



**AIR AMBULANCE
CARD®**

We Bring You Home!

This booklet contains the terms and conditions for your air medical service membership. We encourage you to read it carefully so that you may fully understand our benefits and services. If you have any questions we have included detailed contact information for Air Ambulance Card® at the end of this document.

MEMBERSHIP INFORMATION BOOKLET

ELIGIBILITY

Membership eligibility is limited to residents of the U.S. or Canada under the age of 75.

Family dependents must meet requirements published on *Air Ambulance Card* enrollment forms.

Standard annual memberships are available for uninterrupted travel outside the U.S. or Canada of 90 days or less per trip. Extended Stay memberships are available for members traveling or living outside the U.S. or Canada for an uninterrupted period in excess of 90 days.

Membership enrollments and renewals are non-transferable, non-refundable, and subject to approval by *Air Ambulance Card*.

Membership is valid only if the applicable membership fee is collected.

Intentional or unintentional errors or omissions in information provided to *Air Ambulance Card* may result in refusal of services and/or cancellation of your membership.

OUR SERVICES TO YOU

Transport Services While Traveling

If you are hospitalized as an inpatient due to an illness or injury while traveling more than 150 miles from home, whether domestically or internationally, *Air Ambulance Card* will provide you with air medical transportation, medical evacuation, and repatriation services to the hospital of your choice in the United States or Canada.

Transport Services to Specialty Hospitals

If you are hospitalized as an inpatient in your hometown hospital and require admission to a specialty hospital located more than 150 miles away, and you are unable to travel without continuous medical care, *Air Ambulance Card* will provide air medical transportation to the specialty hospital, provided that the receiving physician and our Medical Director agree that the transport to the specialty hospital is medically necessary.

Medical Monitoring and Consultation

When *Air Ambulance Card* is notified that you have been hospitalized while traveling, our Medical Director will communicate with the attending physician and will continue to monitor your condition. If requested we will communicate with your family during transport or until the medical condition is resolved.

Transport of Mortal Remains

If a member dies while traveling internationally we will arrange and pay for all necessary government authorization, provide a container appropriate for airline transport, and return the remains to the member's place of residence.

WHEN WE WILL TRANSPORT YOU

If you are hospitalized as an inpatient and wish to be transferred to another hospital more than 150 miles away, we will provide fixed wing air ambulance services to you, subject to the following Terms and Conditions:

- You must be hospitalized in a domestic or foreign hospital as an inpatient transferring to another hospital as an inpatient.
- You must have a confirmed admission at the receiving hospital prior to transport.
- Repatriation flights will only return you home to the United States or Canada.
- Interim evacuation flights before repatriation will be performed if inpatient hospitalization is required and, due to inadequate medical facilities, transfer to another hospital more than 150 miles away is warranted.
- The *Air Ambulance Card* Medical Director and the receiving physician must concur that the patient cannot be discharged and travel without continuous medical care.
- *Air Ambulance Card* must make all arrangements for air medical transportation and repatriation. Since *Air Ambulance Card* is a membership program and not an insurance plan, members will not be reimbursed for expenses they incur on their own.
- Decisions regarding urgency of the case, the best timing, and the most suitable means of transportation will be made by *the Air Ambulance Card* Medical Director after consultation with the local attending physician and the member's receiving physician.
- If a member's condition permits, he or she may be transported as a patient on a scheduled commercial airline in the care of a medical team.
- Both the originating and receiving hospitals must be reasonably accessible by ground ambulance to transport the member to and from an airfield capable of accommodating medical aircraft we provide.

- Transportation from remote areas or islands to a location with an airfield accessible to medical aircraft is not provided. Costs of evacuation from these remote areas are the responsibility of the member.
- Membership does not provide helicopter transports or payment of hospital bills.
- Due to limited medical and laboratory facilities on cruise ships, in some cases our Medical Director may require a member to be admitted to a hospital on-shore before scheduling air medical transportation to another hospital.
- U.S. registered aircraft and personnel cannot be sent into countries where the U.S. State Department has issued travel restrictions, or to areas where civil aviation has been suspended or restricted, such as the result of a natural disaster or civil unrest. Membership services are subject to exclusion in these areas.
- One family member, business associate, and/or traveling companion may accompany the patient, at no additional cost, on medical aircraft if space is available and the patient's care is not compromised.
- Family members, business associates, and/or traveling companions accompanying patients transported as a patient on a scheduled commercial airline are responsible for their own airfare.
- Air ambulance service is limited to two separate transports per membership per year, except for repatriation flights involving enrolled multiple family members requiring simultaneous repatriation. Under these circumstances, each family member will receive one fully paid transport.
- The patient and an accompanying passenger are limited to one small carry-on bag each due to limited space available on medical aircraft. We will assist in arranging for additional luggage to be forwarded at the member's expense.

WHEN WE WILL NOT TRANSPORT YOU

- A member with mild lesions, simple injuries such as sprains, simple fractures or mild illness that can be treated by local doctors and do not prevent the member from continuing his trip or returning home does not qualify for air medical services.
- A member who is hospitalized or anticipating hospitalization at the time of enrollment will not be eligible for transport benefits for that hospitalization.
- A member traveling outside of the United States or Canada to receive medical care will not be transported.
- A member with tuberculosis or other chronic airborne pathogens may not be transported.
- A member with an infectious disease under treatment at the time of enrollment will not be transported for any condition related to that infection.
- A member who is hospitalized with a psychiatric disorder will not be transported.
- A member who hospitalized for alcohol or drug abuse including addition, withdrawal, or complications from abuse will not be transported.
- A member on or seeking placement on an organ transplant list at the time of enrollment is not entitled to a transport for that transplant.
- A member beyond the second trimester of pregnancy may not be transported.
- Due to FAA weight limits on stretchers, members weighing over 300 pounds may not be transported.
- Members will not be entitled to air medical services if their illness or injury is a result of or is contributed to by the following:
 - War, invasion or civil war;
 - Suicide, attempted suicide or intentional self-injury;
 - A member's own criminal or felonious act, or
 - Sustained while the member is in a state of mental incapacity.

TRANSPORT OF MORTAL REMAINS

The following restrictions or limitations apply to the transport of the mortal remains of a member.

- Depending on foreign laws and customs, embalming may not be available outside of North America;
- Documents required by some countries can delay transport by several days;
- Caskets, other than those certified for airline transport, are not included; and
- *Air Ambulance Card* representatives must make all arrangements for the transport of mortal remains. No reimbursement will be made for expenses incurred by members.

GENERAL TERMS AND CONDITIONS

- *Air Ambulance Card* reserves the right to change or amend these rules and regulations without notice to members.
- The interpretation and application of the rules and regulations communicated in this publication, as well as any subsequent changes or amendments, are within the sole discretion of *Air Ambulance Card*.
- All determinations by *Air Ambulance Card* shall be final and conclusive in each case.
- By applying for membership you accept and agree to *Air Ambulance Card's* terms and conditions of membership.
- ***Air Ambulance Card* is not insurance. We must make all the arrangements for air medical transport services; we cannot reimburse expenses incurred by members on their own.**

OUR CONTACT INFORMATION

Air Ambulance Card stands ready to respond to your call for assistance 365 days a year, 24 hours a day.

If you are hospitalized while traveling, please have the following information available when you call using one of the numbers below:

1. Your name and the telephone number by which we can contact you.
2. *The Air Ambulance Card* member name.
3. Your location: city and country.
4. A brief description of your medical condition.
5. The telephone number we can use to contact the local hospital.
6. The name and telephone number for the attending physician or medical professional.

CONTACT US

TOLL-FREE

US & Canada

1 - 8 7 7 - 4 2 4 - 7 6 3 3

COLLECT

Worldwide

2 0 5 - 2 9 7 - 0 0 6 0

**Air Ambulance Card, LLC
2 North 20th Street, Suite 1300
Birmingham, AL, USA 35203-4077**

www.AirAmbulanceCard.com

Air Ambulance Card is an indirect air carrier authorized under U.S. Department of Transportation Order 83-1-36, 99 C.A.B. 801 (1983), and uses the services of licensed FAA Part 135 direct air carriers to meet the air ambulance or medical evacuation transportation needs of its members/clients. *Air Ambulance Card* does not own, lease or operate any aircraft. As an indirect air carrier, *Air Ambulance Card* contracts for the provision of air transportation services in its own name and coordinates the provision of medical services. All flights are operated by licensed direct air carriers.