

MEMBERSHIP AGREEMENT TERMS & CONDITIONS



A service of PHI Air Medical

NATIONAL MEMBERSHIP ENROLLMENT FORM

To enroll on-line: WWW.PHICARES.COM

STEP 1 Individual or Head of Household Information (Please print clearly)

Referred By: _____ Group Name If Applicable: _____

First Name: _____ Last Name: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Home Phone: _____ Alt. Phone: _____

E-Mail Address: _____ How did you hear about us? _____

Date of Birth: _____ / _____ / _____
month day year

Do you currently have medical insurance? Yes No

STEP 2 List Additional Household Members (other than yourself)

1. First Name: _____ Last Name: _____

Date of Birth: _____ / _____ / _____
month day year

Does this member have medical insurance? Yes No

2. First Name: _____ Last Name: _____

Date of Birth: _____ / _____ / _____
month day year

Does this member have medical insurance? Yes No

3. First Name: _____ Last Name: _____

Date of Birth: _____ / _____ / _____
month day year

Does this member have medical insurance? Yes No

STEP 3 Annual Membership Fees

- 1-Year Individual Membership**
- \$30 Per Individual with Medical Insurance
- \$100 Per Individual without Medical Insurance

- 1-Year Household Membership**
- \$50 per Household with Medical Insurance
- \$100 Per Household without Medical Insurance

- 3-Year Household Membership**
- \$120 per Household with Medical Insurance
- \$300 Per Household without Medical Insurance

- 5-Year Household Membership**
- \$200 per Household with Medical Insurance
- \$500 Per Household without Medical Insurance

PHI Cares Office use only

Base Code	Track Code

2019

Payment Options

Check or Money Order. Make payable to: PHI Cares

Visa Master Amex Discover

Credit Card No.

Expiration Date

Signature Date

Membership Agreement

All information included in this application is correct to the best of my knowledge, including all health insurance information. If this insurance is not in place at the time air medical services are rendered, my PHI Cares membership is considered null and void. **THIS IS NOT AN INSURANCE POLICY.** Membership is valid for one (1) year beginning five (5) days after your completed application and nonrefundable payment are received and processed by the membership office. These terms also apply to renewing members that are more than thirty (30) days past their renewal date.

Signature Date



A service of PHI Air Medical



From the West Coast to the East Coast, the PHI Cares National Air Ambulance Program has you covered. For more details, please visit www.PHICares.com.

WE'VE GOT YOU COVERED.



A service of PHI Air Medical

*\$30 and \$50 rates require medical insurance coverage.

See other membership fee options on the enrollment form.

Membership

PHI Cares is a membership program operated by PHI Air Medical which allows its members to access medically necessary air transports on PHI Air Medical medically configured aircraft to the closest appropriate facility within 200 miles for a rotary-wing (helicopter) and 600 miles for a fixed-wing (airplane). The point of pickup must be within the PHI Cares service area. For a list of service areas, please see the coverage map on the PHI Cares website: www.PHICares.com/coverage.shtml or contact the membership office directly. Membership is not an insurance product and does not pay for services provided by other air or ground ambulance services. Membership is valid for one (1) year beginning five (5) days after your completed application and nonrefundable payment have been received and processed by the membership office. These terms also apply to renewing memberships provided payment of the annual membership fee is received within thirty (30) days of the renewal date.

Membership Renewals

It is your responsibility to renew your membership prior to the expiration of the one-year term. Payment must be received within thirty (30) days of the renewal date. If you do not renew your membership, your membership and coverage thereunder will automatically terminate at the end of the one-year term. Any renewal will be based on the same terms and conditions applicable to your original membership. You may renew your membership in the following ways:

- (1) By Phone: 1-888 435-9744
- (2) Online: www.PHICares.com
- (3) By Mail: PHI Cares PO Box 731886

Billing

Members are charged an annual membership fee payable yearly in advance. The annual membership fee charged by PHI Cares is based on certain factors including whether or not you have healthcare insurance coverage.

A member who receives a medically necessary transport through the PHI Cares Program is relieved from paying any charges related to the medical transport other than amounts paid or reimbursed to you by any available healthcare insurance, a third party payor, or a third party who may be legally responsible for the charges. In other words, PHI Cares accepts what your insurance or other third party source of payment pays as "payment-in-full," relieving you of any other charges for the air medical transport.

PHI Air Medical will bill your healthcare insurer or other third party payor (for example, Medicare), or seek recovery from any legally liable third party (for example, a car accident which causes you injury as a result of someone else's fault or negligence) for the air medical transport. Should you receive payment directly from your healthcare insurer, other third party payor, or from a legally liable third party for all or any portion of the charges for the air medical transport, you agree to promptly remit such payment to PHI Air Medical. If any third party or his/her insurer who is legally liable pays for the air transport charges either through settlement of a claim or a judgment from a lawsuit, you agree to promptly remit the amount received by you for air transport charges included in such settlement or judgement.

Members who have no healthcare insurance coverage at the time of enrollment and no other third party payor to cover air medical transport charges will be relieved by PHI Cares from any patient transport charges for medically necessary air transport services.

PHI Cares members are responsible for and agree to pay for any charges that are not covered by the PHI Cares Program, including but not limited to air transport pick-ups outside of the PHI Cares service area, or any ground ambulance transportation services that you may incur in connection with any PHI Air Medical transport.

Eligibility & Availability

Medicaid participants are not eligible for PHI Cares membership.

Please note that a PHI Air Medical aircraft may not be available at the time a flight request is made due to inclement weather, the PHI Air Medical aircraft is in service at the time of the request, the PHI Air Medical aircraft is undergoing maintenance or repairs, weight limitations of the PHI Air Medical aircraft or other reasons that make the PHI Air Medical aircraft unavailable to respond to a request. Further, medical or dispatch personnel may call another air ambulance provider in which event your PHI Cares membership will not cover the medical transport. You should inform the healthcare provider, dispatcher, or emergency personnel of your PHI Cares membership at the time an air medical transport is requested, as these personnel will not be aware of your PHI Cares membership.

Passenger weights and other operating restrictions may limit our ability to transport a member.

PHI Air Medical, in consultation with other healthcare providers or dispatch agencies, reserves the right to determine whether air medical transport is medically necessary, safe, and appropriate under the circumstances.

PHI Cares membership is not an insurance policy but a membership program for its members for transport on PHI Air Medical aircraft when medically necessary and subject to the further terms and conditions stated herein. PHI Cares does not cover and will not pay or reimburse you for services performed by any other air medical transport services provider or any ground ambulance services provider. PHI Cares proudly partners with the following air ambulance providers: Air Evac Services (AZ), Ballad Health (TN), Baylor/Scott and White (TX), CHRISTUS Trinity Mother Frances Flight For Life (TX), St. Joseph Health (TX), LifeFlight of Michigan (MI), St. Vincent StatFlight (IN), and The University of Maryland (MD) air ambulance providers. In addition to covering medically necessary transports on PHI Air Medical aircraft, your membership will also cover medically necessary transports on PHI Air Medical's partners' aircraft listed above if such transports occur within PHI Air Medical's service areas. Any medical transports on a PHI Cares' partner aircraft shall be subject to the same terms and conditions stated herein.

Acknowledgment

You acknowledge that all information included in the completed application is correct to the best of your knowledge, including all health insurance information. If your healthcare insurance is no longer in effect at the time air medical services are rendered, your PHI Cares membership will not cover your air medical transport charges, unless you have notified PHI Cares of such cancellation and have paid the supplemental membership fee charged to PHI Cares members who do not have healthcare insurance. Any changes in your healthcare insurance information, including the cancellation of healthcare insurance coverage, must be reported to the PHI Cares membership office within five (5) business days of such change or cancellation.

By approving this application for Membership, you agree to all of the terms and conditions of PHI Air Medical Membership Plan Coverage Agreement as stated above.

© Copyright 2019 by PHI Air Medical, L.L.C. All Rights Reserved.



Join the National Air Ambulance Membership Program that gives you peace of mind: PHI Cares.

While none of us ever expect to be in a situation where we or a loved one will need to be transported by an air ambulance, the reality is that it could and does happen. Seconds can make all the difference during a stroke, heart attack, serious car accident, or other trauma. The last thing you should be concerned with during such an emergency is air transportation costs.

That's why it's comforting to know that the first air ambulance company to be recognized with the Vision Zero Aviation Safety Award serves your community. When you become a member of the PHI Cares membership program, PHI Air Medical will accept the insurance payment as "payment in full" for any medically necessary transport – from one medical facility to another medical facility, or from the scene of an emergency. As a member, when transported by PHI Air Medical or one of our service lines, you will never have any out-of-pocket expenses for medically necessary transports.

HOW DOES IT WORK?

A call to 911 is the first step to take in any scene emergency. The professionals at PHI Air Medical work in cooperation with your local Emergency Responders. The 911 dispatchers are trained to get specific information about the medical emergency from the caller and determine what type of medical transportation best fits the situation. If the 911 dispatcher determines you would benefit from air medical transport, they will dispatch air and ground ambulances. PHI Air Medical specialists are on duty 24 hours a day, 365 days a year to respond to medical emergencies. Your membership with PHI Cares will ensure that you are covered when you or a loved one is transferred by PHI Air Medical.

WHY PHI CARES?

Professionalism and stability

Joining our expanding community of over 24,000 households – means you're getting:

- Competencies in all aspects of patient care including Cardiac Specialties, EMS, ER, high-risk OB, NICU, Pediatrics, Respiratory Therapy, and Trauma.
- Transported more than 30,000 patients since 1981.
- The stability and resources of the preferred independently owned and operated air ambulance service in the U.S.

Inter-facility transfers

Sometimes your doctor may feel that you or your loved one needs to be moved to a higher level of care. We will work with your physician and health care provider to make sure that you reach a specialized care facility as quickly as possible. PHI Air Medical will facilitate all aspects of the transport.

Affordability

For as little as \$30 a year*, you can have the peace of mind in knowing that you and your loved ones are covered in the event of an emergency. We will work on your behalf with your benefits provider to make sure there are no outstanding costs to you.

Making a difference in our communities

By becoming a member of PHI Cares, you will help ensure that this vital, life saving resource remains a viable service to your friends and neighbors. Your membership also helps to purchase equipment and medical supplies for the helicopters and airplanes, helping support the air medical resources in your local community.



TYPES OF MEMBERSHIPS AVAILABLE

Household membership

A household is considered to include all immediate family members and up to 3 non-family members who reside in the same household.

Group/Corporate membership

PHI Cares offers discounted rates for businesses and community groups throughout the country.

HOW DO I JOIN?

Enroll online at www.PHICares.com or simply fill out the attached enrollment form and mail to:

PHI Cares
P.O. Box 731886
Dallas, TX. 75373

If you have any questions along the way, call us toll free, Monday - Friday, 8 am to 4 pm (MST) at 1.888.IFLYPHI (1.888.435.9744).