



# ABOUT AIR METHODS

For nearly four decades, Air Methods has been dedicated to emergency air medical transport, focusing on patient quality of care and safety in aviation.



**300+** BASES  
SERVING  
48 STATES

LIFESAVING CARE  
DELIVERED TO MORE  
THAN **70,000**  
PATIENTS/YEAR



**5,000+**  
TEAMMATES

**400+** HELICOPTERS  
& FIXED-WING AIRCRAFT



Our goal is to provide safe and reliable lifesaving treatment 24/7/365, treat every patient with care, and help them navigate the confusing insurance process. Memberships are sold to possibly help patients avoid out-of-pocket expenses related to air medical services. We are taking a new approach to achieve a better outcome, with no membership cost to patients.

**WITH THE SUCCESS OF OUR PATIENT ADVOCACY PHILOSOPHY AND PROGRAM AND OUR IN-NETWORK STRATEGY, NO MEMBERSHIP IS REQUIRED.**

All patients who are transported by us will have access to robust services to help with the post-flight billing process and avoid costly out-of-pocket expenses.



## FOR MORE INFORMATION



**855.896.9067**



[airmethods.com/patientspage/patients](http://airmethods.com/patientspage/patients)



# WE'VE GOT YOU COVERED—NO MEMBERSHIP REQUIRED

## IN-NETWORK



Our services are now covered by Anthem MO. Our patients covered under this plan will never receive a balance bill from us, and will only be responsible for their insurance co-payment and deductible (if applicable).

Air Methods is also in-network with Medicare Part B and Medicaid. A membership is not needed if you have Medicare or Medicaid, and patients will only be responsible for their co-payment and deductible.



## PATIENT ADVOCACY

Air Methods has a dedicated Patient Advocacy department, which provides patients with support and resources during the post-transport insurance billing process. Our goal is to relieve stress on patients and their families, so that patients can focus on their recovery.

- Patient Advocacy works and has led to our patients paying very little out-of-pocket for care provided by Air Methods, rarely little more than their insurance's co-pay or deductible.
- Each patient has a dedicated patient advocate who walks them through the billing and appeal process from beginning to end.
- Patient advocates work to ensure that our patients' insurance companies do right by our patients, paying their claims when patients need it most.

## MISPERCEPTION

If I don't have a membership, the air medical provider won't transport me if there is an emergency.

If I don't have a membership, I – or my family – will get stuck with a major bill from an air medical transport.

A membership is insurance and will make sure that I don't have to handle insurance claims.

If you have a membership, you can choose to fly with that particular air medical provider.

## REALITY

A membership is not needed in order to be transported. Air Methods will transport any patient that needs our service – regardless of membership status or ability to pay.

This may be true for other air medical providers, but Air Methods' Patient Advocacy team is committed to working with all patients, regardless of their insurance situation, to find a solution that works best for them.

Memberships are not insurance as they are not regulated, and they don't eliminate the need for you to file with insurance and work through the insurance process.

Air medical services are intended for emergencies only and, because of this, the closest, most appropriate air medical provider should be called. This may not always be the air medical provider that you have a membership with. With Air Methods, it won't matter. We don't have memberships and will transport anyone, then work with them to ensure that out-of-pocket costs are as low as possible.

- Our flexible financial assistance policy helps patients based on their unique situation, minimizing out-of-pocket expenses; there is no patient that we have who doesn't qualify for some type of assistance.
- No patient is ever sent to collections unless they are non-responsive to multiple attempts to contact them.

**PATIENT ADVOCACY'S GOAL IS TO RELIEVE STRESS ON PATIENTS AND THEIR FAMILIES, SO THAT PATIENTS CAN FOCUS ON THEIR RECOVERY.**

