

Contact Information
City of Laredo Health Department-Billing Division
2600 Cedar Avenue
Laredo, Texas 78040
Phone: 956.795-4931 Fax: 956-721-4998

The City of Laredo Health Department Billing Division currently manages the EMS Billing for the City of Laredo Fire Department. The division is responsible for processing medical claims for EMS related services. **Office hours: Monday thru Friday 8a.m. to 5 p.m.**

Patients must ensure that insurance information is provided within a reasonable period of time, preferably no later than 30 days after the date of service. Claims will be sent to the insurance carriers for adjudication. Patients may be subject to applicable co-insurances, deductibles, etc.

Payment for services can be made by cash, check, money order or with a major credit card- Visa or MasterCard. Payments can be made via mail, phone or in person. You may contact our customer service line at (956) 795-4931 or reach us by fax at (956) 721-4998

EMS medical and billing records may be requested via mail, fax or in person. Patient must present a valid ID or driver's license. Requests are subject to applicable fees.

Mail payments and Medical Record/Billing Requests to:

City of Laredo Fire Department
2600 Cedar Avenue
Laredo, Texas 78040-4040

Nancy Balderas, Senior Medical Billing
Specialist
nbalderas@ci.laredo.tx.us

Elsa P. Guerrero, Medical Records Clerk &
Billing Specialist I
eguerrero@ci.laredo.tx.us

Maria Isabel Rosas, Medical Billing Specialist II
mrosas@ci.laredo.tx.us

Michelle De Leon, Medical Billing Specialist II
hlthbill@ci.laredo.tx.us

Maria A. Lopez, Medical Billing Specialist I
mlopez8@ci.laredo.tx.us

Hilda V. Rodriguez, Medical Billing Specialist I
hrodrigue5@ci.laredo.tx.us