



News Release

March 5, 2021
Release Number: 4487

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Charleston County EMS Notifies Public of Computer Glitch from Third Party Billing Company

Charleston County EMS is currently working with its third party billing vendor and the Department of Revenue to identify citizens who may have been impacted by a debt set-off error. The error was caused by a computer glitch from our third party vendor.

Charleston County has directed the vendor to cease further processing of debt set-off until the issue is resolved. This glitch may have affected patients who received services prior to **July 1, 2018**.

We are currently working to issue refunds to about 75 people who have reached out to Charleston County EMS about the error. Patients who received service prior to July 1, 2018 and received a letter from the Department of Revenue in error, can contact Charleston County EMS at 843.202.6722.

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- Visit our website: www.charlestoncounty.org



- Prepared by the Public Information Office -