

**AirMedCare Network\* Fly-U-Home  
U.S. Domestic Membership –  
Terms and Conditions**

1. Air Medical Transport: Arrangements, Suitability and Additional Passengers. If (1) an AirMedCare Network Fly-U-Home member is admitted to a hospital in the Contiguous 48 States that is more than 150 miles from the member's residence and (2) 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. Transport will be provided on a bedside-to-bedside basis to a hospital of the member's choice that has accepted the member as a patient and is within the locality of the member's residence, subject to the membership terms and conditions. Decisions regarding urgency of transport, the best timing and the most suitable means of transport will be made by AirMed after consultation with the local attending physician and the member's receiving physician. AirMed will make all arrangements for each air medical transport. AirMed will not reimburse members for medical, medical transport or related expenses they incur on their own. AirMedCare Network Fly-U-Home membership does not cover emergent patient transports.

Travel companions and baggage will be accommodated at no additional cost on AirMed transports, subject to safety and space constraints, but companions will be responsible for their own airfare on scheduled commercial aircraft.

2. Transport of Mortal Remains. If a member dies within the Contiguous 48 States 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 within the Contiguous 48 States.

3. Member Eligibility. A member must be a natural person who resides in the Contiguous 48 States, meaning the United States of America, excluding the states of Alaska and Hawaii, and excluding all territories and 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. The benefits of the membership extend to the designated primary member and all persons who dwell in a shared living space with the primary member and who are named in the enrollment application. Membership commences after a completed enrollment application and full payment has been received.

4. Qualifications, Limitations and Exclusions. Membership is subject to the following qualifications, limitations and exclusions:

- (a) Ineligible and Excluded Transports. A member who is hospitalized at the time of enrollment, or who was hospitalized within 30 days prior to enrollment for the same or related condition, will not be eligible for transport benefits related to that hospitalization. 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.
- (b) Maximum Number of Transports. Membership covers up to two separate transports per year per membership (in total for all members covered under one membership); however, if multiple members who are covered under one membership require simultaneous transport, then each such member will be limited to that one transport.
- (c) 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 isolated areas or islands to an airport accessible to AirMed aircraft is not included in the membership and will be the responsibility of the member. Membership benefits do not include helicopter transportation.
- (d) High Risk / Safety Medical Restrictions. In conjunction with FAA, U.S. State Department and other regulatory standards, and AirMed safety standards, a member will not be entitled to air medical transport 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.
- (e) Non-Refundable, Non-Transferable. Memberships are non-refundable and non-transferable.

\* AirMedCare Network® is a registered service mark of Air Medical Group Holdings, Inc. All AMCN Fly-U-HomeSM membership benefits and services are offered and provided by AirMed International LLC, an FAA Part 135 operator, and EagleMed LLC, an FAA Part 135 operator, both subsidiaries of Air Medical Group Holdings, Inc.



## Membership Program



AMCN Fly-U-Home  
P.O. Box 948  
West Plains, MO 65775  
Phone: 877-239-0010

**Local Membership Sales Manager**  
**Casey Robertson • 530-492-4217**  
[casey.robertson@airmedcarenetwork.com](mailto:casey.robertson@airmedcarenetwork.com)

FUHBRKQ\$199-0316

## How does AMCN Fly-U-Home work?

From the second you contact us, a team of seasoned experts is in motion. Whether it's providing access to a medical consultant or executing a life-saving medical transport, we have you covered. Here's how we make it happen.

# 1

ONE CALL,  
THAT'S ALL

Phone us at:  
205-443-4880 or  
800-356-2161  
Email us at:  
help@airmed.com

# 2

TEAM IN ACTION

Once contacted, we immediately begin all necessary coordination of your medical, security or transport needs. Should you need a medical evacuation, a 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, we have 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.

- **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, **our approach is much more than a ride. Bedside to bedside, we are a patient advocate.**



## Accidents don't happen on a timeline. AMCN Fly-U-Home has you covered.

### AMCN Fly-U-Home Member Benefits

#### Evacuation and Repatriation Services

Should you become hospitalized as an inpatient more than 150 miles from home, AMCN Fly-U-Home will provide you with air medical transportation bedside-to-bedside to the hospital of your choice near your home. Both sending and receiving hospitals must be in the Contiguous 48 States.

#### 24/7 Medical Services Hotline

AMCN Fly-U-Home provides access to medical referrals, consultation, and prescription assistance. This program connects members 24 hours a day, seven days a week, to the resources of AMCN Fly-U-Home. Members have access to AMCN Fly-U-Home's Logistics Center for information about how and where to obtain medical care while at home or while traveling, including medical monitoring and coordination with local health care professionals.

#### Transport of Mortal Remains

In the unfortunate event of a member's death more than 150 miles from the address listed on the member's enrollment application, AirMed will make all necessary arrangements, at no additional cost, to return the mortal remains to a funeral facility in the city of the member's primary residence as requested by the family.

**Enroll Today!**  
**www.airmed.com/AMCN-Fly-U-Home**  
**or call 877-239-0010**

By applying for membership, I agree to Fly-U-Home's terms and conditions. X \_\_\_\_\_ Today's Date

**STANDARD MEMBERSHIP**  
 1 year - \$149

#### STEP 1 Member Contact Information (please print)

Primary Applicant Name		Date of Birth / /	
Mailing Address			
City	State	Zip	
Physical Street Address (if different from above)			
City	State	Zip	
Home Phone		Cell Phone	
E-Mail Address			

#### STEP 2 List Additional Members In Household

Additional Family Member Name	Date of Birth / /
Additional Family Member Name	Date of Birth / /
Additional Family Member Name	Date of Birth / /
Additional Family Member Name	Date of Birth / /
Additional Family Member Name	Date of Birth / /
Additional Family Member Name	Date of Birth / /

Membership covers everyone that lives in the household

#### STEP 3 Choose A Payment Option

**Payment Information**

**Check:** Make Payable to AMCN (enclosed), or

**Credit Card:**

Card Information: \_\_\_\_\_  
Card Number

Expiration \_\_\_\_\_ CVV \_\_\_\_\_ Name as it appears on credit card \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

#### AirMedCare Network Fly-U-Home

**BEFORE YOU PURCHASE:** If you are currently enrolled in a health maintenance organization (HMO) or other health insurance, the benefits provided by AirMedCare Network Fly-U-Home may duplicate the benefits provided by your HMO or other health insurance. If you have a questions regarding whether your HMO or other health insurance offers benefits for ambulance services, you should contact that other company directly.

**WARNING:** AirMedCare Network Fly-U-Home 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 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 AirMedCare Network Fly-U-Home is unable to perform within a medically appropriate timeframe due to a mechanical or maintenance problem or being called on another flight.

**COMPLAINTS:** For complaints regarding AirMedCare Network Fly-U-Home, first attempt to call the plan at 1 800 793 0010. If AirMedCare Network Fly-U-Home fails to resolve the complaint to your satisfaction, contact the Department of Managed Health Care at 1 888 466 2219. The Department's website is <http://www.healthhelp.ca.gov>. You may obtain complaint forms and instructions online.

**OPERATING UNDER CONDITIONAL EXEMPTION:** AirMedCare Network Fly-U-Home 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).

GET CODE	TRACK CODE	PLAN CODE
	13684	11148