

INTRODUCING



PATIENT ADVOCACY



FROM OUR FLYING ICUS TO AFTER-TRANSPORT CARE, WE'RE ALWAYS READY TO ANSWER THE CALL

Our dedicated Patient Advocacy department 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.
- 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 PROCESS



INSURANCE VERIFICATION

Verification specialists obtain insurance information to submit claim for services.



INSURANCE BILLING

Insurance billing and collection specialists submit claims to insurance and follow-up on claim until claim has processed.



ACCOUNT RESOLUTION

Patient financial counselors work with individuals to resolve outstanding balance based on their ability to pay.

SEE REVERSE

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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.

Being an advocate is being there for my patient from the beginning, and helping them during a time they need it the most.

— ALISHA V., PATIENT ADVOCATE

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Back in 2016, we decided not to move forward with Air Methods as a partner due to concerns around billing. It is clear the organization has come a long way in the last year, and we are pleased to hear about the results of your Patient Advocacy Program.

— RETURNING CUSTOMER

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PATIENT MATERIALS



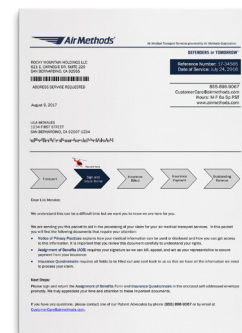
Patient Advocacy Packet

First touch to patient, patient's family, or hospital staff at receiving hospital

Information Packet

Excludes charge amount, defines forms included.

- Empathetic language
- Easy to understand format
- Timeline of the claim process
- No dollar amount on informative letters
- Critical information in a consistent location



THE CUSTOMER EXPERIENCE

Reduced balance-billing noise from their patients

Transparency to our claims and collections process

Higher customer satisfaction due to our flexible charity policy results.



Being an advocate to me represents a positive expression of empathy, accompanied with the ability to support our patients through the process.

— ANGEL M., PATIENT ADVOCATE