



## Life Flight Network Membership Program Frequently Asked Questions

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### What is the Life Flight Network Membership Program?

Life Flight Network's Membership Program is designed to benefit patients who are transported by Life Flight Network under emergent, medically necessary circumstances. If you or an eligible member of your household is flown, Life Flight Network will bill your insurance company and accept whatever they pay as payment-in-full. If there is a balance, and there usually is, Life Flight Network will not charge you for the remaining amount. As a member of Life Flight Network you have **no out-of-pocket expense for emergent, medically necessary air transport by Life Flight Network or our reciprocal partners.**

### Why should I become a member?

Northwest families live, work, and play in our vast coastal areas, open spaces, scenic mountain passes, and rivers, enjoying all the recreational wonders the Northwest has to offer. This often remote environment can place residents and visitors at risk when they need immediate and specific medical attention, whether it is a pediatric medical emergency, heart attack, stroke or accident. Life Flight Network can quickly dispatch a specialized emergency health care team to an accident or medical emergency to provide critical care life support and accompany the patient on a swift flight to a medically appropriate facility.

### Who is covered by my membership?

Membership benefits are extended to the primary member, his/her spouse or domestic partner, and dependents claimed on their income tax return. Elderly (65+) or disabled family members living in the same household are also covered.

### Do you cover the cost of a ground ambulance?

Life Flight Network is primarily an air ambulance service. There are a few Life Flight Network ground ambulances that in certain locations may be used for interfacility transports; in lieu of air transport due to weather; or to complete a fixed-wing transport in some instances. General 911 calls are not responded to by Life Flight Network ground ambulances.

### Can I be transported more than one time a year on my membership?

You are not limited by the number of times a year you may be flown by Life Flight Network, but the transport must be medically necessary and emergent.

### How much do memberships cost?

A Standard Membership costs \$69 per year; \$130 for two years; \$300 for five years or \$1200 for a Lifetime Membership. There is also a payment plan where four annually consecutive payments of \$300 can be made.

### Can I buy a membership as a gift?

Yes, you can purchase a gift membership. To purchase a gift membership call our membership services office at 1-800-982-9299 or go online to [www.lifeflight.org/membership](http://www.lifeflight.org/membership).

### **Are there group pricing options?**

Yes, Life Flight Network offers a discount to groups with ten or more members paying with one check. The discounted price is \$59/year. Contact Amber Hanes-Miller at 971-227-1281 or [ahmiller@lifeflight.org](mailto:ahmiller@lifeflight.org) for more information about group pricing.

### **I currently receive a discount membership, can I purchase a gift membership under my discount?**

You can purchase a gift membership under your discount only if the recipient of the gift membership qualifies for group pricing.

### **Does a membership with Life Flight Network cover organ transplant patients?**

A transport must be emergent, medically necessary and to the closest available hospital that can care for that medical emergency. If a transplant patient is in a hospital and needs transport, Membership benefits generally apply to any remaining balance after insurance has been billed for that transport. Transport for patients who are at home are generally not covered by membership benefits. The patient should work with their transplant coordinator for other transport options.

### **Will my insurance cover an emergency air transport?**

Most insurance plans will cover some portion of an emergency air transport. A membership with Life Flight Network will cover any cost beyond what your insurance pays for. To find out exactly how much your insurance may pay, you should contact your insurance company directly.

### **Is my membership tax deductible?**

No, your membership is not tax deductible. Also, membership fees are non-refundable and non-transferable.

### **Once I pay for my membership when will it be activated?**

Memberships are active 72 hours after receipt of completed application and payment. By mail, this is the day your completed membership application and payment arrived in the mail. By phone, this is the day you call in with a credit or debit card to pay for your membership.

### **If I have Medicaid, can I purchase a membership?**

Per government regulations, individuals covered by Medicaid are not eligible and should not purchase a membership. (Life Flight Network must accept payment in full by Medicaid.)

### **Is my membership an insurance policy?**

Life Flight Network membership is not an insurance policy; it is a membership.

### **Does Life Flight Network reciprocate membership with other air medical programs?**

Yes, Life Flight Network reciprocates with other flight programs, which means if one of our members is transported by a reciprocal program, they receive membership benefits according to that program's rules. A full list of Life Flight Network's reciprocal partners can be found at [www.lifeflight.org/member-ship](http://www.lifeflight.org/member-ship).

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**To join the Life Flight Network Membership Program, contact the membership services office at 800-982-9299 or go to [www.lifeflight.org/membership](http://www.lifeflight.org/membership).**

**To have someone speak about the Life Flight Network Membership Program, contact Amber Hanes-Miller at 971-227-1281 or [ahmiller@lifeflight.org](mailto:ahmiller@lifeflight.org).**