers the current or proposed service area’s medical, fire, and police services; and
 - b. Was created for or adopted by:
 - i. A political subdivision, or
 - ii. A local emergency medical services coordinating system under A.R.S. § 36-2210(1);
15. A summary of the applicant’s financial history, including:
- a. Documentation of capital resources and financial reserves, if applicable, that is available for the establishment and operation of the ground ambulance service; and
 - b. A plan for coverage of expected and unexpected expenses, including the source and amount of funding for cash flow from the date the ground ambulance service commences operation until the date cash flow covers monthly expenses, with supporting documentation;
16. If the applicant is intending to bill for services, the method and plan for the applicant to bill for services;
- ~~e.~~17. ~~The financing agreement for all capital acquisitions exceeding \$5,000~~ A list of all actual or anticipated purchase agreements or lease agreements to be used in connection with the ground ambulance service, including the monetary amount and duration of each agreement, for:
- a. Real estate,

- b. Ground ambulance vehicles, or
- c. Equipment exceeding \$10,000;
- d. ~~The source and amount of funding for cash flow from the date the ground ambulance service commences operation until the date cash flow covers monthly expenses;~~
- e-18. Any Documentation supporting the estimate of the number of transports to be provided, as shown in the Ambulance Revenue and Cost Report, including any proposed ground ambulance service contract under A.R.S. §§ § 36-2232(A)(1) and ~~36-2234(K)~~ or 36-2234(M);
- f-19. ~~The information and documents specified in R9-25-1101, if~~ If the applicant is requesting to establish general public rates, the information and documents specified in R9-25-1101(A);
- 20. If the applicant is proposing charges to patients under R9-25-1109, the information required in R9-25-1109(A);
- ~~g-21.~~ Any subscription service contract under A.R.S. §§ § 36-2232(A)(1) and ~~36-2237(B)~~ R9-25-1105;
- 22. If using a contracted person to provide dispatch, a copy of the contract;
- 23. If the applicant is planning to provide ALS services or critical care services:
 - a. A copy of each current written contract for providing administrative medical direction,
 - b. A copy of each current written contract for providing on-line medical direction, and
 - c. Proof of professional liability insurance for personnel providing ALS services or critical care services required in R9-25-908(A)(1)(a)(iii);
- ~~h-24.~~ A certificate of insurance or documentation of self-insurance required in A.R.S. § 36-2237(A) and ~~R9-25-909~~ R9-25-908(A)(1)(a)(i) and (ii);
- ~~i-25.~~ A surety bond if required under A.R.S. § 36-2237(B); and
- ~~j-26.~~ The applicant's and designated manager's resume or other description of experience and qualification to operate a ground ambulance service of the individuals specified according to subsection (A)(1)(b);
- 27. If applicable, a copy of the applicant's plan for participating in the implementation of a political subdivision's emergency preparedness plan according to subsection (A)(1)(h), including as applicable;

- a. Mass casualty protocols;
 - b. The provision of ambulance response and transport in the event of a local, state-wide, or national emergency;
 - c. Description of the applicant's experience in disaster response command and control structure; and
 - d. Special situations in the proposed service area that need to be taken into consideration; and
- 4.28. Any other documents, exhibits, or statements that the applicant believes may assist the Director in evaluating the application or any other information or documents needed by the Director to clarify incomplete or ambiguous information or documents-, such as:
- a. The quality improvement process, as required in R9-25-908(K)(2);
 - b. A plan to collect and submit electronic patient care reports consistent with R9-25-908(K)(2)(a);
 - c. A plan to adopt clinical guidelines and operating procedures, consistent with national and state guidelines;
 - d. If applicable, a plan to initiate guideline-based pre-arrival instructions for all callers accessing 9-1-1 or a similar system for assistance;
 - e. Evidence of regular attendance and participation in meetings of the emergency medical services council, established according to A.R.S. § 36-2203, or a regional emergency medical and trauma services system, established according to A.R.S. § 36-2210;
 - f. Evidence of participation in a community-level injury prevention program; or
 - g. Documentation demonstrating that the service model will be cost effective.
- B.** ~~Before an applicant provides ALS, the applicant shall submit to the Department the application packet required in subsection (A) and the following:~~
- 1. ~~A current written contract for ALS medical direction; and~~
 - 2. ~~Proof of professional liability insurance for ALS personnel required in R9-25-909(A)(1)(b).~~
- C.** ~~When requesting a transfer of a certificate of necessity:~~
- 1. ~~The person wanting to transfer the certificate of necessity shall submit a letter to the Department that contains:~~
 - a. ~~A request that the certificate of necessity be transferred, and~~
 - b. ~~The name of the person to whom the certificate of necessity is to be transferred;~~

and

~~2.~~ ~~The person identified in subsection (C)(1)(b) shall submit:~~

~~a.~~ ~~The application packet in subsection (A); and~~

~~b.~~ ~~The information in subsection (B), if ALS is provided.~~

~~D.B.~~ ~~An~~ In addition to the information and documents specified in subsection (A), applicant for an initial certificate of necessity shall submit the following fees:

~~1.~~ ~~\$100 application filing fee for an initial certificate of necessity, or~~

~~2.~~ ~~\$50 application filing fee for a transfer of a certificate of necessity.~~

~~E.C.~~ The Department shall approve or deny an application under this Section according to ~~9 A.A.C. 25, Article 12~~ A.R.S. § 36-2233, Article 12 of this Chapter, and, if applicable, R9-25-1106 and R9-25-1107.

D. The Department may approve an application with special limitations or conditions, based on the best interest of the public.

E. If the Department approves an application and sends the applicant the written notice of approval, specified in R9-25-1201(C)(5), the Department shall issue the certificate of necessity to the applicant, consistent with A.R.S. §§ 36-2233(E) and 36-2234(A):

1. After the applicant has submitted to the Department for each ground ambulance vehicle to be operated by the ground ambulance service:

a. An application for registration of the ground ambulance vehicle that includes all of the information required according to R9-25-1001(B)(1);

b. A copy of a current and valid motor vehicle registration for the ground ambulance vehicle, issued according to A.R.S. Title 28, Chapter 7, Article 2, or similar statutes in another state; and

c. Unless the applicant intends to operate the ground ambulance vehicle only as a volunteer not-for-profit service, the following fees for each ground ambulance vehicle to be registered:

i. A \$50 registration fee, as required under A.R.S. § 36-2212(D); and

ii. A \$200 ambulance operation fee, as required under A.R.S. § 36-2240(3);

and

2. When the certificate of registration for the first ground ambulance vehicle to be operated by the ground ambulance service is issued.

F. The Department may deny an application according to A.R.S. § 36-2233 if an applicant:

1. Fails to comply with any provision in A.R.S. Title 36, Chapter 21.1;

2. Fails to comply with any provision in this Article or Article 2, 10, or 11 of this Chapter;
3. Knowingly or negligently provides false documentation or false or misleading information to the Department; or
4. Fails to submit to the Department documents or information requested under R9-25-1201(B)(1) or (C)(3) and requests a denial as permitted under R9-25-1201(E).

~~R9-25-904~~, R9-25-903. Application for Renewal of a Certificate of Necessity (Authorized by A.R.S.

§§ 36-2233, 36-2235, 36-2238, 36-2240, 36-2242

- A. An applicant for a renewal of a certificate of necessity shall submit to the Department, not less than ~~60~~ 30 days before the expiration date of the certificate of necessity, an application packet that includes:
1. ~~An application form that contains the information in R9-25-902(A)(1)(a) through (A)(1)(m) and the signature of the applicant;~~ The following information in a Department-provided format:
 - a. The identifying number on the applicant's current certificate of necessity;
 - b. The legal business or corporate name, address, telephone number, and facsimile number of the ground ambulance service;
 - c. Any other names by which the applicant is known;
 - d. The names of all other business organizations operated by the applicant related to the ground ambulance service;
 - e. The name, title, address, e-mail address, and telephone number of the following:
 - i. Each applicant and individual responsible for managing the ground ambulance service,
 - ii. The individual acting for the applicant according to R9-25-102,
 - iii. The individual to contact to access the ground ambulance service's records required in R9-25-908(B), and
 - iv. The statutory agent for the ground ambulance service or the individual designated by the applicant to accept service of process and subpoenas for the ground ambulance service;
 - f. Whether the applicant agrees to allow the Department to submit supplemental requests for information under R9-25-1201(C)(3);
 - g. Attestation that the applicant has analyzed response times according to R9-25-908(G)(2) and, if applicable, performance of interfacility transports of patients

- with no time-critical condition according to R9-25-908(H)(1);
- h. Attestation that the applicant is familiar with the requirements in A.R.S. Title 36, Chapter 21.1 and this Chapter and will comply with applicable statutes and rules in any matter relating to or affecting the ground ambulance service;
 - i. Attestation that the certificate holder, except as provided in R9-25-908(G)(4), R9-25-908(H)(3), or R9-25-908(K)(1)(c), has and is continuing to meet the conditions of the certificate of necessity;
 - j. Attestation that any information or documents submitted to the Department are true and correct; and
 - k. The signature of the applicant or the applicant's designated representative and the date signed;
2. Proof of continuous insurance coverage or a statement of continuing self-insurance, including a copy of the current certificate of insurance or current statement of self-insurance required in ~~R9-25-909~~ R9-25-908(A);
 3. Proof of continued coverage by a surety bond if required under A.R.S. §§ § 36-2237(B);
 4. A copy of the list of current charges required in R9-25-1109;
 5. ~~An affirmation that the certificate holder has and is continuing to meet the conditions of the certificate of necessity, including assessing only those rates and charges approved and set by the Director; and~~
 5. A list of all certificate holders with which the applicant has back-up agreements;
 6. If an instance of noncompliance has been identified, a corrective action plan or documentation specified in R9-25-908(G)(4), R9-25-908(H)(3), or R9-25-908(K)(1)(c), as applicable, if not already submitted to the Department; and
 - 6.7. \$50 application filing fee.
- B.** A certificate holder who fails to file a timely application for renewal of the certificate of necessity according to A.R.S. § 36-2235 and this Section, shall:
1. ~~cease~~ Cease operations at 12:01 a.m. on the date the certificate of necessity expires;
 2. ~~To commence operations after failing to file a timely renewal application, a person shall~~ If planning to continue operating as a ground ambulance service, file an initial certificate of necessity application according to R9-25-902; and meet all the requirements for an initial certificate of necessity
 3. Not resume operations without receiving a new certificate of necessity from the Department.

~~D.C.~~ The Department shall ~~approve or deny~~ review an application packet under this Section according to ~~9 A.A.C. 25, Article 12~~ A.R.S. §§ 36-2233 and 36-2235 and Article 12 of this Chapter, and:

1. Approve the application;
2. Approve the application with a corrective action plan, as specified in subsection (A)(6);
3. Approve the application with special limitations or conditions; or
4. Deny the application.

D. The Department may deny an application according to A.R.S. § 36-2235 if an applicant:

1. Fails to comply with any provision in A.R.S. Title 36, Chapter 21.1;
2. Fails to comply with any provision in this Article or Article 2, 10, or 11 of this Chapter;
3. Knowingly or negligently provides false documentation or false or misleading information to the Department; or
4. Fails to submit to the Department documents or information requested under R9-25-1201(B)(1) or (C)(3) and requests a denial as permitted under R9-25-1201(E).

E. If a certificate holder submits an application for renewal according to subsection (A), the current certificate of necessity does not expire until the Department has made a final determination on the application for renewal, as provided in A.R.S. § 41-1092.11.

F. If a certificate holder does not intend to apply for renewal of a certificate of necessity, the certificate holder shall:

1. At least 90 days before the expiration date of the certificate of necessity, send the Department written notice of the certificate holder's intention to cease operating, effective on the expiration date; and
2. Not discontinue service, except as provided in A.R.S. § 36-2238.

R9-25-904. Transfer of a Certificate of Necessity (Authorized by A.R.S. §§ 36-2232, 36-2233, 36-2236(A) and (B), 36-2238)

A. A certificate holder shall request that a certificate of necessity be transferred if:

1. There is an anticipated change of ownership, which is considered to occur when:
 - a. In the case of ownership by a sole proprietor, 20% or more interest or a beneficial interest is sold or transferred;
 - b. In the case of ownership by a partnership or a private corporation, 20% or more of the stock, interest, or beneficial interest is sold or transferred; or
 - c. The controlling influence changes to the extent that the management and control of the ground ambulance service is significantly altered, as determined according

to subsection (B):

2. The certificate holder and another certificate holder plan to execute a ground ambulance service contract for the provision of ambulance response or transport by one of the certificate holder's ground ambulance service in a portion of the other certificate holder's service area, except as part of a backup agreement; or
3. There is a change in the type of business organization.

B. The Department shall consider the following when determining whether a controlling influence in the ground ambulance service is changing to the extent that the management and control of the ground ambulance service has altered significantly:

1. Whether there has been or will be a change in who manages or controls the day-to-day operations of one or more ground ambulance vehicles operated by the ground ambulance service, including whether the certificate holder has entered into or intends to enter into a contract or an agreement with another person or entity to supervise or manage all or a part of the ground ambulance service;
2. Whether there has been or will be a change in who manages or controls staffing and personnel decisions for one or more ground ambulance vehicles operated by the ground ambulance service;
3. Whether there has been or will be a change in the operating policies and procedures for one or more ground ambulance vehicles operated by the ground ambulance service;
4. Whether there has been or will be a change in who pays the operating expenses or who receives the operating revenue;
5. Whether there has been or will be a change in the policy holder on the insurance coverage of one or more ground ambulance vehicles operated by the ground ambulance service;
6. Whether there has been or will be a change in ownership, management, or control of the supplies, equipment, and materials for one or more ground ambulance vehicles operated by the ground ambulance service;
7. Whether there has been or will be a change in the risk or liability attendant to the operation of one or more ground ambulance vehicles operated by the ground ambulance service;
8. Whether there has been or will be a change in who manages or controls the strategic or long-term planning of the ground ambulance service;
9. Whether the certificate holder has changed or intends to change affiliations, such as a parent company or a subsidiary owned or operated by the certificate holder, from that

specified according to R9-25-902(A)(1)(d); and

10. Other information related to the management and control of the ground ambulance service that the Department deems relevant.

C. When requesting a transfer of a certificate of necessity:

1. A certificate holder wanting to transfer the certificate of necessity shall submit the following information to the Department in a written format:
 - a. The name and certificate of necessity number of the certificate holder;
 - b. A request that the certificate of necessity be transferred, including the rationale for the transfer;
 - c. Whether the transfer is due to a change of ownership or to a change in the type of business organization; and
 - d. If the transfer is due to a change of ownership, the name of the person to whom the certificate of necessity is to be transferred; and
2. The person identified in subsection (C)(1)(d) or the individual acting according to R9-25-102 for the new type of business organization shall submit to the Department:
 - a. The information and documents specified in R9-25-902(A)(1), (3) through (7), (9) through (12), (15) through (18), and (22) through (29);
 - b. The \$50 application filing fee for a transfer of a certificate of necessity, as required under A.R.S. § 36-2240(3); and
 - c. A description of any planned amendments to the certificate of necessity during the next 12 months.

D. In deciding whether to transfer a certificate of necessity is in the public's best interest, the Director shall consider the following:

1. The information required in subsections (C)(2)(a) and (c);
2. Whether the person specified according to subsection (C)(1)(d) is fit and proper;
3. Whether there is a public need for the transfer to take place:
 - a. Based on a possible gap in service or unmet needs in the service area; and
 - b. To ensure consistent service provision, efficiency, cost-effectiveness, and the health and safety of individuals in the service area;
4. Whether the person specified according to subsection (C)(1)(d) demonstrates the ability to provide quality patient care; and
5. Other matters determined by the Director or the applicant to be relevant to the determination of public necessity.

- E.** The Department shall approve or deny an application under this Section according to A.R.S. § 36-2233 and Article 12 of this Chapter.
- F.** If the Department approves an application for a transfer and sends the person in subsection (C)(1)(d) the written notice of approval, specified in R9-25-1201(C)(5), the Department shall issue the certificate of necessity to the person in subsection (C)(1)(d):
1. After the person in subsection (C)(1)(d) has submitted to the Department for each ground ambulance vehicle to be operated by the ground ambulance service:
 - a. An application for registration of the ground ambulance vehicle that includes all of the information required according to R9-25-1001(B)(1);
 - b. A copy of a current and valid motor vehicle registration for the ground ambulance vehicle, issued according to A.R.S. Title 28, Chapter 7, Article 2, or similar statutes in another state; and
 - c. Unless the person in subsection (C)(1)(d) intends to operate the ground ambulance vehicle only as a volunteer not-for-profit service, the following fees for each ground ambulance vehicle to be registered:
 - i. A \$50 registration fee, as required under A.R.S. § 36-2212(D); and
 - ii. A \$200 ambulance operation fee, as required under A.R.S. § 36-2240(3);
and
 2. When the certificate of registration for the first ground ambulance vehicle to be operated by the ground ambulance service is issued.
- G.** The Department may deny an application under this Section if an applicant:
1. Fails to comply with any provision in A.R.S. Title 36, Chapter 21.1;
 2. Fails to comply with any provision in this Article or Article 2, 10, or 11 of this Chapter;
 3. Knowingly or negligently provides false documentation or false or misleading information to the Department; or
 4. Fails to submit to the Department documents or information requested under R9-25-1201(B)(1) or (C)(3) and requests a denial as permitted under R9-25-1201(E).
- H.** If the Department denies the transfer of a certificate of necessity, the certificate holder shall not discontinue service, except as provided in A.R.S. § 36-2238.

R9-25-905. Application for Amendment of a Certificate of Necessity (Authorized by A.R.S. §§ 36-2232(A)(4) and (A)(7), 36-2240, 36-2247)

- A.** A certificate holder that wants to amend its certificate of necessity shall submit to the Department

~~the application form in R9-25-902(A)(1) and an application filing fee of \$50 for changes in:~~

- ~~1. The legal name of the ground ambulance service;~~
- ~~2. The legal address of the ground ambulance service;~~
- ~~3. The level of ground ambulance service;~~
- ~~4. The type of ground ambulance service;~~
- ~~5. The service area; or~~
- ~~6. The response times, response codes, or response time tolerances.~~

B. ~~In addition to the application form in subsection (A), an amending certificate holder shall submit:~~

- ~~1. For the addition of ALS ground ambulance service, the information required in R9-25-902(B)(1) and (B)(2).~~
- ~~2. For a change in the service area, the information required in R9-25-902(A)(3)(a);~~
- ~~3. For a change in response times, the information required in subsection R9-25-902(A)(2)(d);~~
- ~~4. A statement explaining the financial impact and impact on patient care anticipated by the proposed amendment;~~
- ~~5. Any other information or documents requested by the Director to clarify incomplete or ambiguous information or documents; and~~
- ~~6. Any documents, exhibits, or statements that the amending certificate holder wishes to submit to assist the Director in evaluating the proposed amendment.~~

A. A certificate holder requesting to amend the certificate of necessity due to a change in the legal name of the ground ambulance service shall submit to the Department:

1. The certificate of necessity number for the ground ambulance service;
2. The name of the ground ambulance services on the certificate of necessity;
3. The new legal name of the ground ambulance service;
4. The name, title, address, e-mail address, and telephone number of an individual whom the Department may contact about the requested amendment;
5. Documentation demonstrating that the change in the name of the ground ambulance service does not constitute a change of ownership; and
6. If applicable, documentation showing the new legal name of the ground ambulance service on:
 - a. Documentation of insurance coverage required according to R9-25-908(A), and
 - b. Coverage by a surety bond if required under A.R.S. § 36-2237(B).

B. A certificate holder requesting to amend the certificate of necessity for a reason other than a

change in subsection (A) shall submit to the Department:

1. The following information in a Department-provided format:
 - a. The certificate of necessity number for the ground ambulance service;
 - b. The name and address of the ground ambulance service on the certificate of necessity;
 - c. The name, title, address, e-mail address, and telephone number of an individual whom the Department may contact about the requested amendment;
 - d. A description of the requested change and the rationale for the change;
 - e. Whether the applicant agrees to allow the Department to submit supplemental requests for information under R9-25-1201(C)(3);
 - f. Attestation that the applicant is familiar with the requirements in A.R.S. Title 36, Chapter 21.1 and this Chapter and will comply with applicable statutes and rules in any matter relating to or affecting the ground ambulance service;
 - g. Attestation that the certificate holder will meet the conditions of a modified certificate of necessity, including billing only those rates and charges approved and set by the Director;
 - h. Attestation that any information or documents submitted to the Department are true and correct; and
 - i. The signature of the applicant or the applicant's designated representative and the date signed;
2. For a change in the legal address of the ground ambulance service:
 - a. The new legal address of the ground ambulance service; and
 - b. If applicable, documentation showing the new legal address of the ground ambulance service on documentation of insurance coverage required according to R9-25-908(A);
3. For a change in the hours of service:
 - a. The current and proposed new hours of service,
 - b. The date on which the applicant plans to implement the change,
 - c. Information about the effect the requested change is expected to have on patients,
 - d. Information about the effect the requested change is expected to have on other EMS providers or ground ambulance services in or around the service area, and
 - e. Information about the financial effect the requested change is expected to have on the ground ambulance service;

4. For a change in the level of service to be provided:
 - a. If planning to begin providing critical care services or ALS services:
 - i. A description of how the certificate holder plans to provide administrative medical direction according to R9-25-201 and on-line medical direction according to R9-25-202.
 - ii. A copy of a current written contract for providing administrative medical direction.
 - iii. A copy of a current written contract for providing on-line medical direction, and
 - iv. Proof of professional liability insurance for personnel providing ALS services or critical care services as required in R9-25-908(A)(1)(a)(iii);
 - b. If planning to begin providing only BLS services:
 - i. A description of the rationale for stopping the provision of ALS services or critical care services.
 - ii. An acknowledgement that another emergency medical services provider may be granted a certificate of necessity to provide ALS services or critical care services in the service area to meet the needs of patients, and
 - iii. A plan for rendezvousing with another ground ambulance service providing ALS services or critical care services, if applicable, for patients requiring more than BLS services, including the identification of the other ground ambulance service;
 - c. Information about the effect the requested change is expected to have on patients, including how the requested change will result in quality patient care;
 - d. Information about the effect the requested change is expected to have on other EMS providers or ground ambulance services in or around the service area; and
 - e. Information about the financial effect the requested change is expected to have on the ground ambulance service;
5. For a change in the type of service to be provided:
 - a. If planning to begin providing interfacility transports of patients with a time-critical condition:
 - i. An estimate of the number of transports to be provided;
 - ii. The names of the health care institutions anticipated to be the source or destination of the transports;

- iii. The proposed response times and compliance percentages for the interfacility transport of a patient with a time-critical condition;
 - iv. A justification for the response time or compliance percentage that demonstrates how quality patient care will be provided; and
 - v. Whether another ground ambulance service is currently providing interfacility transports of patients with a time-critical condition in the service area and, if so, the name of the other ground ambulance service and the anticipated financial impact on the other ground ambulance service if the change is approved;
- b. If planning to begin providing interfacility transports of patients who do not have a time-critical condition or convalescent transports:
- i. An estimate of the number of transports to be provided;
 - ii. The names of the health care institutions anticipated to be the source or destination of the transports;
 - iii. Either:
 - (1) A plan for complying with the requirements in R9-25-908(E)(3)(c) that demonstrates how quality patient care will be provided, including to patients with a time-sensitive condition;
 - or
 - (2) A plan and justification for a standard different from that in R9-25-908(E)(3)(c);
 - iv. If the certificate holder is requesting to amend the certificate of necessity according to A.R.S. § 36-2234.01, the information required according to A.R.S. § 36-2234.01(B)(1) and (2); and
 - v. Whether another ground ambulance service is currently providing interfacility transports or convalescent transports in the service area and, if so, the name of the other ground ambulance service and the anticipated financial impact on the other ground ambulance service if the change is approved;
- c. If planning to begin providing ambulance response or transport requested through 9-1-1 or a similar system:
- i. An estimate of the number of transports to be provided;
 - ii. The names of the health care institutions anticipated to be the destination

- of the transports;
- iii. The proposed response times or compliance percentage;
 - iv. A justification for the response times or compliance percentage that demonstrates how quality patient care will be provided; and
 - v. Whether another ground ambulance service is currently providing ambulance response or transport requested through 9-1-1 or a similar system in the service area and, if so, the name of the other ground ambulance service and the anticipated financial impact on the other ground ambulance service if the change is approved;
- d. Information about the effect the requested change is expected to have on patients, including how the requested change will result in quality patient care;
 - e. Information about the effect the requested change is expected to have on health care institutions within and surrounding the service area to which and from which the ground ambulance service would be transporting patients;
 - f. Information about the effect the requested change is expected to have on other EMS providers or ground ambulance service in or around the service area;
 - g. Information about the financial effect the requested change is expected to have on the ground ambulance service; and
 - h. If the planned change will result in new or revised back-up agreements, a copy of the new or revised back-up agreement;
6. Except as specified in subsection (D), for a change in the service area:
- a. A description of the current service area and the proposed service area by any method specified in A.R.S. § 36-2233(E) and global positioning system data that would allow a map to be created that illustrates the current service area and the proposed service area;
 - b. The following information about the proposed service area to be used by the Director in assessing the need for the proposed change:
 - i. The square miles within the proposed service area;
 - ii. The population demographics within the proposed service area;
 - iii. The change in the population demographics since the last national census;
 - iv. The medical needs of the population within the proposed service area;
 - v. The number of anticipated requests for each type of service and level of

- service in the proposed service area;
- vi. The available routes of travel within the proposed service area;
 - vii. The geographic features and environmental conditions within the proposed service area;
 - viii. Whether a ground ambulance service currently operates in all or part of the proposed service area and if so, where;
 - ix. The available medical and emergency medical resources within the proposed service area;
 - x. The geographic distribution of health care institutions within and surrounding the proposed service area to which and from which the ground ambulance service would be transporting patients; and
 - xi. The proposed response times and compliance percentage, for each scene locality and priority that will be assigned by the applicant to a response;
- c. Information about the effect the requested change is expected to have on patients, including how the requested change will result in quality patient care;
 - d. Information about the effect the requested change is expected to have on health care institutions within and surrounding the proposed service area to which and from which the ground ambulance service would be transporting patients;
 - e. Information about the effect the requested change is expected to have on EMS providers in the proposed service area that do not provide transport;
 - f. Information about the financial effect the requested change is expected to have on the ground ambulance service;
 - g. Whether the applicant has a proposed deployment plan for the ground ambulance vehicles registered under Article 10 of this Chapter to the applicant, including:
 - i. Whether suboperation stations will be used or whether ground ambulance vehicles will be deployed based on experience with the level and types of calls; and
 - ii. If suboperation stations will be used, where the applicant plans to locate suboperation stations within the applicant's proposed service area;
 - h. Whether the applicant has a plan for participating in the implementation of a political subdivision's emergency preparedness plan;
 - i. A list of EMS providers in surrounding service areas with whom the applicant has a back-up agreement or from whom the applicant has a letter of support; and

- j. Any other information specified in R9-25-906 that the applicant believes relevant to a determination of the public necessity for the change in the service area;
- 7. For a change in the ground ambulance service's response times for ambulance response or transport requested through 9-1-1 or a similar system or for an interfacility transport of a patient with a time-critical condition:
 - a. A description of the ground ambulance service's current response times and compliance percentage;
 - b. The results of the analysis of response time performance required in R9-25-908(G)(2);
 - c. The requested response times or compliance percentage, including a justification for each response time;
 - d. Information about the effect the requested change is expected to have on patients, including applicable information in subsections (B)(6)(b) and (c);
 - e. Information about the effect the requested change is expected to have on health care institutions within and surrounding the service area to which and from which the ground ambulance service would be transporting patients;
 - f. Information about the effect the requested change is expected to have on EMS providers in the service area that do not provide transport; and
 - g. Information about the financial effect the requested change is expected to have on the ground ambulance service;
- 8. For a change in the plan for complying with the requirements in R9-25-908(E)(3)(c), or with a standard different from that in R9-25-908(E)(3)(c), that demonstrates how quality patient care will be provided, including to patients with a time-sensitive condition:
 - a. A description of the ground ambulance service's current plan;
 - b. The results of the analysis of the performance required in R9-25-908(H)(2);
 - c. The requested standard if different from that in R9-25-908(E)(3)(c);
 - d. Information about the effect the requested change is expected to have on patients, including applicable information in subsections (B)(6)(b) and (c);
 - e. Information about the effect the requested change is expected to have on health care institutions within and surrounding the service area to which and from which the ground ambulance service would be transporting patients; and
 - f. Information about the financial effect the requested change is expected to have on the ground ambulance service;

9. For a change in the special limitations or conditions on the ground ambulance service's certificate of necessity:
 - a. A description of the special limitations or conditions on the ground ambulance service's certificate of necessity;
 - b. The requested change to the special limitations or conditions on the ground ambulance service's certificate of necessity, including a justification for each change and how the change is in the best interest of the public;
 - c. Information about the effect the requested change is expected to have on patients, including how the requested change will result in quality patient care;
 - d. Information about the effect the requested change is expected to have on health care institutions within and surrounding the service area to which and from which the ground ambulance service would be transporting patients;
 - e. Information about the effect the requested change is expected to have on EMS providers in the service area that do not provide transport; and
 - f. Information about the financial effect the requested change is expected to have on the ground ambulance service;
 10. Information required in R9-25-1102 and R9-25-1109(B), as applicable, related to the change, including any change in:
 - a. The proposed general public rates for services provided, or
 - b. The proposed charges;
 11. If applicable, letters of support for the change;
 12. Any other information or documentation demonstrating the public necessity for the change or otherwise justifying the change;
 13. Any other information or documents requested by the Director to clarify incomplete or ambiguous information or documents;
 14. Any documents, exhibits, or statements that the amending certificate holder wishes to submit to assist the Director in evaluating the proposed amendment; and
 15. The \$50 application filing fee.
- C.** A certificate holder subject to special limitations or conditions that are not displayed on the certificate holder's certificate of necessity may request, according to subsections (B)(1) and (9), to have the special limitations or conditions modified if the special limitations or conditions were the result of a final decision of the Director, established according to A.R.S. § 41-1092.08(F), issued before January 1, 2024.

D. If a certificate of necessity was granted to a certificate holder under A.R.S. § 36-2233(I)(2), the certificate holder shall notify the Department of a change in the service area within 30 calendar days after the change is finalized and include:

1. The following information in a Department-provided format:
 - a. The certificate of necessity number for the ground ambulance service,
 - b. The name and address of the ground ambulance service on the certificate of necessity,
 - c. A description of the change and the reason for the change,
 - d. The effective date of the change,
 - e. Attestation that the information or documents submitted to the Department are true and correct, and
 - f. The signature of the certificate holder's designated representative and the date signed;
2. A description of the current service area and the proposed service area by any method specified in A.R.S. § 36-2233(E) and global positioning system data that would allow a map to be created that illustrates the current service area and the proposed service area; and
3. Documentation establishing that the change in service area is under A.R.S. § 36-2233(E)(2).

C.E. The Department shall approve or deny an application under ~~this Section~~ subsection (B) or (C) according to ~~9 A.A.C. 25, Article 12~~ A.R.S. § 36-2233 and Article 12 of this Chapter.

R9-25-903, R9-25-906. Determining Public Necessity (Authorized by A.R.S. § 36-2233(B)(2) 36-2233(F))

- A.** In determining public necessity for an initial or amended certificate of necessity, the Director shall consider the following to ensure quality patient care:
1. The following information, as response times, response codes, and response time tolerances proposed by the applicant for the service area:
 - a. Proposed response times or compliance percentage,
 - b. The priority that may be assigned by an applicant or a certificate holder to a response, and
 - c. The percentage of time the actual response time for a run is or is anticipated to be compliant with the proposed response times during a 12-month period;

- ~~2.~~ The population demographics within the proposed service area;
 - ~~3.~~ The geographic distribution of health care institutions within and surrounding the service area;
 - ~~4.~~ Whether issuing a certificate of necessity to more than one ambulance service within the same service area is in the public's best interest, based on:
 - ~~a.~~ The existence of ground ambulance service to all or part of the service area;
 - ~~b.~~ The response times of and response time tolerances for ground ambulance service to all or part of the service area;
 - ~~c.~~ The availability of certificate holders in all or part of the service area; and
 - ~~d.~~ The availability of emergency medical services in all or part of the service area;
 - 2. Whether issuing the certificate of necessity is in the public's best interest:
 - a. Based on a possible gap in service or unmet needs in the service area; and
 - b. To ensure consistent service provision, efficiency, cost-effectiveness, and the health and safety of individuals in the service area;
 - ~~5.3.~~ The information in R9-25-902(A)(1) ~~and (A)(2)~~ through (4), (6), (8), (12) through (14), and (19) through (22);
 - 4. If applicable, the information in subsection (B); and
 - ~~6.5.~~ Other matters determined by the Director or the applicant to be relevant to the determination of public necessity.
- B.** In deciding whether ~~to issue~~ issuing a certificate of necessity to more than one ground ambulance service ~~for convalescent or interfacility transport~~ for the same service area or overlapping service areas is in the public's best interest, the Director shall consider the following in addition to the information in subsections (A)(1) through (3):
- ~~4.~~ ~~The factors in subsections (A)(2), (A)(3), (A)(4)(a), (A)(4)(c), (A)(4)(d), (A)(5), and (A)(6);~~
 - 1. The existence of another ground ambulance service providing ambulance response or transport to all or part of the service area, including the level of service and type of service being provided;
 - 2. The current response times for 90% compliance and 100% compliance for requests made through 9-1-1 or a similar system in all or part of the service area;
 - 3. The percentage of time the actual response time for a run resulting from a 9-1-1 or similar system dispatch is compliant with the current response times for another ground ambulance service;

4. If applicable, the current response times for 90% compliance and 100% compliance for interfacility transports for patients with a time-critical condition in all or part of the service area;
5. If applicable, the applicant's plans to provide interfacility transports for patients with no time-critical condition in all or part of the service area in compliance with R9-25-908(E)(3);
6. The applicant's plans for implementation, taking into consideration the stability and consistency of service provision;
7. If available, information or data that demonstrates the inability of the other certificate holder to provide services in all or part of the service area;
8. How the applicant plans to interact with the ground ambulance service currently providing services in all or part of the service area, including the information in R9-25-908(E)(1)(a), (b), and (c);
9. The availability of emergency medical services in all or part of the service area;
- ~~2-10.~~ The financial impact on certificate holders whose service area includes all or part of the service area in the requested certificate of necessity;
- ~~3-11.~~ The demonstrated need for additional 9-1-1 or similarly dispatched transport, convalescent transport, or interfacility transport, as applicable, including:
 - a. Whether a study or statistical analysis demonstrating need has been created for or adopted by the applicant, a political subdivision within the current or proposed service area, or a local emergency medical services coordinating system under A.R.S. § 36-2210 that:
 - i. Examines whether another ground ambulance service is necessary within the service area or proposed service area to provide ambulance response or transport; and
 - ii. Takes into account the current or proposed service area's medical, fire, and police services and the other ground ambulance service;
 - b. If a study or statistical analysis in subsection (B)(11)(a) exists, the content of the study or statistical analysis demonstrating need; and
 - c. Information received by the Department from a political subdivision, a health care institution, an elected official, or another interested party, as described in A.R.S. § 36-2233(D), indicating a need;
12. For an application for additional 9-1-1 or similarly dispatched transport, the difference

between the current response times in the service area for 90% compliance and the response times for 90% compliance proposed by the applicant; and

4.13. Whether a certificate holder for the service area has demonstrated ~~standard~~ performance noncompliance with requirements in this Article, Articles 2, 10, or 11 of this Chapter, or A.R.S. Title 36, Chapter 21.1.

C. ~~In deciding whether to issue a certificate of necessity to more than one ground ambulance service for a 9-1-1 or similarly dispatched transport within the same service area or overlapping service areas, the Director shall consider the following:~~

1. ~~The factors in subsections (A), (B)(2), and (B)(4);~~
2. ~~The difference between the response times in the service area and proposed response times by the applicant;~~
3. ~~A needs assessment adopted by a political subdivision, if any; and~~
4. ~~A needs assessment, referenced in A.R.S. § 36-2210, adopted by a local emergency medical services coordinating system, if any.~~

C. The Department may periodically assess whether there have been changes in public necessity associated with a certificate of necessity, to include ensuring quality patient care.

~~R9-25-907.~~ Observance of Service Area; Exceptions (A.R.S. § 36-2232)

~~A certificate holder shall not provide EMS or transport within an area other than the service area identified in the certificate holder's certificate of necessity except:~~

1. ~~When authorized by a service area's dispatch, before the service area's ground ambulance vehicle arrives at the scene; or~~
2. ~~According to a back-up agreement.~~

~~R9-25-906.~~R9-25-907. Determining Response Times, Response Codes Priority for Responses, and Response Time Tolerances for Certificates of Necessity and Provision of ALS Services Compliance with Specified Times (Authorized by A.R.S. §§ 36-2232, 36-2233, 36-2236)

A. The Department may periodically assess whether the following parameters, as associated with a certificate of necessity, are appropriate to ensure quality patient care:

1. Response times, consistent with A.R.S. §§ 36-2232(A)(4) and 36-2236(E);
2. The priority to be assigned by a certificate holder to a response;
3. The percentage of time that the actual response time for a run is compliant with the

response times for the certificate of necessity during a 12-month period;

4. If applicable, the plan for complying with the requirements in R9-25-908(E)(3)(c), or with a standard different from that in R9-25-908(E)(3)(c), that demonstrates how quality patient care will be provided, including to patients with a time-sensitive condition; and
5. If applicable, the percentage of time that the certificate holder is compliant with the standards in the plan in subsection (A)(4) during a 12-month period.

B. In determining response times, ~~response codes~~ the priority to be assigned by a certificate holder to a response, and response time tolerances the percentage of time the actual response time for a run is compliant with the proposed response times during a 12-month period for all or part of a service area or proposed service area, the Director may consider the following:

1. Differences in scene locality, if applicable;
2. The response times and compliance percentages of other ground ambulance services in similar scene localities, as determined by historical response time data;
3. The population density and demographics in the service area or proposed service area;
4. The geographic features and environmental conditions within the service area or proposed service area;
5. The geographic distribution of health care institutions within and surrounding the service area or proposed service area to which and from which the ground ambulance service would be transporting patients;
- ~~2-6.~~ Requirements of a 9-1-1 or similar dispatch system for all or part of the service area;
- ~~3-7.~~ Requirements in a contract approved by the Department between a ground ambulance service and a political subdivision or health care institution;
8. Whether the certificate holder provides interfacility transports of patients with a time-critical condition and, if so:
 - a. The geographic distribution of health care institutions in the service area, and
 - b. The anticipated volumes of 9-1-1 dispatches and of interfacility transports;
- ~~4-9.~~ ~~Medical prioritization~~ The basis for prioritization for the dispatch of a ground ambulance vehicle ~~according to procedures established by the certificate holder's medical direction authority~~ or an emergency medical services provider;
10. Information from a political subdivision, a health care institution, an elected official, or another interested party, as described in A.R.S. § 36-2233(D), in the service area that was received by the Department about the request; and

11. Other information submitted according to R9-25-902(A)(2) and (14) or R9-25-905(B), as applicable; and

~~5-12.~~ Other matters determined by the Director to be relevant to the measurement a determination of response times, response codes and response time tolerances compliance percentage, for each scene locality and priority that will be assigned by the applicant to a response.

C. The Department may:

1. Develop a set of uniform standards for response times based on historical response time data:

a. By using the scene locality of a service area or proposed service area, and

b. Considering the response time for 90 percent of runs;

2. Compare the actual performance of a ground ambulance service to the applicable uniform standard developed according to subsection (C)(1);

3. Establish response times based on the applicable uniform standard and the factors specified in subsection (B); and

4. Take enforcement action, if appropriate, against a certificate holder based on response-time performance compared with the uniform standard, taking into consideration the factors in subsection (B).

D. In determining compliance with the standards in the plan in subsection (A)(4) during a 12-month period, the Director may consider the following:

1. The information submitted according to R9-25-902(A)(2) and (14) or R9-25-905(B), as applicable;

2. The geographic distribution of health care institutions in the service area and the anticipated volumes of interfacility transports and 9-1-1 dispatches;

3. Requirements in a contract approved by the Department between a ground ambulance service and health care institution;

4. The basis for prioritization for the dispatch of a ground ambulance vehicle according to procedures established by the certificate holder's medical direction authority;

5. Information from a political subdivision, a health care institution, an elected official, or another interested party, as described in A.R.S. § 36-2233(D), in the service area that was received by the Department about the request; and

6. Other matters determined by the Director to be relevant to a determination of compliance with the standards in the plan in subsection (A)(4).

R9-25-908. Transport Requirements; Exceptions (A.R.S. §§ 36-2224, 36-2232) Repealed

~~A certificate holder shall transport a patient except:~~

- ~~1. As limited by A.R.S. § 36-2224;~~
- ~~2. If the patient is in a health care institution and the patient's medical condition requires a level of care or monitoring during transport that exceeds the scope of practice of the ambulance attendants' certification;~~
- ~~3. If the transport may result in an immediate threat to the ambulance attendant's safety, as determined by the ambulance attendant, certificate holder, or medical direction authority;~~
- ~~4. If the patient is more than 17 years old and refuses to be transported; or~~
- ~~5. If the patient is in a health care institution and does not meet the federal requirements for medically necessary ground vehicle ambulance transport as identified in 42 CFR 410.40.~~

R9-25-908. Operations (Authorized by A.R.S. §§ 36-2204.02, 36-2211, 36-2232, 36-2237, 36-2241)

A. Insurance: A certificate holder shall:

1. Either:
 - a. Maintain with an insurance company authorized to transact business in this state:
 - i. A minimum single occurrence automobile liability insurance coverage of \$1,000,000 for ground ambulance vehicles;
 - ii. A minimum single occurrence professional liability insurance coverage for the ground ambulance service of \$1,000,000; and
 - iii. If the certificate holder provides ALS services or critical care services, a minimum single occurrence professional liability insurance coverage for personnel of the ground ambulance service providing ALS services or critical care services of \$1,000,000; or
 - b. Be self-insured for the amounts in subsection (A)(1)(a); and
2. Submit to the Department within seven days after renewal of the insurance coverage in subsection (A)(1)(a) or a change in how the insurance coverage in subsection (A)(1)(a) or (b) is obtained:
 - a. A copy of the certificate of insurance in subsection (A)(1)(a); or
 - b. Documentation of self-insurance according to subsection (A)(1)(b).

B. Record Retention: According to A.R.S. § 36-2241, a certificate holder shall maintain the

following records for the Department's review and inspection:

1. The certificate holder's financial statements;
2. All federal and state income tax records;
3. All employee-related expense reports and payroll records;
4. All bank statements and documents used to reconcile accounts;
5. All documents establishing the depreciation of assets, such as schedules or accounting records on ground ambulance vehicles, equipment, office furniture, and other plant and equipment assets subject to depreciation;
6. All prehospital history incident reports, as specified in subsection (J)(1);
7. All patient billing and reimbursement records;
8. All dispatch records, as specified in subsection (J)(2);
9. All policies and procedures required by this Article or Article 2, 10, or 11 of this Chapter;
10. All plans required by this Article or Article 2, 10, or 11 of this Chapter;
11. Documentation of the analysis of response time performance according to subsection (G)(2);
12. Documentation of the analysis of performance of interfacility transports of patients with no time-critical condition, including patients with a time-sensitive condition, according to subsection (H)(1);
13. Documentation of notification to the Department of instances of noncompliance according to subsection (K)(1)(c);
14. All back-up agreements, contracts, grants, and financial assistance records related to ground ambulance vehicles, ambulance response, and transport;
15. All written complaints about the ground ambulance service; and
16. Information about destroyed or otherwise irretrievable records in a file including:
 - a. A list of each record destroyed or otherwise irretrievable,
 - b. A description of the circumstances under which each record became destroyed or otherwise irretrievable, and
 - c. The date each record was destroyed or became otherwise irretrievable.

C. Staffing: A certificate holder shall ensure that:

1. If a ground ambulance vehicle is marked with a level of service, the ground ambulance vehicle is staffed to provide the level of service identified;
2. An administrative medical director for the ground ambulance service complies with requirements in R9-25-201(F) and R9-25-502(B);

3. Policies and procedures are established, implemented, and maintained that cover:
 - a. Job descriptions, duties, and qualifications, including required skills and knowledge for EMCTs and other employees; and
 - b. Orientation and in-service education for EMCTs and other employees;
 4. An EMCT employed by the ground ambulance service:
 - a. Is assigned patient care duties consistent with the EMCT's scope of practice and the administrative medical director's evaluation of the EMCT's skills and capabilities;
 - b. Complies with the protocols required in R9-25-201(E)(2);
 - c. Receives training on the policies and procedures required in R9-25-201(E)(3)(b); and
 - d. Receives ongoing education, training, or remediation consistent with the policies and procedures required in R9-25-201(E)(3)(b)(x); and
 5. Staffing of ground ambulance vehicles:
 - a. For the provision of BLS or ALS, is consistent with A.R.S. § 36-2239; and
 - b. For critical care services, includes at least one:
 - i. Paramedic with an additional endorsement, indicating additional training and authorization from the Department to provide critical care services;
or
 - ii. Registered nurse.
- D.** Communication: A certificate holder shall ensure that the ground ambulance service:
1. Makes a good faith effort to communicate information:
 - a. About its hours of operation to the general public through print media, broadcast media, the Internet, or other means; and
 - b. About resource availability and deployment to other EMS providers in overlapping and surrounding service areas;
 2. Does not communicate that the ground ambulance service:
 - a. Provides a type of service or level of service other than what is granted in the certificate of necessity,
 - b. Operates in the service area other than what is granted in the certificate of necessity, or
 - c. In a manner that circumvents the use of 9-1-1 or another similarly designated emergency telephone number;

3. Establishes, implements, and maintains the protocol for providing information to emergency receiving facility staff concurrent with the transfer of care, required in R9-25-201(E)(2)(d)(i), which includes:
 - a. The date and time the dispatch was received by the ground ambulance service;
 - b. The unique number used by the ground ambulance service to identify the run;
 - c. The name of the ground ambulance service;
 - d. The number or other identifier of the ground ambulance vehicle used for the run;
 - e. The following information about the patient:
 - i. The patient's name;
 - ii. The patient's date of birth or age, as available;
 - iii. The principal reason for requesting services for the patient;
 - iv. The patient's medical history, including any chronic medical illnesses, known allergies to medications, and medications currently being taken by the patient;
 - v. The patient's level of consciousness at initial contact and when reassessed;
 - vi. The patient's pulse rate, respiratory rate, oxygen saturation, and systolic blood pressure at initial contact and when reassessed;
 - vii. The results of an electrocardiograph, if available;
 - viii. The patient's glucose level at initial contact and when reassessed, if applicable;
 - ix. The patient's level of responsiveness score, as applicable, at initial contact and when reassessed;
 - x. The results of the patient's neurological assessment, if applicable; and
 - xi. The patient's pain level at initial contact and when reassessed; and
 - f. Any procedures or other treatment provided to the patient at the scene or during transport, including any agents administered to the patient; and
 4. Establishes, implements, and maintains a protocol for providing information to another certificate holder, ambulance service, EMS provider, or health care institution concurrent with the transfer of care, which includes the information in subsections (D)(3)(c), (d), (e), and (f).
- E.** Dispatch and Scheduling: A certificate holder shall ensure that:
1. A contract or other agreement to provide dispatch exists and includes:

- a. Information about other certificate holders with which the certificate holder has a back-up agreement;
 - b. The process and parameters under which a ground ambulance vehicle of another certificate holder will be dispatched to respond to a call to which a ground ambulance vehicle of the certificate holder cannot respond;
 - c. Except as specified in subsection (E)(2), for an area within the certificate holder's service area that overlaps with another certificate holder's service area, that the nearest ground ambulance vehicle to the patient's location, under either certificate holder, that can provide the necessary level of service will be directed to respond to a call made through 9-1-1 or a similar dispatch system; and
 - d. A requirement that the certificate holder receive a copy of each dispatch made under the contract;
2. If a certificate holder has a ground ambulance service contract under R9-25-1104 with a political subdivision, the ground ambulance service contract contains requirements that specify a method for dispatch that may differ from requirements in subsection (E)(1)(c); and
3. For an interfacility transport of a patient with no time-critical condition:
- a. The entity receiving the request for the interfacility transport provides an estimated time of arrival to the person requesting the interfacility transport at the time that the interfacility transport is requested;
 - b. If the estimated time of arrival provided according to subsection (E)(3)(a) changes to a later time, the ground ambulance service, either directly or indirectly, does one of the following:
 - i. Contacts another ground ambulance service to respond to the dispatch, based on the ground ambulance service's back-up plan and back-up agreements;
 - ii. Provides to the contact at the requesting health care institution the name and telephone number of another ground ambulance service with which the ground ambulance service has a back-up agreement; or
 - iii. Provides an amended estimated time of arrival to the person requesting transport that takes into consideration:
 - (1) The patient's condition and needs, and
 - (2) Health and safety;

- c. Unless otherwise specified on the certificate holder's certificate of necessity, the actual time of arrival of a ground ambulance vehicle at a health care institution for an interfacility transport of a patient who does not have a time-critical condition is within 120 minutes of the estimated time of arrival in subsection (E)(3)(a) or amended estimated time of arrival in subsection (E)(3)(b)(iii) for at least 90% of the interfacility transports; and
- d. If the interfacility transport does not meet the standards in subsection (E)(3)(c), factors that may have contributed to not meeting the standards are considered through the quality improvement process in subsection (K)(2)(b).

F. Transport: A certificate holder:

- 1. Shall only provide ambulance response or transport within the service area identified in the certificate holder's certificate of necessity except:
 - a. When authorized by a service area's dispatch, before the service area's ground ambulance vehicle arrives at the scene;
 - b. According to a back-up agreement; or
 - c. If the area is not included in the service area of another certificate holder;
- 2. Except as specified in subsection (F)(3), shall transport a patient in the certificate holder's service area who requests transport; and
- 3. May deny transport to a patient in the certificate holder's service area:
 - a. As limited by A.R.S. § 36-2224;
 - b. If the patient is in a health care institution and the patient's medical condition requires a level of care or monitoring during transport that exceeds the scope of practice of the ambulance attendants' certification;
 - c. If the transport may result in an immediate threat to the ambulance attendant's safety, as determined by the ambulance attendant, the certificate holder, the administrative medical director, or a physician providing on-line medical direction and does not affect the ground ambulance service's hours of operation;
 - d. If the patient is 18 years or age or older, or meets the requirements in A.R.S. § 12-2451, 44-131, or 44-132, and refuses to be transported; or
 - e. If the patient is in a health care institution and does not meet the federal requirements for medically necessary ground vehicle ambulance transport as identified in 42 CFR 410.40.

G. Response Time Performance: A certificate holder shall ensure that:

1. Response times resulting from a 9-1-1 or similar system dispatch or, if applicable, a request for the interfacility transport of a patient with a time-critical condition comply with requirements of the certificate holder's certificate of necessity;
2. Response time performance, based on the information in subsection (J)(2), is assessed at least every six months for compliance with requirements of the certificate holder's certificate of necessity;
3. The following are reported to the Department annually, in a Department-provided format, concurrent with the submission of the information required in R9-25-909:
 - a. Response time data that complies with requirements in A.R.S. § 36-2232(A)(3), and
 - b. The results of the response time performance assessments in subsection (G)(2); and
4. If response time performance does not comply with requirements of the certificate holder's certificate of necessity, either:
 - a. A corrective action plan, developed according to R9-25-910(E)(2)(a) through (d), is submitted to the Department with the information required in subsection (G)(3); or
 - b. The certificate holder submits to the Department with the information required in subsection (G)(3) documentation demonstrating that noncompliance was due to:
 - i. A situation specified in A.R.S. § 36-2232(G), or
 - ii. An external factor beyond the control of the certificate holder.

H. Performance of Interfacility Transports of Patients with No Time-Critical Condition: A certificate holder shall ensure that:

1. The performance of interfacility transports of patients with no time-critical condition, including patients with a time-sensitive condition:
 - a. Is based on the information in subsection (J)(2);
 - b. Is assessed at least every six months;
 - c. Includes the analysis of:
 - i. The number of calls received;
 - ii. The time a call was received;
 - iii. The estimated time of arrival;
 - iv. The time of arrival at the patient's location; and
 - v. Any other information about cancelled calls, amended estimated times of

- arrival, or delays that may have factored into performance; and
- d. Includes a description of any actions taken by the certificate holder to improve performance;
- 2. The results of the performance assessments in subsection (H)(1) are reported to the Department annually in a Department-provided format, concurrent with the submission of the information required in R9-25-909; and
 - 3. If the performance of interfacility transports of patients with no time-critical condition does not comply with subsection (E)(3)(c) or requirements of the certificate holder's certificate of necessity, as applicable, either:
 - a. A corrective action plan, developed according to R9-25-910(E)(2)(a) through (d), is submitted to the Department with the information required in subsection (H)(2); or
 - b. The certificate holder submits to the Department with the information required in subsection (H)(2) documentation demonstrating that noncompliance was due to an external factor beyond the control of the certificate holder.
- I.** The Department may require that a certificate holder contract for third-party monitoring of response time performance as part of a:
- 1. Political subdivision contract, unless both parties to the contract waive the requirement;
or
 - 2. Corrective action plan.
- J.** Records: A certificate holder shall ensure that:
- 1. A prehospital incident history report, in a Department-provided format, is created for each patient that includes the following information, as available:
 - a. The name and identification number of the ground ambulance service;
 - b. Information about the software for the storage and submission of the prehospital incident history report;
 - c. The unique number assigned to the run;
 - d. The unique number assigned to the patient;
 - e. Information about the response to the dispatch, including:
 - i. The level of service requested;
 - ii. Information obtained by the person providing dispatch about the request;
 - iii. Information about the ground ambulance vehicle assigned to the dispatch;

- iv. Information about the EMCTs responding to the dispatch;
- v. The priority assigned to the dispatch; and
- vi. Response delays, as applicable;
- f. The date and time that:
 - i. The call requesting service was received through the 9-1-1 or similar dispatch system,
 - ii. The request was received by the person providing dispatch,
 - iii. The ground ambulance service received the dispatch,
 - iv. The ground ambulance vehicle left for the patient's location,
 - v. The ground ambulance vehicle arrived at the patient's location,
 - vi. The EMCTs in the ground ambulance vehicle arrived at the patient's side,
 - vii. Transfer of care for the patient occurred at a location other than the destination,
 - viii. The ground ambulance vehicle departed the patient's location,
 - ix. The ground ambulance vehicle arrived at the destination,
 - x. Transfer of care for the patient occurred at the destination, and
 - xi. The ground ambulance vehicle was available to take another call;
- g. Information about the patient, including:
 - i. The patient's first and last name;
 - ii. The address of the patient's residence;
 - iii. The county of the patient's residence;
 - iv. The country of the patient's residence;
 - v. The patient's gender, race, ethnicity, and age;
 - vi. The patient's estimated weight;
 - vii. The patient's date of birth; and
 - viii. If the patient has an alternate residence, the address of the alternate residence;
- h. The primary method of payment for services and anticipated level of payment;
- i. Information about the scene, including:
 - i. Specific information about the location of the scene;
 - ii. Whether the ground ambulance vehicle was first on the scene;
 - iii. The number of patients at the scene;

- iv. Whether the scene was the location of a mass casualty incident; and
- v. If the scene was the location of a mass casualty incident, triage information;
- j. Information about the reason for requesting service for the patient, including:
 - i. The date and time of onset of symptoms and when the patient was last well;
 - ii. Information about the principal reason the patient needs services;
 - iii. The patient's symptoms;
 - iv. The results of the EMCT's initial assessment of the patient;
 - v. If the patient was injured, information about the injury and the cause of the injury;
 - vi. If the patient experienced a cardiac arrest, information about the etiology of the cardiac arrest and subsequent treatment provided; and
 - vii. For an interfacility transport, the reason for the transport;
- k. Information about any specific barriers to providing care to the patient;
- l. Information about the patient's medical history, including:
 - i. Known allergies to medications,
 - ii. Surgical history,
 - iii. Current medications, and
 - iv. Alcohol or drug use;
- m. Information about the patient's current medical condition, including the information in subsections (D)(2)(e)(v) through (xi) and the time and method of assessment;
- n. Information about agents administered to the patient, including the dose and route of administration, time of administration, and the patient's response to the agent;
- o. If not specifically included under subsection (J)(1)(l), (l)(iv), (m), or (n), the information required in A.A.C. R9-4-602(A);
- p. Information about any procedures performed on the patient and the patient's response to the procedure;
- q. Whether the patient was transported and, if so, information about the transport;
- r. Information about the destination of the transport, including the reason for choosing the destination;

- s. Whether transfer of care for the patient to another EMS provider or ambulance service occurred and, if so, identification of the EMS provider or ambulance service;
- t. Unless transfer of care for the patient to another EMS provider or ambulance service occurred, information about:
 - i. Whether the destination facility was notified that the patient being transported has a time-critical condition and the time of notification,
 - ii. The disposition of the patient at the destination, and
 - iii. The disposition of the run;
- u. Any other narrative information about the patient, care receive by the patient, or transport; and
- v. The name and certification level of the EMCT providing the information; and
- 2. Dispatch records for each call or request for service, including all cancelled runs, contain the following information, in a Department-provided format:
 - a. The name of the ground ambulance service;
 - b. The date;
 - c. Level of service;
 - d. Type of service;
 - e. Staffing of the run;
 - f. Time of receipt of the call;
 - g. Time of the dispatch;
 - h. The estimated time of arrival, as provided according to subsection (E)(3)(a) if applicable;
 - i. Departure time to the patient's location;
 - j. Address of the patient's location;
 - k. Time of arrival at the patient's location;
 - l. Departure time to the destination health care institution;
 - m. Name and address of the destination health care institution;
 - n. Time of arrival at the destination health care institution;
 - n. Any type of delay, if applicable;
 - o. The unique reference number used by the ground ambulance service to identify the patient, dispatch, or run;
 - p. The number assigned to the ground ambulance vehicle by the certificate holder;

- q. The priority assigned by a certificate holder to the response;
 - r. The scene locality; and
 - s. Whether the dispatch is a scheduled transport.
- K.** Assuring Consistent, Compliant Performance: A certificate holder shall:
- 1. Adopt, implement, and maintain policies and procedures for:
 - a. Complaint resolution;
 - b. Assessing the ground ambulance service's compliance with requirements in this Article, Articles 2, 10, or 11 of this Chapter, or A.R.S. Title 36, Chapter 21.1, including the review of:
 - i. The information provided to an emergency receiving facility for compliance with the protocol required in R9-25-201(E)(2)(d),
 - ii. Chain of custody for drugs,
 - iii. Compliance with minimum equipment requirements for a ground ambulance vehicle,
 - iv. Compliance with requirements in R9-25-201(E)(3), and
 - v. The quality improvement parameters in subsection (K)(2)(b) related to the provision of services;
 - c. Notifying the Department within 30 calendar days after completing an assessment in subsection (K)(1)(b), during which an instance of noncompliance was identified, and submitting a corrective action plan that complies with requirements in R9-25-910(E)(2)(a) through (d); and
 - d. A quality improvement process according to subsection (K)(2);
 - 2. Establish, document, and implement a quality improvement process, as specified in policies and procedures, through which:
 - a. Data related to initial patient assessment, patient care, transport services provided, and patient status upon arrival at the destination are:
 - i. Collected continuously;
 - ii. For the information required in subsection (J)(1), submitted to the Department, in a format specified by the Department and within 48 hours after the beginning of a run, for quality improvement purposes; and
 - iii. If notified that the submission of information to the Department according to subsection (K)(2)(a)(ii) was unsuccessful, corrected and resubmitted within seven days after notification;

- b. Continuous quality improvement processes are developed and implemented to identify, document, and evaluate issues related to the provision of services to ensure quality patient care, including:
 - i. Care provided to patients with time-critical conditions, including deviations from national treatment standards for a patient with a time-critical condition;
 - ii. Transport, including an interfacility transport of a patient that does not have a time-critical condition;
 - iii. Documentation; and
 - iv. Patient status upon arrival at the destination;
 - c. A committee consisting of the administrative medical director, the individual managing the ground ambulance service or designee, and other employees as appropriate:
 - i. Review the data in subsection (K)(2)(a) and any issues identified in subsection (K)(2)(b) on at least a quarterly basis; and
 - ii. Implement activities to improve performance when deviations in patient care, transport, or documentation are identified; and
 - d. The activities in subsection (K)(2)(c) are documented, consistent with A.R.S. §§ 36-2401, 36-2402, and 36-2403; and
 - 3. Ensure that the information required in subsection (J)(2) is submitted to the Department, in a Department-provided format, and within 48 hours after the receipt of a call or request for service.
- L.** If a certificate holder has a reasonable basis to believe that a situation or circumstance specified according to A.R.S. § 36-2211(A) has occurred, the certificate holder shall:
- 1. If applicable, take immediate action to prevent the recurrence of the situation or circumstance;
 - 2. Report the suspected situation or circumstance to the Department and, if applicable, according to A.R.S. § 13-3620 or 46-454;
 - 3. Document:
 - a. The suspected situation or circumstance;
 - b. Any action taken according to subsection (L)(1); and
 - c. The report in subsection (L)(2);
 - 4. Maintain the documentation in subsection (L)(3) for at least 12 months after the date of

the report in subsection (L)(2):

5. Initiate an investigation of the situation or circumstance and document the following information within five working days after the report required in subsection (L)(2):
 - a. The dates, times, and description of the situation or circumstance;
 - b. A description of any injury to a patient related to the suspected situation or circumstance and any change to the patient's physical, cognitive, functional, or emotional condition;
 - c. The names of witnesses to the suspected situation or circumstance; and
 - d. The actions taken by the certificate holder to prevent the suspected situation or circumstance from occurring in the future; and
6. Maintain a copy of the documented information required in subsection (L)(5) and any other information obtained during the investigation for at least 12 months after the date the investigation was initiated.

M. A certificate holder shall notify the Department of a change in the number or location of suboperation stations in the certificate holder's service area, according to A.R.S. § 36-2232(C)(4), and include:

1. The certificate of necessity number for the ground ambulance service;
2. The name of the ground ambulance services on the certificate of necessity;
3. The name, title, address, e-mail address, and telephone number of an individual whom the Department may contact about the notification; and
4. Information about the change, including, as applicable:
 - a. How the number of suboperation stations is changed from the information on the certificate holder's certificate of necessity;
 - b. The address of each suboperation station that is being removed from service; and
 - c. The address, hours of operation, and telephone number of each new suboperation station located within the service area.

N. A certificate holder shall submit to the Department, no later than 180 days after the certificate holder's fiscal year end, the information in the Ambulance Revenue and Cost Report specified in R9-25-909(A) or (C), as appropriate to the certificate holder's business organization.

~~R9-25-909.~~ Certificate of Insurance or Self-Insurance (A.R.S. §§ 36-2232, 36-2233, 36-2237)

Repealed

~~A.~~ ~~A certificate holder shall:~~

1. ~~Maintain with an insurance company authorized to transact business in this state:~~
 - a. ~~A minimum single occurrence automobile liability insurance coverage of \$500,000 for ground ambulance vehicles; and~~
 - b. ~~A minimum single occurrence malpractice or professional liability insurance coverage of \$500,000; or~~
 2. ~~Be self insured for the amounts in subsection (A)(1).~~
- B.** ~~A certificate holder shall submit to the Department:~~
1. ~~A copy of the certificate of insurance; or~~
 2. ~~Documentation of self insurance.~~
- C.** ~~A certificate holder shall submit a copy of the certificate of insurance to the Department no later than five days after the date of issuance of:~~
1. ~~A renewal of the insurance policy; or~~
 2. ~~A change in insurance coverage or insurance company.~~

R9-25-910, R9-25-909. Record and Ambulance Revenue and Cost Reporting Requirements

(Authorized by A.R.S. §§ 36-2232, 36-2241, 36-2246)

- A.** ~~A certificate holder shall submit to the Department, no later than 180 days after the certificate holder's fiscal year end, the appropriate Ambulance Revenue and Cost Report.~~
- B.** ~~According to A.R.S. § 36-2241, a certificate holder shall maintain the following records for the Department's review and inspection:~~
1. ~~The certificate holder's financial statements;~~
 2. ~~All federal and state income tax records;~~
 3. ~~All employee related expense reports and payroll records;~~
 4. ~~All bank statements and documents verifying reconciliation;~~
 5. ~~All documents establishing the depreciation of assets, such as schedules or accounting records on ground ambulance vehicles, equipment, office furniture, and other plant and equipment assets subject to depreciation;~~
 6. ~~All first care forms required in R9-25-514 and R9-25-615;~~
 7. ~~All patient billing and reimbursement records;~~
 8. ~~All dispatch records, including the following:~~
 - a. ~~The name of the ground ambulance service;~~
 - b. ~~The month of the record;~~
 - c. ~~The date of each transport;~~

- d. ~~The number assigned to the ground ambulance vehicle by the certificate holder;~~
- e. ~~Names of the ambulance attendants;~~
- f. ~~The scene;~~
- g. ~~The actual response time;~~
- h. ~~The response code;~~
- i. ~~The scene locality;~~
- j. ~~Whether the scene to which the ground ambulance vehicle is dispatched is outside of the certificate holder's service area; and~~
- k. ~~Whether the dispatch is a scheduled transport;~~
- 9. ~~All ground ambulance service back up agreements, contracts, grants, and financial assistance records related to ground ambulance vehicles, EMS, and transport;~~
- 10. ~~All written ground ambulance service complaints; and~~
- 11. ~~Information about destroyed or otherwise irretrievable records in a file including:~~
 - a. ~~A list of each record destroyed or otherwise irretrievable;~~
 - b. ~~A description of the circumstances under which each record became destroyed or otherwise irretrievable; and~~
 - e. ~~The date each record was destroyed or became otherwise irretrievable.~~

A. Except as provided in subsection (C), a certificate holder shall ensure that an Ambulance Revenue and Cost Report for a ground ambulance service includes, in a Department-provided format:

- 1. The following information to identify the source and time period for the Ambulance Revenue and Cost Report:
 - a. The legal name of the ground ambulance service and any other names by which the ground ambulance service is known;
 - b. The identifying number on the certificate holder's current certificate of necessity, if applicable;
 - c. The physical address at which financial records on which the information in the Ambulance Service and Cost Report is based are maintained;
 - d. The mailing address for the ground ambulance service, if different from the address in subsection (A)(1)(c);
 - e. The name, title, e-mail address, and telephone number of the following:
 - i. The individual responsible for managing the ground ambulance service;
and

- (2) The discount amount the ground ambulance service receives from Medicare as an allowable rate.
- (3) The subscription service rate established according to R9-25-1105, and
- (4) Uncollectable revenue associated with subscription service;
- iii. The total of the amounts in subsections (A)(5)(c)(ii)(1) through (4);
- iv. The difference between the amount in subsection (A)(5)(c)(i) and the amount in subsection (A)(5)(c)(iii);
- v. The amount of revenue from the sales of subscription service contracts;
- vi. A description of other revenue associated with subscription service and the amount of revenue;
- vii. The total subscription service revenue, calculated as the sum of the amounts in subsections (A)(5)(c)(iv) through (vi); and
- viii. Direct expenses incurred selling subscription service contracts, by type of expense and in total;
- d. The amount of revenue generated for the reporting period, by type of source of revenue, including from any other sources of revenue besides routine operations of the ground ambulance service;
- e. The total amount of revenue generated for the reporting period from sources other than routine operations of the ground ambulance service;
- 6. Except as provided in subsection (B), the following information about discounts for all applicable patients for the reporting period, based on the difference between the general public rate a ground ambulance service assesses a patient and the discount amount the ground ambulance service receives for each of the following:
 - a. From AHCCCS reimbursement;
 - b. From Medicare reimbursement;
 - c. From a contact rate or range of rates established according to R9-25-1103; and
 - d. From the provision of subscription service established according to R9-25-1105;
 - e. From any other discount amount, including a description of the source and the amount; and
 - f. The totals of subsections (A)(6)(a) through (e);
- 7. The total amount of revenue generated and allowances given by the ground ambulance service for the reporting period;

8. The following information about personnel of the ground ambulance service:
- a. Except as provided in subsection (B), the number of FTEs, calculated as the sum of all hours for which employee wages were paid for the reporting period divided by 2,080, for each of the following categories of personnel, for the reporting period:
 - i. Owners or officers of the ground ambulance service;
 - ii. Managers of the ground ambulance service;
 - iii. Each classification of ambulance attendants who provide services on a ground ambulance vehicle, not including personnel who were paid wages on a per run basis; and
 - iv. Other types of employees;
 - b. The total number of FTEs for the reporting period;
 - c. Except as provided in subsection (B), the following for each category of personnel in subsections (A)(8)(a)(i) through (iv), including personnel who were paid wages on a per run basis:
 - i. Gross wages,
 - ii. Payroll taxes,
 - iii. Employee fringe benefits, and
 - iv. The totals of subsections (A)(8)(c)(i) through (iii);
 - d. The total amount of personnel expenses in subsection (A)(8)(c) for all personnel;
 - e. Details of salaries and wages paid to officers or owners of the ground ambulance service, including:
 - i. The name, title, and percentage ownership of each officer or owner;
 - ii. The salary or wages paid and FTE equivalent for the time the officer or owner spent performing management duties, for each officer or owner;
 - iii. The salary or wages paid and FTE equivalent for the time the officer or owner spent performing duties as an EMCT, for each officer or owner;
 - iv. The salary or wages paid and FTE equivalent for the time the officer or owner spent performing office or administrative duties, for each officer or owner;
 - v. The salary or wages paid and FTE equivalent for the time the officer or owner spent performing other types of duties, for each officer or owner;

and

- vi. The total salary or wages paid and FTE equivalent for the time all officers or owners spent performing the types of duties in subsections (A)(8)(e)(ii) through (v); and
- f. Details on scheduled shifts, hourly wages, annual salary, and amount per run or shift for each category of personnel in subsection (A)(8)(b)(ii) through (iv);
- 9. Except as provided in subsection (B), the operating expenses incurred by the ground ambulance service for the reporting period, for each type of operating expense;
- 10. The total operating expenses incurred by the ground ambulance service for the reporting period;
- 11. Ambulance service income, calculated as the difference between the amount identified in subsection (A)(7) and the amount identified in subsection (A)(10);
- 12. The income and expenses, other than revenue and operating expenses, for each type of income received and expense incurred by the ground ambulance service for the reporting period;
- 13. The total income and expenses, other than revenue and operating expenses, for the reporting period;
- 14. The net income or loss for the reporting period, before taxes, calculated as the sum of the amounts identified in subsections (A)(11) and (A)(13);
- 15. The amounts of:
 - a. State income taxes,
 - b. Federal income taxes, and
 - c. The total of subsections (A)(15)(a) and (b);
- 16. The net income or loss for the reporting period, after taxes, calculated as the difference between the amounts in subsections (A)(14) and (A)(15)(c);
- 17. Information pertaining to depreciation of property or equipment;
- 18. The amount of assets, for each type of asset, of the ground ambulance service for the reporting period;
- 19. The total amount of assets of the ground ambulance service for the reporting period;
- 20. The amount of liabilities, for each type of liability, of the ground ambulance service for the reporting period;
- 21. The total amount of liabilities of the ground ambulance service for the reporting period;
- 22. The amount of long-term debt, for each type of long-term debt, of the ground ambulance service for the reporting period;

23. The total amount of long-term debt of the ground ambulance service for the reporting period;
24. The amount of equity, for each type of equity, of the ground ambulance service for the reporting period;
25. The total amount of equity of the ground ambulance service for the reporting period;
26. The total amount of liabilities and equity of the ground ambulance service for the reporting period;
27. The statement of cash flows for the reporting period;
28. A list of all business organizations or governmental entities affiliated with the certificate holder, if applicable, including for each:
- a. The legal name;
 - b. The type of business organization, if applicable; and
 - c. Whether the relationship to the applicant is as a:
 - i. Parent organization,
 - ii. Subordinate organization,
 - iii. Subsidiary organization,
 - iv. Member organization, or
 - v. Business organization related to an ambulance service, EMS, or transport for which a controlling person of the applicant is also a controlling person of the business organization; and
29. An attestation including:
- a. The signature of the individual specified in subsection (A)(1)(e)(i), including the individual's title and date of signature;
 - b. A statement that the individual in subsection (A)(29)(a) directed the preparation of the Ambulance Revenue and Cost Report in accordance with requirements in this Article and using an accrual basis of accounting; and
 - c. A statement that the information provided in the Ambulance Revenue and Cost Report is true and correct.
- B.** If a ground ambulance service applies local resident subsidization to reimbursement under the general public rate, a certificate holder shall ensure that the Ambulance Revenue and Cost Report for a ground ambulance service includes, in a Department-provided format:
1. The following, in total and broken out for both subsidized patients and non-subsidized patients:

- a. The information for subsections (A)(2)(a)(i) through (vi) under the ground ambulance service's general public rate;
 - b. The amount of revenue generated from the sources of revenue specified in subsections (A)(3)(a)(i) through (ix) from routine operations of the ground ambulance service; and
 - c. The amount of discount for all applicable patients for the reporting period, based on the difference between the general public rate a ground ambulance service assesses a patient and the discount amount the ground ambulance service receives:
 - i. From AHCCCS reimbursement,
 - ii. From Medicare reimbursement, and
 - iii. Due to the local resident subsidization;
2. The number of FTEs, calculated as the sum of all hours for which employee wages were paid for the reporting period divided by 2,080, for each of the following categories of personnel, for the reporting period:
- a. Managers of the ground ambulance service;
 - b. Ambulance attendants who provide services on a ground ambulance vehicle, not including personnel who were paid wages on a per run basis; and
 - c. Other types of employees;
3. The following for each category of personnel in subsection (B)(2)(a) through (c):
- a. Gross wages,
 - b. Payroll taxes,
 - c. Employee fringe benefits, and
 - d. The totals of subsections (B)(3)(a) through (c);
4. If applicable, for each category of employee in subsection (B)(2)(a) through (c), the basis of allocation of gross wages, payroll taxes, employee fringe benefits, and the totals of the allocations; and
5. If applicable, for each category of employee in subsection (B)(2)(a) through (c), the allocation percentage for gross wages, payroll taxes, and employee fringe benefits;
6. The operating expenses incurred, for each type of operating expense, by the ground ambulance service for the reporting period in total and with the allocation percentage for each category of operating expense, including the basis of allocation.

- C. A certificate holder shall ensure that an Ambulance Revenue and Cost Report for a ground ambulance service under A.R.S. § 36-2246(C) includes, in a Department-provided format:
1. The following information to identify the source and time period for the Ambulance Revenue and Cost Report:
 - a. The legal name of the ground ambulance service and any other names by which the ground ambulance service is known; and
 - b. The beginning date and ending date of the reporting period; and
 2. The following information to provide data in support of information in other portions of the Ambulance Revenue and Cost Report:
 - a. For each of the following, for the reporting period, under the ground ambulance service's subscription service rate, contract rate, or general public rate, the number of:
 - i. Transports billed at the critical care rate,
 - ii. Transports billed at the ALS base rate,
 - iii. Transports billed at the BLS base rate,
 - iv. Miles billed at the mileage rate while a patient is being transported,
 - v. Hours and minutes billed according to R9-25-1108(E), and
 - vi. Canceled and non-billable runs;
 - b. For each of subsections (C)(2)(a)(i) through (vi), the total number for all three rates for the reporting period; and
 - c. If applicable, the number of hours different classifications of EMCT and other ambulance attendants volunteered for the ground ambulance service and the total number of volunteer hours for the reporting period;
 3. The following information about revenue generated for the reporting period from routine operations of the ground ambulance service:
 - a. The amount of revenue generated from the following sources of revenue:
 - i. Transports billed at the critical care rate;
 - ii. Transports billed at the ALS base rate;
 - iii. Transports billed at the BLS base rate;
 - iv. Miles billed at the mileage rate while a patient is being transported;
 - v. Hours and minutes billed according to R9-25-1108(E),
 - vi. Charges for disposable supplies, medical supplies, medications, and oxygen-related items;

- vii. Charges for nursing services; and
 - viii. Charges for positioning a staffed ground ambulance vehicle at a public or private event, such as a sporting event or car race; and
 - b. The total amount of revenue generated for the reporting period from routine operations of the ground ambulance service;
- 4. The following information about discounts for all applicable patients for the reporting period, based on the difference between the general public rate a ground ambulance service assesses a patient and the discount amount the ground ambulance service receives:
 - a. From AHCCCS reimbursement,
 - b. From Medicare reimbursement,
 - c. Due to a contact rate or range of rates established according to R9-25-1103,
 - d. Due to a subscription service rate established according to R9-25-1105,
 - e. Due to any other revenue reduction, and
 - f. From the totals of subsections (C)(4)(a) through (e);
- 5. The total amount of revenue generated, less allowances given, by the ground ambulance service from routine operations for the reporting period;
- 6. The following information about personnel of the ground ambulance service:
 - a. The total number of FTEs, calculated as the sum of all hours for which employee wages were paid for the reporting period divided by 2,080, for the reporting period;
 - b. The number of FTEs, for each of the following categories of personnel, for the reporting period, not including personnel who were paid wages on a per run basis:
 - i. Managers of the ground ambulance service,
 - ii. Ambulance attendants who provide services on a ground ambulance vehicle, and
 - iii. Other types of employees;
 - c. The gross wages for each category of personnel in subsection (C)(6)(b)(i) through (iii);
 - d. Payroll taxes and employee fringe benefits for each category of personnel; and
 - e. The total gross wages taxes and fringe benefits for all category of personnel in subsections (C)(6)(b)(i) through (iii);

7. The operating expenses incurred by the ground ambulance service for the reporting period for each type of operating expense;
8. The total operating expenses incurred by the ground ambulance service for the reporting period;
9. The total operating income or loss, calculated as the difference between the amount identified in subsection (C)(5) and the amount identified in subsection (C)(8);
10. The amount of revenue generated or income derived for the reporting period by type of source of revenue or income, from sources other than routine operations of the ground ambulance service, including from:
 - a. The sale of subscription service contracts under R9-25-1105;
 - b. Any other sources of operating revenue besides routine operations of the ground ambulance service, including a description of the sources and amount of revenue;
 - c. Local supportive funding; and
 - d. Any other sources of income besides routine operations of the ground ambulance service, including a description of the sources and amount of income;
11. Any other expenses incurred by the ground ambulance service for the reporting period, including a description of the sources and amount of expenses;
12. The net income or loss for the reporting period, before taxes, from sources other than routine operations of the ground ambulance service, calculated as the sum of the amounts identified in subsections (C)(9) and (C)(10), minus the amount in subsection (C)(11);
13. The amounts of:
 - a. State income taxes,
 - b. Federal income taxes, and
 - c. The total of subsections (C)(13)(a) and (b);
14. The net income or loss for the reporting period, after taxes, calculated as the difference between the amounts in subsections (C)(12) and (C)(13)(c);
15. The amount of assets, for each type of asset, of the ground ambulance service for the reporting period;
16. The total amount of current assets of the ground ambulance service for the reporting period;
17. Information pertaining to depreciation of property or equipment;
18. The amount of liabilities, for each type of liability, of the ground ambulance service for the reporting period;

19. The total amount of liabilities of the ground ambulance service for the reporting period;
20. The amount of long-term debt, for each type of long-term debt, of the ground ambulance service for the reporting period;
21. The total amount of long-term debt of the ground ambulance service for the reporting period;
22. The amount of equity, for each type of equity, of the ground ambulance service for the reporting period;
23. The total amount of equity of the ground ambulance service for the reporting period;
24. The total amount of liabilities and equity of the ground ambulance service for the reporting period;
25. The statement of cash flows for the reporting period.

R9-25-910. Inspections and Investigations (Authorized by A.R.S. §§ 36-2204, 36-2212, 36-2232, 36-2241, 36-2245)

- A.** The Department may conduct an inspection of a ground ambulance service, which may include the ground ambulance service's premises, records, and equipment, and each ground ambulance vehicle operated or to be operated by the ground ambulance service.
- B.** If the Department receives written or verbal information alleging a violation of this Article; Article 2, 10, or 11 of this Chapter; or A.R.S. Title 36, Chapter 21.1, the Department may conduct an investigation.
 1. The Department may conduct an inspection as part of an investigation.
 2. A certificate holder shall allow the Department to inspect the ground ambulance service's premises, records, and equipment, and each ground ambulance vehicle and to interview personnel as part of an investigation.
- C.** When an application for a certificate of necessity for a ground ambulance service is submitted along with a transfer request due to a change of ownership, the Department shall determine whether an inspection is necessary based upon the potential impact to public health, safety, and welfare.
- D.** The Department shall conduct each inspection in compliance with A.R.S. § 41-1009.
- E.** If the Department determines that a ground ambulance service is not in compliance with the requirements in this Article; Article 2, 10, or 11 of this Chapter; or A.R.S. Title 36, Chapter 21.1, the Department may:
 1. Take an enforcement action as described in R9-25-911; or

2. As part of a stipulated agreement under A.R.S. § 36-2245(I), require that the ground ambulance service submit to the Department, within 30 days after written notice from the Department, a corrective action plan acceptable to the Department to address issues of compliance that do not directly affect the health or safety of a patient that:
 - a. Describes how each identified instance of noncompliance will be corrected and reoccurrence prevented;
 - b. Includes a date for correcting each instance of noncompliance that is appropriate to the actions necessary to correct the instance of noncompliance;
 - c. Includes the signature of the individual acting for the certificate holder according to R9-25-102 and date signed; and
 - d. If noncompliance is associated with medical direction, EMCT skills or performance, or other issues related to compliance with Article 2 or Article 5 of this Chapter, includes the dated signature of the administrative medical director.

~~R9-25-911.~~ Ground Ambulance Service Advertising (A.R.S. § 36-2232) Repealed

- ~~A.~~ A certificate holder shall not advertise that it provides a type or level of ground ambulance service or operates in a service area different from that granted in the certificate of necessity.
- ~~B.~~ When advertising, a certificate holder shall not direct the circumvention of the use of 9-1-1 or another similarly designated emergency telephone number.

~~R9-25-912, R9-25-911.~~ Disciplinary Enforcement Action (Authorized by A.R.S. §§ 36-2234(L), 36-2244, 36-2245, 41-1092.03, 41-1092.11(B))

- ~~A.~~ After notice and opportunity to be heard is given according to the procedures in A.R.S. Title 41, Chapter 6, Article 10, a certificate of necessity may be suspended, revoked, or other disciplinary action taken for the following reasons:
 1. ~~The certificate holder has:~~
 - a. ~~Demonstrated substandard performance; or~~
 - b. ~~Been determined not to be fit and proper by the Director;~~
 2. ~~The certificate holder has provided false information or documents:~~
 - a. ~~On an application for a certificate of necessity;~~
 - b. ~~Regarding any matter relating to its ground ambulance vehicles or ground ambulance service; or~~
 - c. ~~To a patient, third party payor, or other person billed for service; or~~

3. ~~The certificate holder has failed to:~~
 - a. ~~Comply with the applicable requirements of A.R.S. Title 36, Chapter 21.1, Articles 1 and 2 or 9 A.A.C. 25; or~~
 - b. ~~Comply with any term of its certificate of necessity or any rates and charges schedule filed by the certificate holder and approved by the Department.~~

A. The Department may take an action listed in subsection (B) against a ground ambulance service that:

1. Fails or has failed to comply with any provision in A.R.S. Title 36, Chapter 21.1;
2. Fails or has failed to comply with any provision in this Article or Article 2, 10, or 11 of this Chapter;
3. Does not submit a corrective action plan, as provided in R9-25-903(A)(6), R9-25-908(G)(4)(a), R9-25-908(H)(3)(a), R9-25-908(K)(1)(c), or R9-25-910(E)(2), that is acceptable to the Department;
4. Does not complete a corrective action plan submitted according to R9-25-903(A)(8) or R9-25-910(E)(2); or
5. Knowingly or negligently provides false documentation or false or misleading information to the Department or to a patient, third-party payor, or other person billed for service.

B. The Department may take the following actions against a ground ambulance service:

1. Except as provided in subsection (B)(3), after notice and an opportunity to be heard is provided under A.R.S. Title 41, Chapter 6, Article 10, suspend:
 - a. The ground ambulance service's certificate of necessity, or
 - b. The certificate of registration of a ground ambulance vehicle operated by the ground ambulance service;
2. After notice and an opportunity to be heard is provided under A.R.S. Title 41, Chapter 6, Article 10, revoke:
 - a. The ground ambulance service's certificate of necessity, or
 - b. The certificate of registration of a ground ambulance vehicle operated by the ground ambulance service;
3. As permitted under A.R.S. §§ 36-2234(N) and 41-1092.11(B), if the Department determines that the public health, safety, or welfare imperatively requires emergency action and incorporates a finding to that effect in the Department's order, immediately suspend:

- a. The ground ambulance service's certificate of necessity pending proceedings for revocation or other action, or
- b. The certificate of registration of a ground ambulance vehicle operated by the ground ambulance service pending proceedings for revocation or other action; or
4. Another disciplinary action according to ARS 36-2245(I), (J), or (K).

B.C. In determining the type of disciplinary action to impose under A.R.S. § 36-2245, the Director shall consider:

1. The severity of the violation relative to public health and safety;
2. The number of violations relative to the annual transport volume of the certificate holder;
3. The nature and circumstances of the violation;
4. Whether the violation was corrected, the manner of correction, and the time-frame involved;
5. The duration of each violation;
6. The frequency and nature of complaints received by the Department about a certificate holder; and
- ~~5.7.~~ The impact of the penalty or assessment on the provision of ~~ground ambulance service~~ ambulance response or transport in the certificate holder's service area.

R9-25-912. **Renumbered**

ARTICLE 10. GROUND AMBULANCE VEHICLE REGISTRATION

R9-25-1001. Initial and Renewal Application for a Certificate of Registration (Authorized by A.R.S. §§ 36-2212, 36-2232, 36-2240)

A. To be eligible to obtain a certificate of registration for a ground ambulance vehicle, an applicant shall:

1. Hold a current and valid certificate of necessity issued under Article 9 of this Chapter;
2. Possess a copy of a current and valid motor vehicle registration for the ground ambulance vehicle, issued according to A.R.S. Title 28, Chapter 7, Article 2, or similar statutes in another state; and
3. Comply with all applicable requirements of this Article; Articles 2, 9, and 11 of this Chapter; and A.R.S. Title 36, Chapter 21.1.

~~A.B.~~ A person applying An applicant for an initial or renewal certificate of registration of a ground ambulance vehicle shall submit an application ~~form~~ packet to the Department that contains:

1. The following information in a Department-provided format:
 - ~~1-a.~~ The applicant's legal business or corporate name, including all other business names used by the applicant related to the use of a ground ambulance vehicle;
 - ~~2-b.~~ The applicant's mailing address; e-mail address; physical address of the business, if different from the mailing address; fax number, if any; and business, facsimile, and emergency telephone numbers telephone number;
 - ~~3-c.~~ The identifying following information of about the ground ambulance vehicle, including:
 - ~~a.i.~~ The make of the ground ambulance vehicle manufacturer's name;
 - ~~b.ii.~~ The year the ground ambulance vehicle manufacture year was manufactured;
 - ~~e.iii.~~ The ground ambulance vehicle identification number of the ground ambulance vehicle;
 - ~~d.iv.~~ The unit number of the ground ambulance vehicle, assigned by the applicant;
 - ~~e.v.~~ The ground ambulance vehicle's state license plate number; and
 - ~~f.vi.~~ The location at which the ground ambulance vehicle will be available for inspection;
 - ~~4-d.~~ The If applicable, the identification number of the certificate of necessity ~~to~~

- under which the ground ambulance vehicle is registered;
- ~~5.e.~~ The name, e-mail address, and telephone number of the ~~person~~ individual to contact to arrange for inspection, if the inspection is ~~pre-announced~~ preannounced;
- f. The name, title, address, e-mail address, and telephone number of the individual acting on behalf of the applicant according to R9-25-102;
- g. Whether the applicant agrees to allow the Department to submit supplemental requests for information under R9-25-1201(C)(3);
- h. Attestation that the information provided in the application packet, including the information in the accompanying documents, is accurate and complete; and
- ~~6.i.~~ The signature of the applicant or applicant's designated representative and date signed;
2. A copy of documentation demonstrating compliance with subsection (A)(2); and
3. Unless the applicant operates or intends to operate the ground ambulance vehicle only as a volunteer not-for-profit service, the following fees:
- a. A \$50 registration fee, as required under A.R.S. § 36-2212(D); and
- b. A \$200 annual regulatory fee, as required under A.R.S. § 36-2240(4).
- B.C.** Under Except as provided in A.R.S. § 36-2232(A)(11), the Department shall inspect each ground ambulance vehicle according to R9-25-1004(A) and (B) to determine compliance with the provisions of A.R.S. Title 36, Chapter 21.1 and this Article:
1. ~~before~~ Within 30 calendar days before an initial certificate of registration is issued by the Department; and
2. At least every 12 months thereafter, before issuing a renewal certificate of registration.
- C.** ~~Under A.R.S. § 36-2232(A)(11), the Department shall either inspect an ambulance or receive an inspection report that meets the requirements in this Article by a Department approved inspection facility before a renewal certificate of registration is issued by the Department.~~
- D.** ~~An applicant shall submit the following fees:~~
1. ~~\$50 application filing fee for an initial certificate of registration;~~
2. ~~\$200 annual regulatory fee for each ground ambulance vehicle issued a certificate of registration; and~~
3. ~~\$50 application filing fee for the renewal of a certificate of registration.~~
- E.D.** The Department shall review and approve or deny an each application ~~under this Section~~ according to 9 A.A.C. 25, as described in Article 12 of this Chapter.

E. If the Department approves the application and sends the applicant the written notice of approval, specified in R9-25-1201(C)(5), the Department shall issue the certificate of registration to the applicant:

1. For an applicant with a current and valid certificate of necessity issued under Article 9 of this Chapter, within five working days after the date on the written notice of approval; and
2. For an applicant that does not have a current and valid certificate of necessity issued under Article 9 of this Chapter, when the certificate of necessity is issued.

F. The Department may deny a certificate of registration for a ground ambulance vehicle if the applicant:

1. Fails to meet the eligibility requirements of subsection (A);
2. Fails or has failed to comply with any provision in A.R.S. Title 36, Chapter 21.1;
3. Fails or has failed to comply with any provision in this Article or Article 2, 9, or 11 of this Chapter;
4. Knowingly or negligently provides false documentation or false or misleading information to the Department; or
5. Fails to submit to the Department documents or information requested under R9-25-1201(B)(1) or (C)(3) and requests a denial as permitted under R9-25-1201(E).

R9-25-1002. Term and Transferability of Certificates of Registration (Authorized by A.R.S. §§ 36-2202(A)(4) and (5), 36-2209(A)(2), 36-2212, and 41-1092.11)

A. The Department shall issue an initial certificate of registration:

1. With a term of one year from date of issuance of the initial certificate of registration; or
2. If requested by the applicant, with a term shorter than one year that allows for the Department to conduct annual inspections of all of the applicant's ground ambulance vehicles at one time.

B. The Department shall issue a renewal certificate of registration with a term of one year from the expiration date on the previous certificate of registration.

C. If a certificate holder submits an application for renewal as described in R9-25-1001 before the expiration date of the current certificate of registration, the current certificate of registration does not expire until the Department has made a final determination on the application for renewal, as provided in A.R.S. § 41-1092.11.

D. A certificate of registration is not transferable from one person to another.

E. If there is a change in the ownership of a ground ambulance vehicle or the person who can legally possess and operate the ground ambulance vehicle, the new owner or person who can legally possess and operate the ground ambulance vehicle shall apply for and obtain a new certificate of registration before operating the ground ambulance vehicle in this state.

R9-25-1003. Changes Affecting Registration (Authorized by A.R.S. §§ 36-2202(A)(4) and (5), 36-2209(A)(2), 36-2212, 36-2238, and 36-2247)

- A. At least 30 days before the date of a change in a certificate holder's name, the certificate holder shall send the Department written notice of the name change.
- B. Within 30 days after the date of receipt of a notice described in subsection (A), the Department shall issue an amended certificate of registration that incorporates the name change but retains the expiration date of the current certificate of registration.
- C. No later than 10 days after a certificate holder ceases to operate a ground ambulance vehicle, the certificate holder shall send the Department written notice of the date that the certificate holder ceased to operate the ground ambulance vehicle and of the certificate holder's intention to relinquish the certificate of registration for the ground ambulance vehicle as of that date.
- D. Within 30 days after the date of receipt of a notice described in subsection (C), the Department:
1. Shall:
 - a. Void the certificate of registration for the ground ambulance vehicle; and
 - b. Send the certificate holder written confirmation of the voluntary relinquishment of the certificate of registration, with an effective date that corresponds to the written notice; and
 2. If the ground ambulance vehicle is the only ground ambulance vehicle operated by a ground ambulance service, may revoke the certificate of necessity of the ground ambulance service.
- E. A certificate holder shall notify the Department in writing within one working day after a change in the certificate holder's eligibility to hold a certificate of registration for a ground ambulance vehicle under R9-25-1001(A)(2) or (3).
- F. Upon receiving a notification required in subsection (E), the Department:
1. Shall revoke the certificate for the ground ambulance vehicle; and
 2. If the ground ambulance vehicle is the only ground ambulance vehicle operated by a ground ambulance service, may revoke the certificate of necessity of the ground ambulance service.

R9-25-1004. Ground Ambulance Vehicle Inspections (Authorized by A.R.S. §§ 36-2202(A)(4) and (5), 36-2209(A)(2), 36-2212, 36-2232(A)(11), and 36-2241)

- A.** Except as provided in R9-25-910(B) and subsection (B)(2), an applicant or a certificate holder shall:
1. Make a ground ambulance vehicle, equipment, and supplies available for inspection within Arizona within 10 working days after a request by the Department; and
 2. Upon the Department's request, provide the opportunity to ride in or operate the ground ambulance vehicle being inspected.
- B.** The Department:
1. Shall inspect:
 - a. Each ground ambulance vehicle according to R9-25-1005 and Table 10.1,
 - b. Supplies and equipment according to Table 10.2, and
 - c. For the level of service the ground ambulance vehicle is expected to be used to provide;
 2. May inspect, without prior notification, a ground ambulance vehicle or supplies and equipment, for the level of service a ground ambulance vehicle is being used to provide at the time of inspection; and
 3. Shall conduct each inspection in compliance with A.R.S. § 41-1009.
- C.** As permitted under A.R.S. § 36-2232(A)(11), upon a certificate holder's request and at the certificate holder's expense, the annual inspection of a ground ambulance vehicle required for renewal of a certificate of registration may be conducted by a Department-approved inspection facility according to Table 10.1.
- D.** A certificate holder may request the Department to inspect all of the certificate holder's ground ambulance vehicles at the same date and location.
- E.** If, after inspection of a certificate holder's ground ambulance vehicle according to Table 10.1, the Department determines that the ground ambulance vehicle has:
1. A major defect, the certificate holder shall take the ground ambulance vehicle out-of-service until the major defect is corrected; or
 2. A minor defect, the certificate holder:
 - a. May allow the ground ambulance vehicle to be operated to transport patients for up to 15 calendar days while the minor defect is corrected; and
 - b. After 15 calendar days, shall take the ground ambulance vehicle out-of-service

until the minor defect is corrected, unless granted an extension of time, according to subsection (F), to repair the minor defect.

- F.** The Department may grant an extension of time for a certificate holder to repair a minor defect upon a written request from the certificate holder, detailing the reasons for the need of an extension of time.
- G.** Within 15 calendar days after the date of repair of a major defect or minor defect, a certificate holder shall submit written notice and documentation of the repair to the Department.

~~R9-25-1002~~, R9-25-1005. **Minimum Standards for Ground Ambulance Vehicles (Authorized by A.R.S. § §§ 36-2202(A)(5), 36-2232(C)(5))**

- A.** An applicant for a certificate of registration or a certificate holder shall ensure that a ground ambulance vehicle is marked on the sides of the ground ambulance vehicle with the legal business or corporate name of the applicant or certificate holder, with letters not less than six inches in height.
- B.** An applicant for a certificate of registration or a certificate holder shall ensure a ground ambulance vehicle is equipped with the following:
 1. An engine intake air cleaner that meets the ground ambulance vehicle manufacturer's engine specifications;
 2. A brake system that meets the requirements in A.R.S. § 28-952;
 3. A cooling system in the engine compartment that maintains the engine temperature operating range required to prevent damage to the ground ambulance vehicle engine;
 4. A battery:
 - a. With no leaks, corrosion, or other visible defects; and
 - b. As measured by a voltage meter, capable of generating:
 - i. 12.6 volts at rest, and
 - ii. 13.2 to 14.2 volts on high idle with all electrical equipment turned on;
 5. A wiring system in the engine compartment designed to prevent the wire from being cut by or tangled in the engine or hood;
 6. Hoses, belts, and wiring with no visible defects;
 7. An electrical system capable of maintaining a positive amperage charge while the ground ambulance vehicle is stationary and operating at high idle with headlights, running lights, patient compartment lights, environmental systems, and all warning devices turned on;
 8. An exhaust pipe, muffler, and tailpipe that meet the requirements in A.R.S. § 28-955

- under the ground ambulance vehicle and securely attached to the chassis;
9. A frame capable of supporting the:
 - a. ~~gross~~ Gross vehicle weight of the ground ambulance vehicle; and
 - b. The anticipated weight of ambulance attendants, supplies and equipment, and patients;
 10. A horn that meets the requirements in A.R.S. § 28-954(A);
 11. A siren that meets the requirements in A.R.S. § 28-954(E);
 12. A front bumper that is positioned at the forward-most part of the ground ambulance vehicle extending to the ground ambulance vehicle's outer edges;
 13. A fuel cap of a type specified by the manufacturer for each fuel tank;
 14. A steering system to include:
 - a. For a hydraulic power steering system:
 - i. Power-steering belts free from frays, cracks, or slippage;
 - ~~b-~~ii. Power-steering system that is free from leaks; and
 - ~~e-~~iii. Fluid in the power-steering system that fills the reservoir between the full level and the add level indicator on the dipstick;
 - b. For an electrical or other type of steering system that does not contain the components of a hydraulic power steering system, components that:
 - i. Provide the same functions as a hydraulic power steering system, and
 - ii. Meet manufacturer's specifications; and
 - ~~d-~~c. Bracing extending from the center of the steering wheel to the steering wheel ring that is not cracked;
 15. Front and rear shock absorbers that are free from leaks;
 16. Tires on each axle that:
 - a. Are properly inflated;
 - b. Are of equal size, equal ply ratings, and equal type;
 - c. Are free of bumps, knots, or bulges;
 - d. Have no exposed ply or belting; and
 - e. Have tread groove depth equal to or more than 4/32 inch;
 17. An air cooling system capable of achieving and maintaining a 20° F difference between the air intake and the cool air outlet;
 18. Air cooling and heater hoses secured in all areas of the ground ambulance vehicle and chassis to prevent wear due to vibration;

19. Body free of damage or rust that interferes with the physical operation of the ground ambulance vehicle or creates a hole in the driver's compartment or the patient compartment;
20. Windshield defrosting and defogging equipment;
21. Emergency warning lights that provide 360° conspicuity;
22. At least one 5-lb. ABC dry, chemical, multi-purpose fire extinguisher in a quick release bracket, either disposable with an indicator of a full charge or with a current inspection tag;
23. A heating system capable of achieving and maintaining a temperature of not less than 68° F in the patient compartment within 30 minutes;
24. Sides of the ground ambulance vehicle insulated and sealed to prevent dust, dirt, water, carbon monoxide, and gas fumes from entering the interior of the patient compartment and to reduce noise;
25. Interior patient compartment wall and floor coverings that are:
 - a. In good repair and capable of being disinfected, and
 - b. Maintained in a sanitary manner;
26. Padding over exit areas from the patient compartment and over sharp edges in the patient compartment;
27. Secured interior equipment and other objects;
28. When present, hangers or supports for equipment mounted not to protrude more than 2 inches when not ~~in use~~ being used;
29. Functional lamps and signals, including:
 - a. Bright and dim headlamps,
 - b. Brake lamps,
 - c. Parking lamps,
 - d. Backup lamps,
 - e. Tail lamps,
 - f. Turn signal lamps,
 - g. Side marker lamps,
 - h. Hazard lamps,
 - i. Patient loading door lamps and side spot lamps,
 - j. Spot lamp in the driver's compartment and within reach of the ambulance attendant, and

- k. Patient compartment interior lamps;
30. Side-mounted rear vision mirrors and wide vision mirror mounted on, or attached to, the side-mounted rear vision mirrors or other optical devices allowing monitoring of the area surrounding the ground ambulance vehicle;
31. A patient loading door that permits the safe loading and unloading of a patient occupying a stretcher in a supine position;
32. At least two means of egress from the patient compartment to the outside through a ~~window or door;~~
33. Functional open door securing devices on a patient loading door;
34. Patient compartment upholstery free of cuts or tears and capable of being disinfected;
35. A ~~seat belt~~ three-point occupant restraint system installed for each seat in the driver's compartment;
- ~~36. Belts or devices installed on a stretcher to be used to secure a patient;~~
- ~~37.~~36. A ~~seat belt~~ restraint system with at least three-points of contact with the occupant of a seat, installed for each seat in the patient compartment;
37. A wheeled, multi-level stretcher that is:
- a. Suitable for supporting a patient at each level;
 - b. At least 69 inches long and 20 inches wide;
 - c. Rated for use with a patient weighing either:
 - i. Up to 350 pounds, or
 - ii. For a ground ambulance vehicle capable of transporting a patient weighing over 350 pounds, up to the rated capability of the ground ambulance vehicle;
 - d. Adjustable to allow a patient to recline and to elevate the patient's head and upper torso to an angle at least 70° from the horizontal plane;
 - e. Equipped with a mattress that has a protective cover that is free of cracks, cuts, or tears and capable of being disinfected;
 - f. Equipped with a five-point restraint system to secure a patient during transport; and
 - g. Equipped to secure the stretcher to the interior of the vehicle during transport using the fastener required under subsection (B)(38);
38. A crash stable side or center mounting fastener of the quick release type to secure a stretcher to a ground ambulance vehicle;

39. Windshield and windows free of obstruction;
40. A windshield free from unrepaired starred cracks and line cracks that extend more than 1 inch from the bottom ~~and~~ or sides of the windshield or that extend more than 2 inches from the top of the windshield;
41. A windshield-washer system that applies enough cleaning solution to clear the windshield;
42. Operable windshield wipers with a minimum of two speeds;
43. Functional hood latch for the engine compartment;
44. Fuel system with fuel tanks and lines that meets manufacturer's specifications;
45. Suspension system that meets the ground ambulance vehicle manufacturer's specifications;
46. Instrument panel that meets the ground ambulance vehicle manufacturer's specifications; and
47. Wheels that meet and are mounted according to manufacturer's specifications.

C. An applicant for a certificate of registration or a certificate holder shall ensure that a ground ambulance vehicle is equipped:

1. To provide, and capable of providing, voice communication between:
 - a. An ambulance attendant and the dispatch center; and
 - b. An ambulance attendant and a source from which the ambulance attendant may request and receive on-line medical direction, according to R9-25-201(E)(2)(a)(i); and
2. Except as provided in subsection (E), with a global positioning monitoring device to enable the recording of times of arrival on-scene for determining response times.

D. An applicant for a certificate of registration or a certificate holder shall ensure that a ground ambulance vehicle is equipped, as specified in Table 10.2, to provide the level of ground ambulance service for which the ground ambulance vehicle is to be used.

E. An applicant for a certificate of registration or a certificate holder may request a waiver of the requirement in subsection (C)(2) by submitting to the Department, on an annual basis and in a Department-provided format, the following information:

1. The applicant's or certificate holder's name;
2. If applicable, the identification number of the certificate of necessity under which the ground ambulance vehicle is registered;
3. The identifying information specified in R9-25-1001(B)(1)(c) for the ground ambulance

vehicle to which the waiver would pertain;

4. A reason and justification for the waiver;
5. The name, title, address, e-mail address, and telephone number of the individual acting on behalf of the applicant or certificate holder according to R9-25-102;
6. Whether the applicant agrees to allow the Department to submit supplemental requests for information under R9-25-1201(C)(3);
7. Attestation that the information provided is accurate and complete; and
8. The signature of the specified according to subsection (E)(5) and date signed.

~~R9-25-1003. Minimum Equipment and Supplies for Ground Ambulance Vehicles (Authorized by A.R.S. § 36-2202(A)(5))~~

- ~~A.~~ A ground ambulance vehicle used for either BLS or ALS level of service shall contain the following operational equipment and supplies:
1. ~~A portable and a fixed suction apparatus;~~
 2. ~~Wide bore tubing, a rigid pharyngeal curved suction tip, and a flexible suction catheter in the following French sizes:~~
 - a. ~~Two in 6, 8, or 10; and~~
 - b. ~~Two in 12, 14, or 16;~~
 3. ~~One fixed oxygen cylinder or equivalent with a minimum capacity of 106 cubic feet, a minimum pressure of 500 p.s.i., and a variable flow regulator;~~
 4. ~~One portable oxygen cylinder with a minimum capacity of 13 cubic feet, a minimum pressure of 500 p.s.i., and a variable flow regulator;~~
 5. ~~Oxygen administration equipment including: tubing, two adult size and two pediatric size non rebreather masks, and two adult size and two pediatric size nasal cannula;~~
 6. ~~One adult size, one child size, one infant size, and one neonate size hand operated, disposable, self expanding bag valve with one of each size bag valve mask;~~
 7. ~~Nasal airways in the following French sizes:~~
 - a. ~~One in 16, 18, 20, 22, or 24; and~~
 - b. ~~One in 26, 28, 30, 32, or 34;~~
 8. ~~Two adult size, two child size, and two infant size oropharyngeal airways;~~
 9. ~~Two large size, two medium size, and two small size cervical immobilization devices;~~
 10. ~~Two small size, two medium size, and two large size upper extremities splints;~~
 11. ~~Two small size, two medium size, and two large size lower extremities splints;~~

12. ~~One child size and one adult size lower extremity traction splints;~~
13. ~~Two full length spine boards;~~
14. ~~Supplies to secure a patient to a spine board;~~
15. ~~One cervical thoracic spinal immobilization device for extrication;~~
16. ~~Two sterile burn sheets;~~
17. ~~Two triangular bandages;~~
18. ~~Three sterile multi trauma dressings, 10" x 30" or larger;~~
19. ~~Fifty non sterile 4" x 4" gauze sponges;~~
20. ~~Ten non sterile soft roller bandages, 4" or larger;~~
21. ~~Four sterile occlusive dressings, 3" x 8" or larger;~~
22. ~~Two 2" or 3" adhesive tape rolls;~~
23. ~~Containers for biohazardous medical waste that comply with requirements in 18 A.A.C. 13, Article 14;~~
24. ~~A sterile obstetrical kit containing towels, 4" x 4" dressing, scissors, bulb suction, and clamps or tape for cord;~~
25. ~~One blood glucose testing kit;~~
26. ~~A meconium aspirator adapter;~~
27. ~~A length/weight based pediatric reference guide to determine the appropriate size of medical equipment and drug dosing;~~
28. ~~A pulse oximeter with both pediatric and adult probes;~~
29. ~~One child size, one adult size, and one large adult size sphygmomanometer;~~
30. ~~One stethoscope;~~
31. ~~One heavy duty scissors capable of cutting clothing, belts, or boots;~~
32. ~~Two blankets;~~
33. ~~One thermal absorbent blanket with head cover or blanket of other appropriate heat-reflective material;~~
34. ~~Two sheets;~~
35. ~~Body substance isolation equipment, including:~~
 - a. ~~Two pairs of non sterile disposable gloves;~~
 - b. ~~Two gowns;~~
 - c. ~~Two masks that are at least as protective as a National Institute for Occupational Safety and Health approved N 95 respirator, which may be of universal size;~~
 - d. ~~Two pairs of shoe coverings; and~~

- e. ~~Two sets of protective eye wear;~~
- 36. ~~At least three pairs of non-latex gloves; and~~
- 37. ~~A wheeled, multi-level stretcher that is:~~
 - a. ~~Suitable for supporting a patient at each level;~~
 - b. ~~At least 69 inches long and 20 inches wide;~~
 - e. ~~Rated for use with a patient weighing up to or more than 350 pounds;~~
 - d. ~~Adjustable to allow a patient to recline and to elevate the patient's head and upper torso to an angle at least 70° from the horizontal plane;~~
 - e. ~~Equipped with a mattress that has a protective cover;~~
 - f. ~~Equipped with at least two attached straps to secure a patient during transport, and~~
 - g. ~~Equipped to secure the stretcher to the interior of the vehicle during transport using the fastener required under R9-25-1002(38).~~
- B.** ~~In addition to the equipment and supplies in subsection (A), a ground ambulance vehicle equipped to provide BLS shall contain at least:~~
 - 1. ~~The minimum supply of agents required in a table of agents, established according to A.R.S. § 36-2204 and available through the Department at www.azdhs.gov/ems-regulatory-references, that an administrative medical director may authorize for an EMT;~~
 - 2. ~~The capability of providing automated external defibrillation;~~
 - 3. ~~Two 3 mL syringes; and~~
 - 4. ~~Two 10-12 mL syringes.~~
- C.** ~~In addition to the equipment and supplies in subsection (A) (B), a ground ambulance vehicle equipped to provide ALS shall contain at least the minimum supply of agents required in a table of agents, established according to A.R.S. § 36-2204 and available through the Department at www.azdhs.gov/ems-regulatory-references, that an administrative medical director may authorize for the highest level of service to be provided by the ambulance's crew and at least the following:~~
 - 1. ~~Four intravenous solution administration sets capable of delivering 10 drops per cc;~~
 - 2. ~~Four intravenous solution administration sets capable of delivering 60 drops per cc;~~
 - 3. ~~Intravenous catheters in:~~
 - a. ~~Three different sizes from 14 gauge to 20 gauge, and~~
 - b. ~~Either 22 or 24 gauge;~~
 - 4. ~~One child-size and one adult-size intraosseous needle;~~
 - 5. ~~Venous tourniquet;~~

6. ~~Two endotracheal tubes in each of the following sizes: 2.5 mm, 3.0 mm, 3.5 mm, 4.0 mm, 4.5 mm, 5.0 mm, 5.5 mm, 6.0 mm, 7.0 mm, 8.0 mm, and 9.0 mm;~~
 7. ~~One pediatric size and one adult size stylette for endotracheal tubes;~~
 8. ~~End tidal CO₂ monitoring/capnography equipment with capability for pediatric and adult patients;~~
 9. ~~One laryngoscope with blades in sizes 0-4, straight or curved or both;~~
 10. ~~One pediatric size and one adult size Magill forceps;~~
 11. ~~One scalpel;~~
 12. ~~One portable, battery-operated cardiac monitor defibrillator with strip chart recorder and adult and pediatric EKG electrodes and defibrillation capabilities;~~
 13. ~~Electrocardiogram leads;~~
 14. ~~The following syringes:~~
 - a. ~~Two 1 mL tuberculin,~~
 - b. ~~Four 3 mL,~~
 - c. ~~Four 5 mL,~~
 - d. ~~Four 10-12 mL,~~
 - e. ~~Two 20 mL, and~~
 - f. ~~Two 50-60 mL;~~
 15. ~~Three 5 micron filter needles; and~~
 16. ~~Assorted sizes of non filter needles.~~
- D.** ~~A ground ambulance vehicle shall be equipped to provide, and capable of providing, voice communication between:~~
1. ~~The ambulance attendant and the dispatch center;~~
 2. ~~The ambulance attendant and the ground ambulance service's assigned medical direction authority, if any; and~~
 3. ~~The ambulance attendant in the patient compartment and the ground ambulance service's assigned medical direction authority, if any.~~

R9-25-1004. Minimum Staffing Requirements for Ground Ambulance Vehicles (Authorized by A.R.S. §§ 36-2201(4), 36-2202(A)(5))

~~When transporting a patient, a ground ambulance service shall staff a ground ambulance vehicle according to A.R.S. § 36-2202(J).~~

R9-25-1005. ~~Ground Ambulance Vehicle Inspection; Major and Minor Defects (A.R.S. §§ 36-2202(A)(5), 36-2212, 36-2232, 36-2234)~~

- A.** ~~A certificate holder shall make the ground ambulance vehicle, equipment, and supplies available for inspection at the request of the Director or the Director’s authorized representative.~~
- B.** ~~If inspected by the Department, a certificate holder shall allow the Director or the Director’s authorized representative to ride in or operate the ground ambulance vehicle being inspected.~~
- C.** ~~A certificate holder may request the Department to inspect all of the certificate holder’s ground ambulance vehicles at the same date and location.~~
- D.** ~~A Department approved inspection facility may inspect a ground ambulance vehicle under A.R.S. § 36-2232(A)(11).~~
- E.** ~~The Department classifies defects on a ground ambulance vehicle as major or minor as follows:~~

INSPECTION ITEM	MAJOR DEFECT	MINOR DEFECT
LAMPS:		
Emergency warning lights	Lack of 360° of conspicuity	Cracked, broken, or missing lens Inoperative lamps
Back-up lamps		Inoperative Cracked, broken, or missing lens
Brake lamps	Both inoperative	1 inoperative
Hazard lamps		Inoperative
Head lamps	Inoperative	High beam inoperative Low beam inoperative Inoperative dimmer switch
Loading lamps		Inoperative Cracked, broken, or missing lens
Parking lamps		Inoperative
Patient Compartment interior lamps	All lamps inoperative	Inoperative individual lamps Missing lens
Side marker lamps		Inoperative Cracked, broken, or missing lens
Spot lamp in driver’s		Inoperative

compartment		
Tail lamps	Both inoperative	1 inoperative Cracked, broken, or missing lens
Turn signal lamps		Any turn signal lamp inoperative Cracked, broken, or missing lens
MECHANICAL, STRUCTURAL, ELECTRICAL:		
Bumpers		Loose or missing bumper
Defroster		Inoperative Ventilation system openings partially blocked
Electrical system	Does not comply with R9 25 1002(6)	
Engine compartment		Inoperative hood latch Deterioration of hoses, belts, or wiring Deterioration of battery hold- down clamps Corrosive acid buildup on battery terminals Incapable of generating voltage in compliance with R9 25- 1002(4)(b)
Engine compartment wiring system		Does not comply with R9 25- 1002(5)
Engine cooling system	Does not comply with R9 25 1002(3)	Leaks in system
Engine intake air cleaner		Does not comply with R9 25- 1002(1)
Exhaust	Exhaust fumes in the patient or driver compartment	Exhaust pipe brackets not securely attached to the chassis and tailpipe End of tailpipe pinched or bent
Frame	Cracks in frame	

Fuel system	<p>Fuel tank not mounted according to manufacturer's specifications</p> <p>Fuel tank brackets cracked or broken</p> <p>Leaking fuel tanks or fuel lines</p> <p>Fuel caps missing or of a type not specified by the manufacturer</p>	
Ground ambulance vehicle body	<p>Damage or rust to the exterior of the ground ambulance vehicle, which interferes with the operation of the ground ambulance vehicle</p> <p>Damage resulting in a hole in the driver's compartment or the patient compartment</p> <p>Holes that may allow exhaust or dust to enter the patient compartment</p> <p>Bolts attaching body to chassis loose, broken, or missing</p>	<p>Damage resulting in cuts or rips to the exterior of the ground ambulance vehicle</p>
Heating and air conditioning systems		<p>Unsecured hoses</p> <p>Does not maintain minimum temperature required in R9-25-1002(23) and 1002(17)</p>
Horn		Inoperative
Parking brake		Inoperative
Siren	Inoperative	
Steering	<p>Steering wheel bracing cracked</p> <p>Inoperative</p>	<p>Power steering belts slipping</p> <p>Power steering belts cracked or frayed</p> <p>Fluid leaks</p> <p>Fluid does not fill the reservoir between the full level and the add level indicator on the dipstick</p>

Suspension	Broken suspension parts U bolts loose or missing	Bent suspension parts Leaking shock absorbers Cracks or breaks in shock absorber mounting brackets
Vehicle brakes	Inoperative	Fluid leaks
INTERIOR:		
Communication equipment	Lack of operative communication equipment	Inoperative communication equipment in the patient compartment
Edges		Presence of exposed sharp edges
Equipment	Inability to secure oxygen tanks	Inability to secure other equipment
Fire extinguisher	Absent	Not at full charge Expired inspection tag
Hangers		Supports or hangers protruding more than 2" when not in use
Instrument panel		Inoperative gauges, switches, or illumination
Padding		Missing padding over exits in the patient compartment
Patient compartment	Visible blood, body fluids, or tissue	Unrepaired cuts or holes in seats Missing pieces of floor covering
Seat belts and securing belts	Absence of seat belt or inoperative seat belt in the driver's compartment More than one inoperative seat belt in the patient compartment Absence of securing belts on a stretcher	Frayed seat belt or securing belt material One inoperative seat belt in the patient compartment
Stretcher fastener	Does not comply with R9-25-1002(36)	
EXTERIOR:		
Patient compartment doors	Completely or partially missing window	Inoperative open door securing

	panel	devices Cracked window panels
Marking		Missing company identification Incorrect size or location
Mirrors	Exterior rear vision or wide vision mirrors missing	Cracked mirror glass Loose mounting bracket bolts or screws Broken mirrors Loose or broken mounting brackets Missing mounting bracket bolts or screws
Tires	Tires on each axle are not of equal size, equal ply ratings, and equal type Bumps, knots, or bulges on any tire Exposed ply or belting on any tire Flat tire on any wheel	Tread groove depth less than 4/32" measured in a tread groove on any tire
Wheels	Loose or missing lug nuts Broken lugs Cracked or bent rims	
Windows		Placement of nontransparent materials which obstruct view Cracked or broken
Windshield	Windshield that is obstructed Placement of nontransparent materials which obstruct view	Unrepaired starred cracks or line cracks extending more than 1 inch from the bottom or side of the windshield Unrepaired starred cracks or line cracks extending more than 2 inches from the top of the windshield
Windshield washer system		Does not comply with R9 25-

		1002(39)
Windshield wipers	Inoperative wiper on driver's side	Inoperative speed control Split or cracked wiper blade Inoperative wiper on passenger's side

F. ~~If the Department determines that there is a major defect on the ground ambulance vehicle after inspection, the certificate holder shall take the ground ambulance vehicle out of service until the defect is corrected.~~

G. ~~If the Department finds a minor defect on the ground ambulance vehicle after inspection, the ground ambulance vehicle may be operated to transport patients for up to 15 days until the minor defect is corrected.~~

1. ~~The Department may grant an extension of time to repair the minor defect upon a written request from the certificate holder detailing the reasons for the need of an extension of time.~~

2. ~~If the minor defect is not repaired within the time prescribed by the Department, and an extension has not been granted, the certificate holder shall take the ground ambulance vehicle out of service until the minor defect is corrected.~~

H. ~~Within 15 days of the date of repair of the major or minor defect, the certificate holder shall submit written notice of the repair to the Department.~~

R9-25-1006. Ground Ambulance Vehicle Identification (A.R.S. §§ 36-2212, 36-2232) Repealed

A. ~~A ground ambulance vehicle shall be marked on its sides with the certificate of registration applicant's legal business or corporate name with letters not less than 6 inches in height.~~

B. ~~A ground ambulance vehicle marked with a level of ground ambulance service shall be equipped and staffed to provide the level of ground ambulance service identified while in service.~~

Table 10.1. Major and Minor Defects (Authorized by A.R.S. §§ 36-2202(A)(5), 36-2212, 36-2232, 36-2234)

The Department classifies defects on a ground ambulance vehicle as major or minor as follows:

<u>INSPECTION ITEM</u>	<u>MAJOR DEFECT</u>	<u>MINOR DEFECT</u>
<u>EXTERIOR:</u>		
<u>Emergency warning lights</u>	<u>Lack of 360° of conspicuity</u>	<u>Cracked, broken, or missing lens</u> <u>Inoperative lamps</u>
<u>Ground ambulance vehicle body</u>	<u>Damage or rust to the exterior of the ground ambulance vehicle, which interferes with the operation of the ground ambulance vehicle</u> <u>Damage resulting in a hole in the driver's compartment or the patient compartment</u> <u>Holes that may allow exhaust or dust to enter the patient compartment</u> <u>Bolts attaching body to chassis loose, broken, or missing</u>	<u>Damage resulting in cuts or rips to the exterior of the ground ambulance vehicle</u>
<u>Marking</u>		<u>Missing company identification</u> <u>Incorrect size or location</u>
<u>Mirrors or other optical devices allowing monitoring of the area surrounding the ground ambulance vehicle</u>	<u>Exterior rear vision or wide vision mirrors missing</u> <u>or</u> <u>An optical device not functioning according to manufacturer's specifications</u>	<u>Cracked mirror glass</u> <u>Loose mounting bracket bolts or screws</u> <u>Broken mirrors</u> <u>Loose or broken mounting brackets</u> <u>Missing mounting bracket bolts or screws</u>
<u>Windshield</u>		<u>Unrepaired starred cracks or line cracks extending more than 1 inch from the bottom or side of the windshield</u> <u>Unrepaired starred cracks or line cracks extending more than 2 inches from the top of the windshield</u>
<u>Windows</u>		<u>Placement of nontransparent materials which obstruct view</u> <u>Cracked or broken</u>
<u>Fuel caps</u>	<u>Fuel caps missing or of a type not specified by the manufacturer</u>	
<u>Bumpers</u>		<u>Loose or missing bumper</u>
<u>Patient compartment doors</u>	<u>Completely or partially missing window panel</u>	<u>Inoperative open door securing devices</u> <u>Cracked window panels</u>

	<u>Two means of egress missing or inoperative</u>	
<u>Padding over exit areas</u>		<u>Missing padding over exits in the patient compartment</u> <u>Deterioration of padding</u>
<u>Fire extinguisher</u>	<u>Absent or non-functional</u>	<u>Not at full charge</u> <u>Expired inspection tag</u>
<u>Exhaust system</u>	<u>Exhaust fumes in the patient or driver compartment</u>	<u>Muffler not securely attached to the chassis and tailpipe</u> <u>Exhaust pipe brackets not securely attached to the chassis and tailpipe</u> <u>End of tailpipe pinched or bent</u>
<u>Wheels</u>	<u>Loose or missing lug nuts</u> <u>Broken lugs</u> <u>Cracked or bent rims</u>	
<u>Tires</u>	<u>Tires on each axle are not of equal size, equal ply ratings, and equal type</u> <u>Bumps, knots, or bulges on any tire</u> <u>Exposed ply or belting on any tire</u> <u>Flat tire on any wheel</u>	<u>Tread groove depth less than 4/32” measured in a tread groove on any tire</u> <u>Not properly inflated</u>
<u>EXTERIOR LIGHTING:</u>		
<u>Head lamps</u>	<u>Inoperative</u>	<u>High beam inoperative</u> <u>Low beam inoperative</u> <u>Inoperative dimmer switch</u>
<u>Brake lamps</u>	<u>Both inoperative</u>	<u>One inoperative</u>
<u>Parking lamps</u>		<u>Inoperative</u>
<u>Back-up lamps</u>		<u>Inoperative</u> <u>Cracked, broken, or missing lens</u>
<u>Tail lamps</u>	<u>Both inoperative</u>	<u>One inoperative</u> <u>Cracked, broken, or missing lens</u>
<u>Turn signal lamps</u>		<u>Any turn signal lamp inoperative</u> <u>Cracked, broken, or missing lens</u>
<u>Side marker lamps</u>		<u>Inoperative</u> <u>Cracked, broken, or missing lens</u>

<u>Hazard lamps</u>		<u>Inoperative</u>
<u>Loading lamps</u>		<u>Inoperative</u> <u>Cracked, broken, or missing lens</u>
<u>ENGINE COMPARTMENT AND BATTERY:</u>		
<u>Engine compartment</u>		<u>Inoperative hood latch</u> <u>Deterioration of hoses, belts, or wiring</u> <u>Air cooling and heater hoses not secured</u> <u>Fluid leaks other than engine cooling system</u>
<u>Battery</u>	<u>Not secured</u> <u>For a vehicle powered by an electric motor, not meeting manufacturer's guidelines for use</u>	<u>Deterioration of battery hold-down clamps</u> <u>Corrosive acid buildup on battery terminals</u> <u>Incapable of generating voltage in compliance with R9-25-1005(B)(4)(b)</u>
<u>Electrical system</u>	<u>Does not comply with R9-25-1005(B)(7)</u>	
<u>Engine compartment wiring system</u>		<u>Does not comply with R9-25-1005(B)(5)</u>
<u>Engine cooling system</u>	<u>Does not comply with R9-25-1005(B)(3)</u>	<u>Leaks in system</u> <u>Inadequate fluid in reservoir</u>
<u>Engine intake air cleaner</u>		<u>Does not comply with R9-25-1005(B)(1)</u>
<u>DRIVER'S COMPARTMENT:</u>		
<u>Air cooling system</u>	<u>Does not maintain temperature required according to R9-25-1005(B)(17)</u>	<u>Unsecured hoses</u>
<u>Instrument panel</u>		<u>Inoperative gauges, switches, or illumination</u>
<u>Global positioning monitoring device</u>		<u>Except if under a waiver granted under R9-25-1005(E), lack of operative equipment</u>
<u>Horn</u>		<u>Inoperative</u>
<u>Siren</u>	<u>Inoperative</u>	
<u>Steering wheel bracing</u>	<u>Steering wheel bracing cracked</u>	
<u>Windshield-washer system</u>		<u>Does not comply with R9-25-</u>

		<u>1005(B)(41)</u>
<u>Windshield defroster/defogger</u>		<u>Inoperative</u> <u>Ventilation system openings partially blocked</u>
<u>Windshield wipers</u>	<u>Inoperative wiper on driver's side</u>	<u>Inoperative speed control</u> <u>Split or cracked wiper blade</u> <u>Inoperative wiper on passenger's side</u>
<u>Windshield</u>	<u>Windshield that is obstructed</u> <u>Placement of nontransparent materials that obstruct view</u>	
<u>Equipment</u>		<u>Inability to secure equipment</u>
<u>Occupant restraint system</u>	<u>Absence of an occupant restraint system or inoperative occupant restraint system in the driver's compartment</u>	<u>Frayed material on the occupant restraint system</u>
<u>Spot lamp in driver's compartment</u>		<u>Inoperative</u>
<u>Exhaust system</u>	<u>Exhaust fumes in the driver's compartment</u>	
<u>PATIENT COMPARTMENT:</u>		
<u>Air cooling system</u>	<u>Does not maintain temperature required according to R9-25-1005(B)(17)</u>	<u>Unsecured hoses</u>
<u>Heating system</u>		<u>Unsecured hoses</u> <u>Does not maintain minimum temperature required in R9-25-1005(B)(23)</u>
<u>Equipment</u>	<u>Inability to secure oxygen tanks</u> <u>Inability of fixed oxygen tank to hold pressure</u>	<u>Inability to secure other equipment</u> <u>Inability of portable oxygen tank to hold pressure</u>
<u>Interior wall and floor coverings and seat upholstery</u>	<u>Visible blood, body fluids, or tissue</u>	<u>Unrepaired cuts or holes in seats</u> <u>Missing pieces of floor covering</u> <u>Upholstery, floor, walls, or ceiling not capable of being disinfected</u>
<u>Occupant restraint systems and securing belts</u>	<u>More than one inoperative occupant restraint system in the patient compartment</u> <u>Absence of securing belts on a stretcher</u>	<u>Frayed material on the occupant restraint system or securing belt</u> <u>One inoperative occupant restraint system in the patient compartment</u>
<u>Stretcher fastener</u>	<u>Does not comply with R9-25-1005(B)(38)</u>	

<u>Hangers</u>		<u>Supports or hangers protruding more than 2” when not being used</u>
<u>Edges</u>		<u>Presence of exposed sharp edges</u>
<u>Patient Compartment interior lamps</u>	<u>All lamps inoperative</u>	<u>Inoperative individual lamps</u> <u>Missing lens</u>
<u>Stretcher</u>	<u>Does not comply with R9-25-1005(B)(37)</u>	
<u>Exhaust system</u>	<u>Exhaust fumes in the patient compartment</u>	
<u>COMMUNICATION EQUIPMENT:</u>		
<u>Communication capability between an ambulance attendant and the dispatch center</u>	<u>Lack of operative communication equipment</u>	
<u>Communication capability between an ambulance attendant and the physician proving on-line medical direction</u>	<u>Lack of operative communication equipment</u>	
<u>GENERAL SYSTEMS:</u>		
<u>Frame</u>	<u>Cracks in frame</u>	
<u>Suspension</u>	<u>Broken suspension parts</u> <u>U-bolts loose or missing</u>	<u>Bent suspension parts</u> <u>Leaking shock absorbers</u> <u>Cracks or breaks in shock absorber mounting brackets</u>
<u>Side insulation</u>	<u>Missing or settled insulation</u>	<u>Inadequate insulation</u>
<u>Parking brake</u>		<u>Inoperative</u>
<u>Vehicle brakes</u>	<u>Inoperative</u>	<u>Fluid leaks</u>
<u>Steering system</u>	<u>Inoperative</u>	<u>Power steering belts slipping</u> <u>Power steering belts cracked or frayed</u> <u>Fluid leaks</u> <u>Fluid does not fill the reservoir between the full level and the add level indicator on the dipstick</u>

Table 10.2. Minimum Equipment and Supplies for Ground Ambulance Vehicles**(Authorized by A.R.S. § 36-2202(A)(5))**

An applicant for a certificate of registration or a certificate holder shall ensure that a ground ambulance vehicle contains, at a minimum, the following operational equipment and supplies based on the level of service of use:

<u>MINIMUM EQUIPMENT AND SUPPLIES</u>	<u>BLS</u>	<u>ALS</u>
<u>A. Ventilation and Airway Equipment</u>		
1. <u>Portable and fixed suction apparatus</u>	<u>X</u>	<u>X</u>
2. <u>Wide-bore tubing, rigid pharyngeal curved suction tip and flexible suction catheters in the following French sizes:</u> a. <u>Two in 6, 8, or 10; and</u> b. <u>Two in 12, 14, or 16</u>	<u>X</u>	<u>X</u>
3. <u>One fixed oxygen cylinder or equivalent with a minimum capacity of 106 cubic feet, a minimum pressure of 500 p.s.i., and a variable flow regulator</u>	<u>X</u>	<u>X</u>
4. <u>One portable oxygen cylinder with a minimum capacity of 13 cubic feet, a minimum pressure of 500 p.s.i., and a variable flow regulator</u>	<u>X</u>	<u>X</u>
5. <u>Oxygen administration equipment, including tubing; non-rebreathing masks (adult, pediatric, and infant sizes); and nasal cannulas (adult, Pediatric, and infant sizes)</u>	<u>X</u>	<u>X</u>
6. <u>Bag-valve mask, with hand-operated, self-reexpanding bag (adult size), with oxygen reservoir/accumulator; mask (adult, pediatric, infant, and neonate sizes); and valve</u>	<u>X</u>	<u>X</u>
7. <u>Airways, nasal (adult, pediatric, and infant sizes), one each in French sizes 16 to 34</u>	<u>X</u>	<u>X</u>
8. <u>Airways, oropharyngeal, two each in adult, pediatric, and infant sizes</u>	<u>X</u>	<u>X</u>
9. <u>Laryngoscope handle, adult and pediatric, with, if applicable, extra batteries and bulbs</u>	=	<u>X</u>
10. <u>Laryngoscope blades, one each in sizes 0, 1, and 2, straight; sizes 3 and 4, straight and curved</u>	=	<u>X</u>
11. <u>Endotracheal tubes, sizes 2.5-5.5 mm cuffed or uncuffed and 6.0-9.0 mm cuffed</u>	=	<u>X</u>
12. <u>Endotracheal tube cuff pressure manometer</u>	=	<u>X</u>
13. <u>Stylettes for Endotracheal tubes, one each in adult and pediatric sizes</u>	=	<u>X</u>
14. <u>One type of supraglottic airway device</u>	=	<u>X</u>
15. <u>Two 10 mL straight-tip syringes</u>	=	<u>X</u>

16. <u>Two long, large-bore needles for needle chest decompression, 2” to 3.25” long and 14-16G</u>	=	<u>X</u>
17. <u>Hand-held nebulizer(s)</u>	=	<u>X</u>
18. <u>Aerosol masks, one each adult and pediatric</u>	=	<u>X</u>
19. <u>Magill forceps, adult and pediatric</u>	=	<u>X</u>
20. <u>Nasogastric tubes, sizes 5F and 8F, Salem sump sizes 14F and 18F</u>	=	<u>X</u>
21. <u>End-tidal CO₂ detectors, quantitative, with capability for adult and pediatric patients</u>	=	<u>X</u>
22. <u>Non-Invasive Positive Pressure Ventilation (NIPPV) device with one mask in each available size</u>	=	<u>X</u>
23. <u>In-line viral/bacterial filter</u>	=	<u>X</u>
B. <u>Monitoring and Defibrillation</u>		
1. <u>Automatic external defibrillator</u>	<u>X</u>	=
2. <u>One portable, battery-operated monitor/defibrillator, with tape write-out/recorder, defibrillator pads, adult and pediatric paddles or hands-free patches, ECG leads, and adult and pediatric chest attachment electrodes</u>	=	<u>X</u>
3. <u>Transcutaneous cardiac pacemaker, either stand-alone unit or integrated into monitor/defibrillator, including pediatric pads and cables</u>	=	<u>X</u>
C. <u>Stretchers and Immobilization Devices</u>		
1. <u>One stair chair or another mechanism for safely moving a patient in an upright sitting position</u>	<u>X</u>	<u>X</u>
2. <u>Cervical immobilization devices, rigid, adjustable or two each in small, medium, and large sizes</u>	<u>X</u>	<u>X</u>
3. <u>Head immobilization device, either firm padding or another commercial device</u>	<u>X</u>	<u>X</u>
4. <u>Lower extremity (femur) traction device, including lower extremity, limb support slings, padded ankle hitch, padded pelvic support, and traction strap (one adult-sized and one child-sized)</u>	<u>X</u>	<u>X</u>
5. <u>Two upper and two lower extremity immobilization splints in each of small, medium and large sizes</u>	<u>X</u>	<u>X</u>
6. <u>Two full-length spine boards</u>	<u>X</u>	<u>X</u>
7. <u>Supplies to secure a patient to a spine board, including at least three appropriate restraint straps (not using a single chin strap for head immobilization)</u>	<u>X</u>	<u>X</u>
8. <u>One cervical-thoracic spinal immobilization device for extrication</u>	<u>X</u>	<u>X</u>

<u>D.</u> <u>Bandages</u>		
1. <u>Burn pack, including standard package, two sterile burn sheets</u>	<u>X</u>	<u>X</u>
2. <u>Dressings, including sterile multi-trauma dressings (various large and small sizes, including three sized 10" x 12" or larger)</u>	<u>X</u>	<u>X</u>
3. <u>Two abdominal pads, 10" x 12" or larger</u>	<u>X</u>	<u>X</u>
4. <u>Fifty non-sterile 4" x 4" gauze sponges</u>	<u>X</u>	<u>X</u>
5. <u>Two triangular bandages</u>	<u>X</u>	<u>X</u>
6. <u>Four gauze rolls, sterile (4" or larger)</u>	<u>X</u>	<u>X</u>
7. <u>Ten soft roller bandages, non-sterile (4" or larger)</u>	<u>X</u>	<u>X</u>
8. <u>Four occlusive dressing, sterile, 3" x 8" or larger</u>	<u>X</u>	<u>X</u>
9. <u>Adhesive or self-adhesive tape, including various sizes (1" or larger) hypoallergenic adhesive and two various sizes (1" or larger) adhesive or self-adhesive</u>	<u>X</u>	<u>X</u>
<u>E.</u> <u>Obstetrical</u>		
1. <u>Sterile obstetrical kit, including towels, 4" x 4" dressing, umbilical tape, sterile scissors or other cutting utensil, bulb suction, clamps for cord, sterile gloves, blankets, and a head cover</u>	<u>X</u>	<u>X</u>
2. <u>An alternate portable patient heat source or 2 heat packs</u>	<u>X</u>	<u>X</u>
<u>F.</u> <u>Miscellaneous</u>		
1. <u>Sphygmomanometer (infant, pediatric, and adult regular and large sizes)</u>	<u>X</u>	<u>X</u>
2. <u>Stethoscope</u>	<u>X</u>	<u>X</u>
3. <u>Pediatric equipment sizing reference guide</u>	-	<u>X</u>
4. <u>Thermometer with low temperature capability</u>	<u>X</u>	<u>X</u>
5. <u>Paramedic or trauma shears capable of cutting heavy bandages, clothing, belts, and boots</u>	<u>X</u>	<u>X</u>
6. <u>Cold packs</u>	<u>X</u>	<u>X</u>
7. <u>Two flashlights with extra batteries or recharger, as applicable</u>	<u>X</u>	<u>X</u>
8. <u>Two blankets</u>	<u>X</u>	<u>X</u>
9. <u>One blanket with head cover made of heat-reflective material</u>	<u>X</u>	<u>X</u>
10. <u>Two sheets</u>	<u>X</u>	<u>X</u>
11. <u>Two cloth towels, each at least 12" by 12" in size</u>	<u>X</u>	<u>X</u>
12. <u>Five disposable emesis bags or basins</u>	<u>X</u>	<u>X</u>

13. <u>Lubricating jelly (water soluble)</u>	<u>X</u>	<u>X</u>
14. <u>Glucometer or blood glucose measuring device with reagent strips</u>	<u>X</u>	<u>X</u>
15. <u>Pulse oximeter with pediatric and adult probes</u>	<u>X</u>	<u>X</u>
16. <u>Automatic blood pressure monitor</u>	=	<u>X</u>
17. <u>Trauma arterial tourniquet</u>	<u>X</u>	<u>X</u>
18. <u>One scalpel</u>	=	<u>X</u>
19. <u>Mass casualty triage sorting capability for at least 50 individuals (triage tags)</u>	<u>X</u>	<u>X</u>
20. <u>Beginning three months after the effective date of the rules, a method to electronically document patient information and treatment that is capable of being transferred</u>	<u>X</u>	<u>X</u>
<u>G. Infection Control (Latex-free equipment shall be available)</u>		
1. <u>Two sets of eye protection (full peripheral glasses or goggles, face shield)</u>	<u>X</u>	<u>X</u>
2. <u>Two masks, at least as protective as a National Institute for Occupational Safety and Health-approved N-95 respirator, which are fit-tested</u>	<u>X</u>	<u>X</u>
3. <u>Two pairs of gloves, non-sterile, and three pairs of non-latex gloves</u>	<u>X</u>	<u>X</u>
4. <u>Two jumpsuits or gowns</u>	<u>X</u>	<u>X</u>
5. <u>Two pairs of shoe covers</u>	<u>X</u>	<u>X</u>
6. <u>Disinfectant hand wash, commercial antimicrobial (towelette, spray, or liquid)</u>	<u>X</u>	<u>X</u>
7. <u>Disinfectant solution for cleaning equipment</u>	<u>X</u>	<u>X</u>
8. <u>Standard sharps containers</u>	<u>X</u>	<u>X</u>
9. <u>Disposable red trash bags</u>	<u>X</u>	<u>X</u>
10. <u>Ten protective facemasks or cloth face coverings for patients</u>	<u>X</u>	<u>X</u>
<u>H. Injury Prevention Equipment</u>		
1. <u>Safety vest or other garment with reflective material for each personnel member</u>	<u>X</u>	<u>X</u>
2. <u>Hazardous material reference guide</u>	<u>X</u>	<u>X</u>
3. <u>Hearing protection for personnel</u>	<u>X</u>	<u>X</u>
<u>I. Vascular Access</u>		
1. <u>The following intravenous solution administration sets:</u>	=	<u>X</u>
a. <u>Four intravenous solution administration sets, capable of delivering 10 drops per cc</u>		

b. <u>Four intravenous solution administration sets capable of delivering 60 drops per cc</u>		
2. <u>Antiseptic solution (alcohol wipes and povidone-iodine wipes)</u>	<u>X</u>	<u>X</u>
3. <u>Intravenous pressure infuser device or mechanical capability</u>	=	<u>X</u>
4. <u>Intravenous catheters, one each of 14, 16, 18, 20, 22, and 24 G</u>	=	<u>X</u>
5. <u>Two intraosseous needles, each capable of use in adult and pediatric patients</u>	=	<u>X</u>
6. <u>Venous tourniquet</u>	=	<u>X</u>
7. <u>The following syringes:</u> a. <u>Two 1 mL tuberculin,</u> b. <u>Four 3 mL,</u> c. <u>Four 5 mL,</u> d. <u>Four 10-12 mL,</u> e. <u>Two 20 mL, and</u> f. <u>Two 50-60 mL</u>	=	<u>X</u>
8. <u>Three 5 micron filter needles</u>	=	<u>X</u>
9. <u>Assorted sizes of non-filter needles</u>	=	<u>X</u>
10. <u>Intravenous arm boards, adult and pediatric</u>	=	<u>X</u>
J. <u>Medications</u>		
1. <u>Agents specified in a table of agents, established according to A.R.S. § 36-2204 and available through the Department at www.azdhs.gov/ems-regulatory-references, that an administrative medical director may authorize for use based on the EMCT classification</u>	<u>X</u>	<u>X</u>
2. <u>Sterile saline for irrigation</u>	<u>X</u>	<u>X</u>

**R9-25-1101. ~~Application for Establishment of~~ Establishing Initial General Public Rates
(Authorized by A.R.S. §§ 36-2232, 36-2239)**

A. ~~An applicant for a certificate of necessity or a certificate holder applying for initial general public rates shall submit an application packet to the Department that includes:~~

1. ~~The applicant's name;~~
2. ~~The requested general public rates;~~
3. ~~A copy of the applicant's most recent financial statements or an Ambulance Revenue and Cost Report;~~
4. ~~For a consecutive 12 month period:~~
 - a. ~~A projected income statement; and~~
 - b. ~~A projected cash flow statement;~~
5. ~~A list of all purchase agreements or lease agreements for real estate, ground ambulance vehicles, and equipment exceeding \$5,000 used in connection with the ground ambulance service, that includes the monetary amount and duration of each agreement;~~
6. ~~The identification of:~~
 - a. ~~Each of the applicant's affiliations, such as a parent company or subsidiary owned or operated by the applicant; and~~
 - b. ~~The methodology and calculations used in allocating costs among the applicant and government entities or profit or not for profit businesses;~~
7. ~~A copy of the applicant's contract with each federal or tribal entity for ground ambulance service, if applicable;~~
8. ~~Other documents, exhibits, or statements that may assist the Department in setting the general public rates;~~
9. ~~An attestation signed by the applicant that the information and documents provided by the applicant are true and correct; and~~
10. ~~Any other information or documents requested by the Director to clarify or complete the application.~~

A. As provided in R9-25-902(A)(19), an applicant wanting to establish initial general public rates as part of an application for an initial certificate of necessity shall include the following in the application packet submitted to the Department according to R9-25-902(A):

1. A copy of the applicant's financial statements, covering the most recent consecutive 12-month period;
2. A copy of the purchase agreements or lease agreements listed according to R9-25-

902(A)(17), if not already submitted according to R9-25-902(A)(28);

3. For all business organizations or governmental entities affiliated with the applicant listed according to R9-25-902(A)(1)(d), the methodology and calculations used in allocating costs among the applicant and government entities or profit or not-for-profit businesses;
4. Other documents, exhibits, or statements that may assist the Department in setting the general public rates; and
5. Any other information or documents requested by the Director to clarify or complete the application.

B. A certificate holder applying for initial general public rates shall submit to the Department:

1. The following information, in a Department-provided format:
 - a. The identifying number on the certificate holder's current certificate of necessity;
 - b. The legal business or corporate name, address, telephone number, and facsimile number of the ground ambulance service;
 - c. Any other names by which the certificate holder is known;
 - d. The names of all other business organizations or governmental entities operated by the certificate holder related to the ground ambulance service;
 - e. The name, title, address, e-mail address, and telephone number of the following:
 - i. Each certificate holder and individual responsible for managing the ground ambulance service,
 - ii. The individual acting for the certificate holder according to R9-25-102,
 - iii. The individual to contact to access the ground ambulance service's records required in R9-25-908(B), and
 - iv. The statutory agent for the ground ambulance service or the individual designated by the certificate holder to accept service of process and subpoenas for the ground ambulance service;
 - f. The requested general public rates;
 - g. Whether the certificate holder agrees to allow the Department to submit supplemental requests for information under R9-25-1201(C)(3);
 - h. Attestation that the information or documents submitted to the Department are true and correct; and
 - i. The signature of the individual acting for the certificate holder according to R9-25-102 and the date signed;
2. A copy of the certificate holder's financial statements, covering the most recent

consecutive 12-month period;

3. A projected Ambulance Revenue and Cost Report covering the first consecutive 12 months of operation under the requested general public rates in subsection (B)(1)(f);
4. A copy of all actual or anticipated purchase agreements or lease agreements to be used in connection with the ground ambulance service, including the monetary amount and duration of each agreement, for:
 - a. Real estate,
 - b. Ground ambulance vehicles, or
 - c. Equipment exceeding \$10,000;
5. For all business organizations or governmental entities affiliated with the certificate holder listed according to subsection (B)(1)(d), the methodology and calculations used in allocating costs among the certificate holder and business organizations or governmental entities;
6. Other documents, exhibits, or statements that may assist the Department in setting the general public rates; and
7. Any other information or documents requested by the Director to clarify or complete the application.

C. Each certificate holder requesting to apply for a uniform general public rate under A.R.S. § 36-2232(E) shall submit to the Department:

1. The information required in subsection (B)(1);
2. The documents required in subsections (B)(4) through (7);
3. A copy of the certificate holder's financial statements, covering the most recent consecutive 24-month period;
4. Projected Ambulance Revenue and Cost Reports covering the first consecutive 24 months of operation under the requested general public rates in subsection (B)(1)(f); and
5. A document signed by each certificate holder requesting to apply for a uniform general public rate under A.R.S. § 36-2232(E).

B.D. The Department shall review an application under subsection (B) or (C) according to R9-25-1106, R9-25-1107, and R9-25-1201 and approve or deny an the application under this Section according to ~~9 A.A.C. 25,~~ A.R.S. § 36-2232 and Article 12 of this Chapter.

R9-25-1102. Application for Adjustment of General Public Rates (Authorized by A.R.S. §§ 36-2234, 36-2239)

- A. A certificate of necessity holder applying for an adjustment of general public rates not exceeding the monetary amount calculated according to A.R.S. § ~~36-2234(E)~~ 36-2234(G) shall submit ~~an application form~~ to the Department ~~that includes~~, in a Department-provided format:
1. The name of the ~~applicant~~ certificate holder;
 2. The identifying number on the certificate holder's current certificate of necessity.
 - ~~2.3.~~ A statement that the ~~applicant~~ certificate holder is making the request according to A.R.S. § ~~36-2234(E)~~ 36-2234(G);
 - ~~3.4.~~ A statement that the ~~applicant~~ certificate holder has not applied for an adjustment to ~~it's~~ the certificate holder's general public rates within the last previous six months;
 5. The amount of the requested general public rate.
 - ~~4.6.~~ The effective date of the ~~proposed~~ requested general public rate adjustment; ~~and~~
 - ~~5.7.~~ An attestation ~~signed by the applicant~~ that the information ~~and documents~~ provided by the ~~applicant~~ certificate holder is true and correct, ~~and~~
 8. The signature of the individual acting for the certificate holder according to R9-25-102 and the date signed.
- B. ~~An applicant~~ A certificate holder requesting an adjustment of general public rates exceeding the monetary amount calculated according to A.R.S. § ~~36-2234(E)~~ 36-2234(G) shall submit ~~an application packet~~ to the Department ~~that includes:~~
1. ~~The name of the applicant;~~ The following information in a Department-provided format:
 - a. The identifying number on the certificate holder's current certificate of necessity;
 - b. The legal business or corporate name, address, telephone number, and facsimile number of the ground ambulance service;
 - c. Any other names by which the certificate holder is known;
 - d. The names of all other business organizations or governmental entities operated by the certificate holder related to the ground ambulance service;
 - e. The name, title, address, e-mail address, and telephone number of the following:
 - i. Each entity and individual responsible for managing the ground ambulance service.
 - ii. The individual acting for the certificate holder according to R9-25-102.
 - iii. The individual to contact to access the ground ambulance service's records required in R9-25-908(B), and
 - iv. The statutory agent for the ground ambulance service or the individual designated by the certificate holder to accept service of process and

subpoenas for the ground ambulance service;

- ~~2.f.~~ A statement that the ~~applicant~~ certificate holder is making the request according to A.R.S. § ~~36-2234(A)~~ 36-2234(C);
- ~~3.g.~~ The reason for the general public rate adjustment request;
- ~~h.~~ The requested general public rates;
- ~~4.i.~~ A statement that the ~~applicant~~ certificate holder has not applied for an adjustment to ~~its~~ the certificate holder's general public rates within the ~~last~~ previous six months;
- ~~5.j.~~ The effective date of the ~~proposed~~ requested general public rate adjustment;
- ~~k.~~ Whether the certificate holder agrees to allow the Department to submit supplemental requests for information under R9-25-1201(C)(3);
- ~~l.~~ An attestation that the information and documents provided by the certificate holder are true and correct, and
- ~~m.~~ The signature of the individual acting for the certificate holder according to R9-25-102 and the date signed;
- ~~6.2.~~ A copy of the ~~applicant's~~ certificate holder's most recent financial statements, covering at least:
 - ~~a.~~ If applicable under A.R.S. § 36-2234(H), the most recent consecutive 24-month period; or
 - ~~b.~~ The most recent consecutive 12-month period;
- ~~7.3.~~ A copy of the certificate holder's most recent Ambulance Revenue and Cost Report;
- ~~4.~~ A projected Ambulance Revenue and Cost Report covering the first consecutive 12 months of operation under the requested general public rates in subsection (B)(1)(h);
- ~~8.~~ For a consecutive 12-month period:
 - ~~a.~~ A projected income statement; and
 - ~~b.~~ A projected cash flow statement;
- ~~9.~~ A list of all purchase agreements or lease agreements for real estate, ground ambulance vehicle, and equipment exceeding \$5,000 used in connection with the ground ambulance service, that includes the monetary amount and duration of each agreement;
- ~~10.~~ The identification of:
 - ~~a.~~ Each of the applicant's affiliations, such as a parent company or subsidiary owned or operated by the applicant; and
 - ~~b.~~ The methodology and calculations used in allocating costs among the applicant

~~and government entities or profit or not for profit businesses;~~

- ~~11.5.~~ A If the ground ambulance service has a contract with a federal or tribal entity, a copy of the applicant's certificate holder's contract with each federal or tribal entity for a ground ambulance service, if applicable unless the contract has been submitted to the Department and reviewed according to R9-25-1104;
6. A copy of all actual or anticipated purchase agreements or lease agreements to be used in connection with the ground ambulance service, including the monetary amount and duration of each agreement, for:
- a. Real estate,
 - b. Ground ambulance vehicles, or
 - c. Equipment exceeding \$10,000;
7. For all business organizations or governmental entities affiliated with the certificate holder listed according to subsection (B)(1)(d), the methodology and calculations used in allocating costs among the certificate holder and business organizations or governmental entities;
- ~~12.8.~~ Other documents, exhibits, or statements that support the reason for the general public rate adjustment request as specified in subsection (B)(1)(g) and may assist the Department in setting the general public rates;
- ~~13.~~ An attestation signed by the applicant that the information and documents provided by the applicant are true and correct; and
- ~~14.9.~~ Any other information or documents requested by the Director to clarify or complete the application.
- C. An applicant under R9-25-902, requesting to join a group of certificate holders, with a uniform general public rate established according to A.R.S. § 36-2232(E) and R9-25-1101(C), shall submit to the Department:
1. The information required in R9-25-902(A) and R9-25-1101(A)(1);
 2. The documents required in subsections (B)(5) through (9);
 3. A copy of the applicant's financial statements, covering the most recent consecutive 24-month period;
 4. Projected Ambulance Revenue and Cost Reports covering the first consecutive 24 months of operation under the uniform general public rate; and
 5. Documentation supporting the request, signed by each certificate holder with the uniform general public rate.

- D.** A certificate holder with a uniform general public rate, established according to A.R.S. 36-2232(E) and R9-25-1101(C), that wants to establish a different general public rate shall submit to the Department:
1. A request according to subsection (A) or (B), as applicable; and
 2. Documentation that the certificate holder has notified the other certificate holders with the uniform public rate of the certificate holder's intention of establishing a different general public rate.
- E.** A certificate holder with a uniform general public rate, established according to A.R.S. 36-2232(E) and R9-25-1101(C), that is notified according to subsection (D)(2) shall, within 60 calendar days after the date of the notification, submit to the Department the information and documentation required in subsection (B).
- C.F.** The Department shall review an application under this Section according to R9-25-1106, R9-25-1107, and R9-25-1201 and approve or deny an the application under this Section according to 9 A.A.C. 25, A.R.S. §§ 36-2234 and 36-2239 and Article 12 of this Chapter.

R9-25-1103. Application for a Contract Rate or Range of Rates Less than General Public Rates (A.R.S. §§ ~~36-2234(G) and (I)~~ 36-2234(I) and (K), 36-2239)

- A.** Before providing interfacility transports or convalescent transports, a certificate holder shall apply to the Department for approval of a contract rate or range of contract rates under A.R.S. § 36-2234(G).
1. For a contract rate or range of rates under A.R.S. § 36-2234(G), the certificate holder shall submit an application form to the Department that contains:
 - a. The name of the certificate holder;
 - b. A statement that the certificate holder is making the request under A.R.S. § 36-2234(G);
 - e. The contract rate or range of rates being requested; and
 - d. Information demonstrating the cost and economics of providing the transports for the requested contract rate or range of rates.
 2. For a contract rate or range of rates under A.R.S. § 36-2234(I), the certificate holder shall submit the information required in R9-25-1102(B)(1) and (B)(6) through (B)(14).
- A.** A certificate holder applying for approval of a contract rate or range of rates under A.R.S. § 36-2234(I) shall submit to the Department:
1. The following information, in a Department-provided format:

- a. The name of the certificate holder.
 - b. The identifying number on the certificate holder's current certificate of necessity.
 - c. A statement that the certificate holder is making the request under A.R.S. § 36-2234(I).
 - d. The contract rate or range of rates being requested.
 - e. The effective date of the requested contract rate or range of rates.
 - f. An attestation that the information and documents provided by the certificate holder are true and correct, and
 - g. The signature of the individual acting for the certificate holder according to R9-25-102 and the date signed; and
2. Information demonstrating the cost and economics of providing the transports for the requested contract rate or range of rates, such as:
- a. A copy of the certificate holder's most recent Ambulance Revenue and Cost Report; and
 - b. A projected Ambulance Revenue and Cost Report covering the first consecutive 12 months of operation under the requested contract rate or range of rates in subsection (A)(1)(d).
- B.** A certificate holder applying for approval of a contract rate or range of contract rates under A.R.S. § 36-2234(K) shall submit to the Department:
- 1. The information in subsection (A)(1), in a Department-provided format; and
 - 2. The documents required in R9-25-1102(B)(2) through (8).
- ~~B.C.~~** The Department shall review an application under this Section according to R9-25-1106, R9-25-1107, and R9-25-1201 and approve or deny ~~an~~ the application under this Section according to 9 A.A.C. 25, A.R.S. §§ 36-2234 and 36-2239 and Article 12 of this Chapter.
- R9-25-1104. Ground Ambulance Service Contracts (A.R.S. §§ 36-2232, ~~36-2234(K)~~ 36-2234(M))**
- A.** A certificate holder shall not institute a new service contract between the ground ambulance service and a political subdivision of this state except as provided in A.R.S. § 36-2234(M).
- ~~A.B.~~** Before implementing a ground ambulance service contract, a certificate holder shall submit to the Department for approval ~~a copy of the contract with a cover letter that indicates the total number of pages in the contract. The contract shall:~~
- 1. A cover letter from the certificate holder, including:
 - a. The name of the certificate holder;

- b. The identifying number on the certificate holder's current certificate of necessity;
 - c. A statement that the certificate holder is submitting a copy of a ground ambulance service contract according to A.R.S. § 36-2234(M);
 - d. The name of the other party to the ground ambulance service contract, including, if applicable, the name of a political subdivision;
 - e. The name, title, address, e-mail address, and telephone number of an individual representing the other party, as specified according to subsection (B)(1)(d), who the Department may contact about the proposed ground ambulance service contract if necessary;
 - f. The total number of pages of the proposed ground ambulance service contract, and
 - g. The signature of the individual acting for the certificate holder according to R9-25-102 and the date signed; and
2. A copy of the proposed ground ambulance service contract that:
- ~~1.a.~~ Includes the certificate holder's legal name and any other name listed on the certificate holder's ~~initial application required in R9-25-902(A)(1)(a)~~ current certificate of necessity;
 - b. Includes the name of the other party to the ground ambulance service contract, as specified according to subsection (B)(1)(d);
 - c. Identifies each type of service and level of service to be provided under the proposed ground ambulance service contract;
 - ~~2.d.~~ List Lists the general public rates or contract rate or range of rates approved by the Director according to R9-25-1101, R9-25-1102, or R9-25-1103;
 - ~~3.e.~~ Comply Complies with A.R.S. §§ 36-2201 through 36-2246 and ~~9 A.A.C. 25~~ this Chapter; and
 - ~~4.f.~~ Not Does not preclude use of the 9-1-1 system or a ~~similarly designated emergency telephone number~~ similar system.
- C.** Except as provided in R9-25-904(A)(2), the Department shall not approve a proposed ground ambulance service contract between two certificate holders.
- B.D.** The Department shall ~~approve or deny an application~~ review a proposed ground ambulance service contract under this Section according to A.R.S. §§ 36-2232 and, if applicable, 36-2234(M) and 9 A.A.C. 25, Article 12 of this Chapter.
- E.** The Department shall not enforce the provisions of a ground ambulance service contract unless

the executed ground ambulance service contract has been approved by the Department and contains language authorizing the Department to enforce the provisions of the ground ambulance service contract.

R9-25-1105. Application for Provision of Subscription Service or to Establish a Subscription Service Rate (A.R.S. § 36-2232(A)(1))

- A.** ~~A~~ An applicant for an initial certificate of necessity or a certificate holder applying to provide subscription service, establish a subscription service rate, or request approval of a subscription service contract shall submit an application packet to the Department that includes:
1. The following information, in a Department-provided format:
 - a. The name of the applicant or certificate holder;
 - b. The identifying number on the certificate holder's current certificate of necessity, if applicable;
 - ~~a-c.~~ The number of estimated subscription service contracts and documents supporting the estimate, such as a survey of the service area;
 - ~~b-d.~~ An estimate of the number of annual subscription service transports for the service area;
 - ~~e-e.~~ The proposed subscription service rate;
 - ~~d-f.~~ An estimate of the cost of providing subscription service to the service area;
 - g. An attestation that the information and documents provided by the applicant or certificate holder are true and correct; and
 - h. The signature of the individual acting for the applicant or certificate holder according to R9-25-102 and the date signed; and
 - ~~e.~~ Any other information or documents that the certificate holder believes may assist the Department in setting a subscription service rate; and
 2. A copy of the proposed subscription service contract;
 3. Documents supporting the estimate in subsection (A)(1)(c), such as a survey of the service area;
 4. Documents supporting the estimate in subsection (A)(1)(f); and
 5. Any other information or documents that the certificate holder believes may assist the Department in setting a subscription service rate.
- B.** The Department shall review an application under this Section according to R9-25-1106, R9-25-1107, and R9-25-1201 and approve or deny a subscription service rate under this Section

according to ~~9 A.A.C. 25~~, Article 12 of this Chapter.

R9-25-1106. Rate of Return Setting Considerations (A.R.S. §§ 36-2232, 36-2239)

- A. In determining the rate of return on gross revenue in A.R.S. § 36-2239(I)(4), the Director shall consider a ground ambulance service's:
1. Direct ~~and indirect~~ costs for operating the ground ambulance service within its service area, including the costs of supplies and equipment;
 2. ~~Balance sheet~~ Indirect costs for operating the ground ambulance service within its service area, such as costs that do not include the costs of supplies or equipment;
 3. ~~Income statement~~ Financial statements;
 4. Cash flow statement;
 - ~~5.4.~~ Ratio between variable and fixed costs on the financial statements;
 - ~~6.5.~~ Method of indirect costs allocation to specific cost-center areas;
 - ~~7.6.~~ Return on equity;
 - ~~8.7.~~ Reimbursable and non-reimbursable charges;
 - ~~9.8.~~ Type of business entity;
 - ~~10.9.~~ Monetary amount and type of debt financing;
 - ~~11.10.~~ Replacement and expansion costs;
 - ~~12.11.~~ Number of calls, transports, and billable miles;
 - ~~13.12.~~ Costs associated with rules, inspections, and audits;
 - ~~14.13.~~ Substantiated prior reported losses;
 - ~~15.14.~~ Medicare and AHCCCS settlements, the difference between the general public rate a ground ambulance service assesses a patient and what a ground ambulance service receives from Medicare or AHCCCS as an allowable rate; and
 - ~~16.15.~~ Any other information or documents needed by the Director to clarify incomplete or ambiguous information or documents.
- B. In determining the rate of return on gross revenue in A.R.S. § 36-2239(I)(4), the Director shall not consider:
1. Depreciation of the portion of ground ambulance vehicles and equipment obtained through Department funding,
 2. The certificate holder's travel and entertainment expenses that do not directly relate to providing the ~~ground ambulance service~~ EMS or transport;
 3. The monetary value of any goodwill accumulated by the certificate holder, that is, the

difference between the purchase price of a ground ambulance service and the fair market value of the ground ambulance service's identifiable net assets;

4. Any penalties or fines imposed on the certificate holder by a court or government agency; and
 5. Any financial contributions received by the certificate holder.
- C. In determining just, reasonable, and sufficient rates in A.R.S § 36-2232(A)(1) the ~~director~~ Director shall establish rates to provide for a rate of return that is ~~at least~~ no more than 7% of gross revenue, calculated using the accrual method of accounting according to generally accepted accounting principles, unless the certificate holder ~~requests a lower~~ provides sufficient justification for a higher rate of return.
- D. ~~Rate~~ The Department shall calculate the rate of return on gross revenue ~~is calculated~~ by dividing ~~Ambulance Revenue and Cost Report Exhibit A or Exhibit B net income or loss, as specified according to R9-25-909(A)(16) or (C)(14) as applicable,~~ by gross revenue, as specified according to R9-25-909((A)(3)(b) or (C)(3)(b) as applicable.

R9-25-1107. Rate Calculation Factors (A.R.S. § 36-2232)

- A. When evaluating a proposed mileage rate, the Department shall consider the following factors:
1. The cost of licensure and registration of each ground ambulance vehicle;
 2. The cost of fuel;
 3. The cost of ground ambulance vehicle maintenance;
 4. The cost of ground ambulance vehicle repair;
 5. The cost of tires;
 6. The cost of ground ambulance vehicle insurance;
 7. The cost of mechanic wages, benefits, and payroll taxes;
 8. The cost of loan interest related to the ground ambulance vehicles;
 9. The cost of the weighted allocation of overhead;
 10. The cost of ground ambulance vehicle depreciation;
 11. The cost of reserves for replacement of ground ambulance vehicles and equipment; and
 12. Mileage reimbursement, as established by Medicare guidelines for EMS and transport provided by a ground ambulance service, including considerations to maximize Medicare reimbursement.
- B. When evaluating a proposed BLS base rate, the Department shall consider the costs associated with providing EMS and transport.

- C. When evaluating a proposed ALS base rate, the Department shall consider the factors in subsection (B) and the additional costs of ALS ambulance equipment, ~~and ALS personnel,~~ and professional liability insurance for ALS personnel.
- ~~D. In evaluating rates, the Director shall make adjustments to a certificate holder's rates to maximize Medicare reimbursements.~~
- D. When evaluating a proposed critical care rate, the Department shall consider the factors in subsections (B) and (C) and the additional costs of providing critical care services.
- E. The Department shall determine the standby waiting rate as no higher than ~~by dividing~~ the BLS base rate divided by 4.

R9-25-1108. Implementation of Rates and Charges (A.R.S. §§ 36-2232, 36-2239)

- A. Except as provided in A.R.S. § 36-2239(B) and (E), a certificate holder shall not institute a new general public rate, new contract rate or range of rates, or subscription service rate before receiving from the Department an approval of the new general public rate, new contract rate or range of rates, or subscription service rate.
- B. Under A.R.S. § 36-2232(A)(1), the Department may periodically review and, if appropriate, adjust rates and charges for a ground ambulance service to ensure that the rates and charges are just, reasonable, and sufficient.
- ~~A.C.~~ A certificate holder shall assess rates and charges as follows:
1. When calculating a rate or charge, ~~the certificate holder shall:~~
 - a. Omit fractions of less than 1/2 of 1 cent; or
 - b. Increase to the next whole cent, fractions of 1/2 of 1 cent or greater;
 2. ~~The certificate holder shall calculate~~ When calculating the number of miles for a transport, ~~by using~~ use one of the following, with the number of miles rounded as specified in subsection (C)(1):
 - a. The ground ambulance vehicle's odometer reading;
 - b. Software designed to calculate mileage, or
 - ~~b.c.~~ A regional map;
 3. ~~The certificate holder shall calculate~~ When calculating the reimbursement amount for mileage of a transport, ~~by multiplying~~ multiply the number of miles for the transport by the mileage rate;
 4. When transporting two or more patients in the same ground ambulance vehicle, ~~the certificate holder shall~~ assess to each patient:

- a. Fifty percent of the mileage rate and one hundred percent of the ALS or BLS base rate; and
 - b. One hundred percent of:
 - i. The charge for each disposable supply, medical supply, medication, and oxygen-related cost used on the patient; and
 - ii. Waiting time assessed according to subsection (E); and ~~(C); (E); and~~
5. When agreed upon by prior arrangement to transport a patient to one destination and return to the point of pick-up or to one destination and then to a subsequent destination, assess only the ALS or BLS base rate, mileage rate, and standby waiting rate for the transport.
- B.D.** When a certificate holder transfers a patient to an air ambulance, the certificate holder shall assess the patient the rates and charges for EMS and transport provided to the patient before the transfer.
- C.E.** A certificate holder shall assess a standby waiting rate in quarter-hour increments, except for:
- 1. The first 15 minutes after arrival to load the patient at the point of pick-up;
 - 2. The time, exceeding the first 15 minutes, required by ambulance attendants to provide necessary medical treatment and stabilization of the patient at the point of pick-up; and
 - 3. The first 15 minutes to unload the patient at the point of destination.
- D.F.** When a certificate holder responds to a request outside the certificate holder's service area, the certificate holder shall assess ~~it's~~ the certificate holder's own rates and charges for EMS or transport provided to the patient.
- E.G.** When the Department or the certificate holder determines that a refund of a rate or a charge is required, the certificate holder shall refund the rate or charge within 90 days ~~from~~ after the date of the determination.

R9-25-1109. Charges (A.R.S. §§ 36-2232, 36-2239(D))

- A. A certificate holder that charges patients for disposable supplies, medical supplies, medications, and oxygen-related costs shall submit to the Department:
 - 1. a ~~a~~ A list of the items and the proposed charges. ~~The list shall include a, and~~
 - 2. A non-retroactive effective date.
- B. A certificate holder shall submit to the Department a new list, containing the information required in subsection (A), each time the certificate holder proposes a change in the items or the amount charged. ~~The list shall contain the information required in subsection (A), including a non-retroactive effective date.~~

R9-25-1110. Invoices (A.R.S. §§ 36-2234, 36-2239)

A. ~~Each~~ A certificate holder shall ensure that:

1. Each invoice for rates and charges shall contain contains the following:

~~1.a.~~ The patient's name;

~~2.b.~~ The certificate holder's name, address, and telephone number;

~~3.c.~~ The date of service;

~~4.d.~~ An itemized list of the rates and charges assessed;

~~5.e.~~ The total monetary amount owed the certificate holder; and

~~6.f.~~ The payment due date; and

2. Any subsequent invoice to the same patient for the same EMS or transport ~~shall contain~~ contains all the information in subsection (A) except the information in subsection ~~(A)(4)~~ (A)(1)(d).

C.B. ~~Charges may be combined~~ A certificate holder may combine into one line item the charges for multiple items if:

1. ~~the~~ The supplies are used together for a specific purpose, and

2. ~~the~~ The name of the combined item is included in the certificate holder's ~~disposable~~ medical supply listing list provided to the Department ~~under~~ according to R9-25-1109.

D.C. A certificate holder may combine rates and charges into one line item if required by a third-party payor.

ARTICLE 12. TIME-FRAMES FOR DEPARTMENT APPROVALS**R9-25-1201. Time-frames (Authorized by A.R.S. §§ 36-2235, 41-1072 through 41-1079)**

- A.** The overall time-frame described in A.R.S. § 41-1072 for each type of approval granted by the Department is listed in Table 12.1. The applicant and the Director may agree in writing to extend the overall time-frame. The substantive review time-frame shall not be extended by more than 25% of the overall time-frame.
- B.** The administrative completeness review time-frame described in A.R.S. § 41-1072 for each type of approval granted by the Department is listed in Table 12.1. The administrative completeness review time-frame begins on the date that the Department receives an application form or an application packet.
1. If the application packet is incomplete, the Department shall send to the applicant a written notice specifying the missing document or incomplete information. The administrative completeness review time-frame and the overall time-frame are suspended from the ~~postmark~~ date of the written request until the date the Department receives a complete application packet from the applicant.
 2. When an application packet is complete, the Department shall send a written notice of administrative completeness.
 3. If the Department grants an approval during the time provided to assess administrative completeness, the Department shall not issue a separate written notice of administrative completeness.
- C.** The substantive review time-frame described in A.R.S. § 41-1072 is listed in Table 12.1 and begins on the ~~postmark~~ date of the notice of administrative completeness.
1. As part of the substantive review time-frame for an application for an approval other than renewal of an ambulance registration, the Department shall conduct inspections, conduct investigations, or hold hearings required by law.
 2. If required under R9-25-402, the Department shall fix the period and terms of probation as part of the substantive review.
 3. During the substantive review time-frame, the Department may make one comprehensive written request for additional documents or information and may make supplemental requests for additional information with the applicant's written consent.

4. The substantive review time-frame and the overall time-frame are suspended from the ~~postmark~~ date of the written request for additional information or documents until the Department receives the additional information or documents.
 5. The Department shall send a written notice of approval to an applicant ~~who~~:
 - a. Who:
 - i. Meets the qualifications in A.R.S. Title 36, Chapter 21.1 and this Chapter for the type of application submitted; or
 - ~~b-ii.~~ ii. Is not in compliance with requirements in A.R.S. Title 36, Chapter 21.1 and this Chapter, for the type of application submitted, that do not directly affect the health or safety of a patient and submits to the Department a corrective action plan that is acceptable to the Department to address issues of compliance; and
 - b. For an application under R9-25-902 or R9-25-903, which may include special conditions or limitations, including a shorter renewal term, according to A.R.S. § 36-2235.
 6. The Department shall send a written notice of denial to an applicant who fails to meet the qualifications in A.R.S. Title 36, Chapter 21.1, and this Chapter for the type of application submitted.
- D.** If an applicant fails to supply the documents or information under subsections (B)(1) and (C)(3) within the number of days specified in Table 12.1 from the ~~postmark~~ date of the written notice or comprehensive written request, the Department shall consider the application withdrawn.
- E.** An applicant that does not wish an application to be considered withdrawn may request a denial in writing within the number of days specified in Table 12.1 from the ~~postmark~~ date of the written notice or comprehensive written request for documents or information under subsections (B)(1) and (C)(3).
- F.** If a time-frame's last day falls on a Saturday, Sunday, or an official state holiday, the Department shall consider the next business day as the time-frame's last day.
- G.** A person may appeal a decision according to A.R.S. § 36-2234 or Title 41, Chapter 6, Article 6.

Table 12.1. Time-frames (in days)

Type of Application	Statutory Authority	Overall Time-frame	Administrative Completeness Time-frame	Time to Respond to Written Notice	Substantive Review Time-frame	Time to Respond to Comprehensive Written Request
ALS Base Hospital Certification (R9-25-204)	A.R.S. §§ 36-2201, 36-2202(A)(3), and 36-2204(5)	45	15	60	30	60
Training Program Certification (R9-25-301)	A.R.S. §§ 36-2202(A)(3) and 36-2204(1) and (3)	120	30	60	90	60
Addition of a Course (R9-25-303)	A.R.S. §§ 36-2202(A)(3) and 36-2204(1) and (3)	90	30	60	60	60
EMCT Certification (R9-25-403)	A.R.S. §§ 36-2202(A)(2), (3), and (4), 36-2202(G), and 36-2204(1)	120	30	90	90	270
EMCT Recertification (R9-25-404)	A.R.S. §§ 36-2202(A)(2), (3), (4), and (6), 36-2202(G), and 36-2204(1) and (4)	120	30	60	90	60
Extension to File for EMCT Recertification (R9-25-405)	A.R.S. §§ 36-2202(A)(2), (3), (4), and (6), 36-2202(G), and 36-2204(1) and (7)	30	15	60	15	60
Downgrading of Certification (R9-25-406)	A.R.S. §§ 36-2202(A)(2), (3), and (4), 36-2202(G), and 36-2204(1) and (6)	30	15	60	15	60
Initial Air Ambulance Service License (R9-25-704)	A.R.S. §§ 36-2202(A)(3) and (4), 36-2209(A)(2), 36-2213, 36-2214, and 36-2215	150	30	60	120	60
Renewal of an Air Ambulance Service License (R9-25-704)	A.R.S. §§ 36-2202(A)(3) and (4), 36-2209(A)(2), 36-	90	30	60	60	60

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	2213, 36-2214, and 36-2215					
Initial Certificate of Registration for an Air Ambulance (R9-25-801)	A.R.S. §§ 36-2202(A)(4) and (5), 36-2209(A)(2), 36-2212, 36-2213, 36-2214, and 36-2240(4)	90	30	60	60	60
Renewal of a Certificate of Registration for an Air Ambulance (R9-25-801)	A.R.S. §§ 36-2202(A)(4) and (5), 36-2209(A)(2), 36-2212, 36-2213, 36-2214, and 36-2240(4)	90	30	60	60	60
Initial Certificate of Necessity (R9-25-902)	A.R.S. §§ 36-2204, 36-2232, 36-2233, 36-2240	450 <u>180</u>	30	60	420 <u>120</u>	60
Provision of ALS Services (R9-25-902)	A.R.S. §§ 36-2232, 36-2233, 36-2240	450	30	60	420	60
<u>Renewal of a Certificate of Necessity (R9-25-903)</u>	<u>A.R.S. §§ 36-2233, 36-2235, 36-2240</u>	<u>90</u>	<u>30</u>	<u>60</u>	<u>60</u>	<u>60</u>
Transfer of a Certificate of Necessity (R9-25-902 R9-25-904)	A.R.S. §§ 36-2236(A) and (B), 36-2240	450 <u>180</u>	30	60	420 <u>120</u>	60
Renewal of a Certificate of Necessity (R9-25-904)	A.R.S. §§ 36-2233, 36-2235, 36-2240	90	30	60	60	60
Amendment of a Certificate of Necessity (R9-25-905)	A.R.S. §§ 36-2232(A)(4), 36-2240	450 <u>180</u>	30	60	420 <u>120</u>	60
Initial Registration of a Ground Ambulance Vehicle (R9-25-1001)	A.R.S. §§ 36-2212, 36-2232, 36-2240	90	30	60	60	60
Renewal of a Ground Ambulance	A.R.S. §§ 36-2212, 36-2232, 36-2240	90	30	60	60	60

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Vehicle Registration (R9-25-1001)						
Establishment of Initial General Public Rates (R9-25-1101)	A.R.S. §§ 36-2232, 36-2239	450 <u>180</u>	30	60	420 <u>120</u>	60
Adjustment of General Public Rates (R9-25-1102)	A.R.S. §§ 36-2234, 36-2239	450	30	60	420	60
Contract Rate or Range of Rates Less than General Public Rates (R9-25-1103)	A.R.S. §§ 36-2234, 36-2239	450	30	<u>60</u>	420	60
Ground Ambulance Service Contracts (R9-25-1104)	A.R.S. § 36-2232	450	30	60	420	60
Ground Ambulance Service Contracts with Political Subdivisions (R9-25-1104)	A.R.S. §§ 36-2232, 36-2234(K)	30	15	15	15	Not Applicable
Subscription Service Rate (R9-25-1105)	A.R.S. § 36-2232(A)(1)	450	30	60	420	60