

POLICY – OFFICE OF EMERGENCY MEDICAL SERVICES

Approved by: Brandon Ward	Policy Number: 72-014 (P)
Signature: 	Revision Date: May 1, 2024
Application: EMS Professionals	Supersedes: June 6, 2019
Authority: Tenn. Code Ann.	Rule:

REFUND REQUEST

Purpose:

To outline the procedures for requesting a refund of fees paid to the Office of EMS.

Applicability:

Individuals requesting a refund of fees paid.

Policy:

Refund Timeline: Refunds can only be processed after 90 days from the receipt of payment unless a canceled check (front and back) is provided.

Provisions for a refund: Applicants who wish to withdraw their application to be licensed are required to submit a written request for a refund to the Office of EMS; the license fee will be refunded; the application fee is non-refundable. Applicants who do not pass the course are required to submit a written request for a refund to the Office of EMS; the license fee *and* application fee will be refunded.

Reimbursement: According to the Finance and Administration policy, refunds are only issued to the original payer of the fees. If someone else pays on behalf of an applicant or licensee, the refund must go back to that payer, not the applicant or licensee.