



A Global Medical Response Solution

MEMBERSHIP PROGRAM

THE FASTEST WAY TO RECOVERY



www.airmed.com

205.443.4840 or 855.860.6219

ENROLL TODAY!

GIVE YOURSELF A WORLDWIDE SAFETY NET



WHAT IS AIRMED?

When the unimaginable happens, you might be on an adventure halfway around the globe, or maybe even a business trip just a few hours from home. You could be hospitalized in your own city, in need of a second opinion or an expert physician across the country. Wherever you are and whatever the medical need, AirMed assures you receive seamless access to the highest level of care.

AirMed is the premier global air ambulance and medical solutions company. Should you need help, whether far from home or in your own backyard, we are here for you. AirMed:

- Owns a fleet of ICU equipped jets.
- Employs a full-time, highly trained crew of doctors, nurses and respiratory therapists.
- Facilitates medical transports to the hospital of your choosing.
- Access to worldwide medical referrals, consultation and prescription assistance.
- Operates a state-of-the-art Logistics Center, on alert around the clock.
- Supplies up-to-the-minute preventative advisories before you travel and safety assessments while you are away.

With a carefully executed plan for every situation and a compassionate staff to meet every need, AirMed is the best part of your worst day.

AirMed enhances existing health and/or travel insurance. Travel insurance focuses on trip cancellation and lost luggage. **AirMed focuses on taking care of you:**

- You are given the power to choose where you would like to be treated, even if the transfer is not a medical necessity.
- There are no deductibles, claim forms or out-of-pocket expenses.
- AirMed will accommodate patients with pre-existing conditions.
- There are no financial limitations for medical transports.
- Should the unthinkable happen, we will transport mortal remains.

In the midst of an emergency, reliability and cost should be your last concern. AirMed provides access to an unsurpassed quality of acute care without any hidden fees.



COMMITTED TO PATIENT CARE

Over 25 years ago, AirMed was founded by a pilot and built with a team of medical experts. Entirely independent, AirMed owns and operates a fleet of fully customized fixed-wing aircraft operating from multiple bases.

Unlike other air medical companies, AirMed employs dispatch, maintenance, flight and medical crews, providing seamless service and world-class care. AirMed's highly-trained medical staff is available 24 hours a day, 7 days a week.

AirMed is an FAA certified air carrier accredited by the U.S. Department of Defense and has full accreditation from the organizations that set our industry standards: the Commission on Accreditation of Medical Transport Systems (CAMTS) and the European Aeromedical Institute (EURAMI).



AirMed is the fixed-wing air medical transportation for the top hospitals in the country, including the world-renowned Mayo Clinic, as well as a contracted air carrier for the U.S. Department of Defense.

AirMed is a two-time winner of the International Travel Insurance Journal Air Ambulance Award.



HOW DOES AIRMED WORK?

As soon as you contact AirMed, a team of seasoned experts is in motion. Whether it's providing access to a medical consultant, executing a life-saving medical transport, assisting with pre-trip planning or advising on security risks, we have you covered. Here's how we make it happen:

1. ONE CALL, THAT'S ALL

Call us at: **855.860.6219** or **800.356.2161**

Email us at: **help@airmed.com**

2. TEAM IN ACTION

As soon as AirMed is contacted, we immediately begin all necessary coordination of your medical, security or transport needs. Should you need a medical evacuation, an AirMed medical transport specialist coordinates the following steps:

- Serve as a liaison between attending and receiving physicians, collect medical data, draft arrival and departure schedule
- Transferring facility: Medical report, physician consent to release
- Receiving facility: Verify receiving physician, verify bed assignment

3. PRE-FLIGHT PREPARATION

Our flight plans and evacuations set the industry standard. Since inception, AirMed has made the capital investment to maintain our own fleet and crew.

Outsourcing any service is an absolute last resort, but if it is in the member's best interest, we have an extensive network of more than 60 air ambulance companies around the globe.

- Logistics: Patient, passengers, ambulances, passports
- Medical: Medical report, assign med team, briefing, supplies
- Flight: Schedule, assign crew, confirm itinerary
- Dispatch: Itinerary, flight plans, weather, permits

4. LAUNCH

We strive to ensure not only the fastest but also the safest transport.

Because we provide the top-notch medical logistics across the globe, the AirMed approach is much more than a ride. Bedside to bedside, we are a patient advocate.



A Global Medical Response Solution

MEMBERSHIP APPLICATION

To enroll, contact your local Membership Sales Manager.

Applications can also be accepted by mail, fax, or phone.

Call: **855.860.6219** (toll-free) | **205.443.4880** (worldwide) | **866.299.3303** (fax)

Mail to: **AirMed International, P.O. Box 948, West Plains, MO 65775**



ATTENTION CALIFORNIA RESIDENTS:

Signature required on back of this form for membership activation.

SEE IMPORTANT NOTICES ON THE
REVERSE SIDE PRIOR TO PURCHASE

I AGREE TO THE TERMS AND CONDITIONS V.01.2021 (shown within this document)
FOR ALL MEMBERSHIP PRODUCTS I AM PURCHASING.

Initials

Date

1. MEMBER INFORMATION (please print)

Primary Member First Name		Primary Member Last Name		
Home Phone Number ()	Cell Phone Number ()		Date of Birth / /	
E-mail Address		Current Member Household ID#		
Mailing Address	City	State	Zip	County
Home Address (if different than above)	City	State	Zip	County

2. ADDITIONAL HOUSEHOLD MEMBERS (for additional members, write in empty space on this application)

Secondary Member First Name	Secondary Member Last Name	Date of Birth / /
First Name	Last Name	Date of Birth / /
First Name	Last Name	Date of Birth / /
First Name	Last Name	Date of Birth / /

*Family membership includes 2 adults and up to 5 dependent children under age 26

BELOW CODES IMPORTANT FOR PHONE AND ONLINE ENROLLMENT

FOR OFFICE USE ONLY		
GET CODE	TRACK CODE	PLAN CODE
COUPON CODE		

Application continues on back side

Tear along perforated edge



3. MEMBERSHIP OPTIONS (select one)	
STANDARD MEMBERSHIPS Unlimited U.S. and Canadian travel, and international travel with a limit of 90 consecutive days travel per trip	1 YEAR
Individual	<input type="checkbox"/> \$265
Family (up to 5 dependents under age 26)	<input type="checkbox"/> \$385

SHORT-TERM MEMBERSHIPS A single transport between 12:00 midnight of the effective date and 11:59 p.m. 14 or 30 days later	14 DAYS	30 DAYS	EFFECTIVE DATE
Individual	<input type="checkbox"/> \$115	<input type="checkbox"/> \$180	/ /
Family (up to 5 dependents under age 26)	<input type="checkbox"/> \$215	<input type="checkbox"/> \$335	/ /

EXPATRIATE MEMBERSHIPS Unlimited U.S. and Canadian travel, and international travel with more than 90 consecutive days travel per trip	
Expat Individual	<input type="checkbox"/> \$595
Expat Family	<input type="checkbox"/> \$935
Student Abroad	<input type="checkbox"/> \$400

4. PAYMENT OPTIONS (select one)

☐ Check or Money Order

Payable to: **AirMed, P.O. Box 948, West Plains, MO 65775**

☐ Cash

☐ Automatic checking account transfer (attach a voided check)

☐ Credit Card

☐

☐

☐

☐

Name on Bank Account

Credit Card Number

Routing Number

Account Number

Expires

3 digit code on back of card

STATEMENT OF AUTHORIZATION

I authorize AirMed International to initiate the EFT withdrawal as indicated on this form. If I have elected to pay via credit card, I agree to abide by all terms and conditions of my credit card agreement. If I have elected to pay via EFT, I authorize my financial institution to transfer the amount indicated on the attached voided check to AirMed. Adjusting entries to correct errors are also authorized. It is agreed that these debits and adjustments will be made electronically and under the rules of the National Automated Clearing House Association (NACHA).

X

Signature required for CC/EFT authorization

/ /

Date

† In order to access your account via www.airmed.com, you will need a password. If none is specified, a password can be provided by AirMed

YOUR LOCAL MEMBERSHIP SALES MANAGER:

www.airmed.com

ANNUAL AIRMED MEMBERSHIP BENEFITS

1. **Air Medical Repatriation.** If a member is admitted to a hospital anywhere in the world that is more than 150 miles from the member's residence in the United States and it is determined by the member's physician and AirMed's medical director that the member's medical condition is stable enough to allow air transport but that medical escort is required, then, at the member's request, AirMed will provide the member with private air medical transport or, if appropriate, commercial airline transport with medical escort. In either case, transport will be provided on a bedside-to-bedside basis to a hospital of member's choice that has accepted the member as a patient, is in the United States and is more than 150 miles from the original hospital (or to member's residence, as applicable), subject to the membership terms and conditions. If space is available and patient care is not compromised, family members, business associates, and/or traveling companions may accompany the member, at no additional cost, on AirMed aircraft during transport.

2. **Transport of Mortal Remains.** If a member dies while traveling more than 150 miles from the member's residence, at the request of the member's family, AirMed will arrange for the return of the member's mortal remains to a funeral facility in the city of the member's residence.

3. **Access to AirMed's Worldwide Medical Resources and Urgent Call Relay through our 24/7 Communications Center.** Members are able to contact AirMed's Communications Center personnel on a 24/7 basis to access our worldwide resources for medical referrals, including where to obtain medical care while traveling and coordination with local health care professionals. In addition, we are available to relay urgent messages between a traveling member and his/her family or employer.

ANNUAL AIRMED MEMBERSHIP - TERMS & CONDITIONS

By enrolling as a member each member accepts and agrees to these terms and conditions of membership. A membership is valid only after AirMed has received payment in accordance with applicable billing terms. Membership ensures the member will have no out-of-pocket air medical transportation expenses if flown by AirMed pursuant to the terms of this membership program.

1. **Member Eligibility.** A member must reside in the United States or Canada. References to "United States" in these terms and conditions and the description of benefits means the 50 United States and Puerto Rico, but no other United States territories or possessions. A member's residence must be listed on the member's enrollment application. Requests for changes to a member's residence must be submitted in writing to AirMed. Members must be natural persons. A "Family Plan" extends the benefits of the membership program to the designated primary member, a named spouse or partner (a living arrangement in which an unmarried couple lives together in a long-term relationship that resembles marriage) who shares the primary member's residence and up to five (5) named dependent children up to the age of 26 who share the primary member's residence. If a birth or legal adoption occurs during the year of a family membership, the new dependent is automatically covered upon notification to AirMed. Subject to the Qualifications, Limitations and Exclusions below, dependent children who are away at school may be included under a family plan if they retain the same residence as the primary member while attending school.

2. **Air Medical Transport: Arrangements, Suitability and Additional Passengers.** AirMed will make all arrangements for each air medical transport, including timing of the transport, type of aircraft, etc. This is a membership program that provides pre-paid medical transportation and is not an insurance plan. AirMed will not reimburse members for medical, medical transport or related expenses they incur on their own. Decisions regarding urgency of transport, the best timing and the most suitable means of transportation will be made by the AirMed medical department after consultation with the local attending physician and the member's receiving physician. AirMed membership does not cover emergent patient transports. If emergent medical treatment or transportation is needed, a member should contact appropriate local authorities for assistance. If, after a member receives such local emergent medical treatment or transportation, the member is admitted to a local hospital, then the member may qualify for repatriation benefits under the AirMed membership. In addition, a member with mild lesions, simple injuries such as sprains, simple fractures or mild conditions which can be treated by local doctors and do not prevent the member from continuing his or her trip or returning home does not qualify for air medical transport. All decisions made by the AirMed medical department are final.

Due to the limited medical facilities and testing available on cruise ships, in some cases the AirMed Medical Director may require the member to be admitted to a hospital on-shore before dispatching the AirMed aircraft.

Family members, business associates, and/or traveling companions may accompany the member, at no additional cost, on AirMed aircraft during transport, if space is available and the patient care is not compromised. Passengers accompanying members transported on scheduled commercial aircraft will be responsible for their own airfare. While AirMed makes every effort to accommodate its members, the member and an accompanying passenger are limited to one small carry-on bag each due to limited space available on AirMed aircraft. AirMed will arrange for additional luggage to be forwarded at the member's expense.

3. **Qualifications, Limitations & Exclusions.** Membership is subject to the following qualifications, limitations & exclusions:

(a) **Waiting Periods.** For the first 30 days of membership, a member may not be eligible for a transport due to illness or injury if the member was hospitalized for the same or a related condition within 30 days prior to the membership effective date. (b) **Ineligible and Excluded Transports.** A member being evaluated for or on an organ transplant list prior to enrollment will not be entitled to a transport for conditions related to that transplant. A member who is hospitalized at the time of enrollment will not be eligible for transport benefits for that hospitalization and may not be accepted for membership entirely. A member traveling outside of the United States for the sole purpose of seeking medical treatment, whether inpatient or outpatient, experimental or otherwise, will not be eligible for air medical transport benefits for that specific medical condition. (c) **Extended Travel Limitation.** AirMed membership is valid for unlimited U.S. travel and international travel with a limit of 90 days of unbroken travel per trip. For international travel in excess of 90 days of unbroken travel per trip, AirMed offers an Expatriate membership. (d) **Maximum Number of Transports.** Air medical services are limited to two separate flights per annual membership per year; except for repatriation flights involving multiple family members enrolled in single membership who require simultaneous repatriation. Under these circumstances each family member will receive one transport. (e) **Locations Inaccessible by Fixed Wing Aircraft.** Both the originating and receiving hospital must be reasonably accessible by ground ambulance to transport the member to and from an airfield capable of accommodating an AirMed or one of its authorized affiliates aircraft. The cost associated with transportation from ships, isolated areas or islands to an airport accessible to AirMed aircraft is not included in the membership benefits and will be the responsibility of the member. Membership benefits do not include helicopter transportation. (f) **High Risk / Safety Travel Restrictions.** Due to the high risk of sending U.S. registered aircraft and personnel into countries or geographic regions where the U.S. State Department, Department of Transportation, or the Federal Aviation Administration (FAA) has issued travel restrictions, membership services are not available in these areas. (g) **High Risk / Safety Medical Restrictions.** In regard to the safety of our pilots and medical crew onboard AirMed transport flights, in conjunction with FAA regulatory standards regarding airborne pathogens and flight crew's ability to perform required emergency procedures, and in compliance with restrictions imposed by the U.S. State Department or others, a member will not be entitled to air medical transport benefits if the member's illness or injury is a result of or is contributed to by the following: (i) suicide or attempted suicide or intentional self injury; (ii) a member's own criminal or felonious act; (iii) actions taken while the member is in a state of insanity; (iv) war, invasion, civil war or terrorism; or (v) contagious airborne pathogens. A member suffering from a psychiatric or mental disorder that is not manageable and will not allow safe transport within the confines of the ground ambulance and aircraft may not be transported. A member beyond the second trimester of pregnancy may not be transported if the transport request relates to the pregnancy. (h) **Non-Transferable.** Memberships are non-refundable and non-transferable. (i) **Term; Cancellation; No Refunds.** The membership term is one year, beginning on the date of valid purchase, which includes acceptance of an enrollment application and successful payment processing. A renewal within a current membership term extends the existing expiration date of the membership by one year; such renewal term begins the day after the current term ends. When an expired membership is renewed, the new membership term is one year, beginning on the purchase date of the renewal. A member may cancel his/her membership at any time. If a member cancels his/her membership, the member is required to pay, in full, any amounts owed for the remainder of the current year's membership. AirMed reserves the right to terminate any membership immediately if (i) the annual billing is not paid in full, in accordance with the payment plan that the member selects, (ii) the credit or debit card on file used for recurring monthly billing is not valid, declined, canceled or (iii) AirMed does not receive payment for other reason.

v.01_2021

ATTENTION CALIFORNIA RESIDENTS

A WORD FROM THE CALIFORNIA DEPARTMENT OF MANAGED HEALTH CARE

****BEFORE YOU PURCHASE:** If you are currently enrolled in a health maintenance organization (HMO) or other health insurance, the benefits provided by AirMed International LLC may duplicate the benefits provided by your HMO or other health insurance. If you have a question regarding whether your HMO or other health insurance offers benefits for ambulance services, you should contact that other company directly.

WARNING: AirMed International LLC is not an insurance program. It will not compensate or reimburse another ambulance company that provides emergency transportation to you or your family. This may occur when the 911 Emergency System has independently determined that another company could provide more expeditious service or is next in the rotation to receive a call. This might also occur when AirMed International LLC is unable to perform within a medically appropriate timeframe due to a mechanical or maintenance problem or being on another flight.

YOU MUST SIGN OR INITIAL THIS STATEMENT: _____

COMPLAINTS: For complaints regarding AirMed International LLC, first attempt to call the plan at 800.793.0010. If AirMed International LLC fails to resolve the complaint to your satisfaction, contact the Department of Managed Health Care at 888.466.2219. The Department's website is www.healthhelp.ca.gov. You may obtain complaint forms and instructions online.

OPERATING UNDER CONDITIONAL EXEMPTION: AirMed International LLC is operating pursuant to an exemption from the Knox Keene Health Care Service Plan Act of 1975 (Health and Safety Code section 1340 et seq).