

# FACT SHEET

**81%**  
**not impacted**

About 81% of Richmond Ambulance Authority's (RAA) patients (Medicare & Medicaid) will see no impact from a rate increase.

**27%**  
**increase**

Costs for RAA continue to rise (see "Rising Costs Amid Revenue Decline"). RAA projects costs will have risen by 27% in Fiscal Year 2022 compared to Fiscal Year 2019.

**56k+**  
**responses**

RAA responded to more than 56,000 calls last year. It's one of the busiest EMS systems per capita in the country. It must offer competitive wages to attract staff to work in an extremely busy system.

**97.5%**  
**satisfaction**

RAA's overall 2022 patient satisfaction was over 97% according to third party surveys conducted by the Baldrige Group. RAA remains committed to providing high satisfaction EMS.

**12**  
**years**

It's been 12 years since Virginia's last Medicaid reimbursement rate increase. The low reimbursement rates do not reflect the true cost of providing emergency care.

**top 25%**  
**nationally**

Based on third party industry research conducted by consultants hired by the City of Richmond to review RAA, the agency operates within the top 25% of EMS operations nationally.