



Membership

PERSONS COVERED: This Agreement covers the household family members listed on my Application, so long as they remain full-time residents of the specified household. New residence family members may be added, family members may be deleted or the household location may be changed by written notice to San Antonio AirLIFE. Added members will be effective immediately as of the postmarked date on the envelope. I understand that Medicaid recipients are not permitted to enroll in this program.

EFFECTIVE DATE: Memberships received with payment online will be effective for 365 days. Memberships received with payment by mail will be effective on date of receipt.

BENEFITS: Payment of membership fee and compliance with the terms of this Agreement entitles members to the following benefits:

- a. Emergency air ambulance services: Members, who receive “medically necessary” advanced life support emergency services from San Antonio AirLIFE as a result of an ‘emergency medical condition,’ shall pay nothing out of pocket, except as specified herein.
- b. Emergencies needing a higher level of care located further than 150 miles away but not more than 500 miles from San Antonio airport and in the U.S. can be serviced by San Antonio AirLIFE’s Fixed Wing Air Ambulance Partners. All medical transports must meet the medical criteria and be pre-approved by patient’s insurance carrier before services can be provided. Upon services being approved and used, the member will pay nothing out of pocket. If insurance coverage is denied then the member will be responsible for San Antonio AirLIFE’s standard charges for the services rendered less a 50% membership discount.

PAYMENT FOR SERVICES: I understand that I am responsible for payment for any services provided to me by San Antonio AirLIFE, but that my membership will assist me by discharging that part of my financial liability that is not covered by insurance for those San Antonio AirLIFE services specified in this Agreement. This benefit is subject to certain limitation specified in this agreement. As a condition of receiving this benefit, I hereby assign (hand over) to San Antonio AirLIFE’s billing partners all rights and benefits that I or the other family members of my residence have, under any and all medical, health, supplemental, worker’s compensation, liability, auto or homeowner’s insurance policies or plans, or from other third party payers or sources which provide coverage or would otherwise pay for air ambulance services. Such payment sources are collectively referred to in this agreement as ‘insurance.’ I authorize payment of all insurance benefits or payments to San Antonio AirLIFE’s billing partners. I understand that San Antonio AirLIFE’s billing partners will, whenever it deems it feasible, file claims for and directly collect the benefits payable from insurance, up to the amount of San Antonio AirLIFE’s charges for its services. When requested by San Antonio AirLIFE, I agree to complete any forms and take any other reasonable action that may be necessary to collect such amounts. If I or anyone on my behalf

receives any insurance or other third party payments for services provided by San Antonio AirLIFE, I will promptly forward those payments to San Antonio AirLIFE at:

7500 Hwy 90 West
AT&T Bldg. Ste 220
San Antonio, TX 78227

Member is responsible to pay any deductible billed by their insurance carrier, but not for any co-pay or co-insurance.

LIMITATIONS and CONDITIONS: Membership benefits extend to San Antonio AirLIFE's critical care life support air ambulance services staffed with Nurses, Paramedics, and Pilots. Membership benefits are inapplicable to services rendered by any other provider not identified as a reciprocal agency. As a condition of receiving the benefits of membership with respect to any Air or Ground ambulance transport, a member with insurance must comply with all coverage conditions of their applicable insurance program for such transport. Some insurance programs require the insured person to obtain prior authorization of payment for non-emergency, yet not for medically necessary air ambulance services. Non-insured household family members will receive a 50% membership discount on San Antonio AirLIFE standard charges for the services rendered.

Some plans require certain documentation from the insured within a specified time limit, or the plans deny or reduce coverage for air ambulance services. In the event a member with insurance forfeits coverage by failing to comply with these types of requirements for a transport that would otherwise be covered by membership, member will then forfeit membership benefit by failing to comply with their insurance requirements and membership can be revoked.

Air Membership will only be available for purchase to residents within 150-nautical mile radius of San Antonio. The members must hold a membership that is in good standing at the time of services and the transport originates in San Antonio AirLIFE's deemed service area, or that of its reciprocal partners, and providing that San Antonio AirLIFE, or a reciprocal partner is the transporting agency. San Antonio AirLIFE reserves the right to deny or revoke any membership for a reasonable cause. If membership is revoked then all balances are due in full. San Antonio AirLIFE may terminate the membership program at any time upon notice to the members. If San Antonio AirLIFE terminates the program, members will have any unused, prorated portion of their annual membership fee returned.

San Antonio AirLIFE is not responsible for ground ambulance charges or charges from other air-ambulance operators when:

1. AirLIFE is unable to safely respond to, or transport, a Guardian Angel Member due to inclement weather conditions that prohibit our response in accordance with weather minimums posted by the Federal Aviation Administration (FAA) or in the FAA approved manual for the aviation certificate holder, Air Methods Corporation.
2. AirLIFE is unavailable to transport a Guardian Angel Member due to the aircraft(s) being out of service for a mechanical issue as defined by the FAA.
3. All AirLIFE aircraft are assigned to other calls preventing us from being able to respond to a request for a Guardian Angel Member.
4. A First-Responder, EMS Service or Hospital request air-ambulance transport from a non-AirLIFE affiliated air-ambulance operator.