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FAQS

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How does the Air Methods Advantage membership program work?

Air Methods Advantage provides you and your family the security of knowing that if there is a need for a loved one to be transported via air ambulance; Air Methods will accept your health insurance payment as full payment in advance for any medically necessary transport. That could save you thousands of dollars for just a single transport.

Most health insurance carriers will pay for at least a portion of a medically necessary air medical transport, but the individual is still often faced with paying for the remainder, which can amount to thousands of dollars. With Air Methods Advantage, the once-yearly membership payment assures that the individual – and other covered family members – will not have to pay anything over and above the amount paid by their health insurance carrier for a medically necessary transport performed by Air Methods.

Air Methods Advantage members can take advantage of their program membership anywhere that Air Methods or its subsidiaries are licensed to perform medically necessary transports. See coverage map ([/airmethodsadvantage/membership-plans](#)) for details.

What are the benefits to becoming a member of the Air Methods membership program?

Air Methods Advantage membership alleviates the high cost associated with air medical transport services required by you or your family members covered on your health insurance plan and enrolled in Air Methods Advantage. As a member, if you or a family member receives a medically necessary inter-facility transport or transport from an emergency scene by Air Methods, Air Methods Advantage guarantees that Air Methods will accept your health insurance payment and any other third-party sources of payment (e.g., automobile liability coverage) as payment in full for the transport. No additional air transport costs will be incurred.

I've completed my application and payment has cleared. When can I expect my membership card?

Application processing typically takes three to five business days, and you should receive your "Welcome Packet" in approximately 10 to 14 days after payment is cleared. However, we treat your membership as retroactively effective three days after we receive your application. Some financial institutions take longer to process a payment and this timing can delay processing and shipping. If a membership payment is denied for any reason, the primary member will be contacted to resolve the issue.

If there is an instance where it would be necessary for me or my family member to be flown by another air ambulance provider, will my membership cover that invoice?

Air Methods Advantage membership does not cover services performed by another air or ground medical transport services provider. It only covers medically necessary transports performed by Air Methods. Therefore, if a member is transported by another air or ground ambulance for any reason, membership will not cover any part of the charges for the transport.

Does the Air Methods Advantage program cover Air Methods transport even if I am traveling?

Air Methods Advantage membership applies to the locations listed on the coverage map located on the Air Methods Advantage website and where Air Methods is licensed to perform transports. See coverage map (/airmethodsadvantage/membership-plans) for details. If you need air transport in an area where Air Methods does not or cannot operate or is not licensed to perform transports, or if we do not have an aircraft or crew available when you need one (e.g., all of our aircraft are occupied on other transports), another provider may end up transporting you. In that case, Air Methods Advantage does not apply.

When does my membership become active, and when does it expire?

Memberships are annual, starting on the third business day following receipt of your application and expiring that same date the following year. Inquire about multi-year deals.

When a member renews, is it necessary to complete the application again?

Yes, we do require a current form upon every renewal. You will receive an application form in the mail with your renewal notice or you can renew online.

Is there a limit to the number of flights a members can utilize per year?

There is no limit to the number of flights, as long as they are deemed medically necessary by a physician or other licensed personnel and your insurance carrier.

I am on a fixed income. Is Air Methods Advantage a good option for my lifestyle?

Air Methods Advantage is a good option for anyone who may be ultimately responsible for the high cost of air medical transport services.

Why don't you offer the membership in all the states you serve?

The laws in a few states (e.g., New York) do not permit membership programs. To view which states currently offer Air Methods Advantage, please refer to our coverage maps.

(/airmethodsadvantage/membership-plans)

If I am in a hospital or have been involved in an accident and know I'm going to be flown, can I ask for Air Methods to transport me?

Yes, tell your doctor or care provider you are an Air Methods Advantage member and request that they use Air Methods if there is an available aircraft that can safely meet your needs.

What happens if I, or one of the people listed on my application is transported? What do we need to do?

If you are transported, contact our billing office at (855) 877-2518 to verify the transport. It is helpful to provide your membership number, date of transport, and pickup location.

Are multi-year plans available?

Yes. Certain state restrictions prevent offering multi-year memberships, though. Air Methods Advantage offers a 1, 3 and 5 year plan.

I don't have health insurance. Will I still be able to purchase a membership?

Yes, uninsured individuals may purchase a membership. In the event an uninsured member receives a medically necessary air medical transport from Air Methods, the membership fee will be deemed as payment in full for all the transport charges.

I have air ambulance coverage through my own private insurance. Why do I need a membership?

Air ambulance coverage varies from insurance company to insurance company, and many carriers will only pay a portion of the provider's billed charges. The patient or responsible party must pay a copayment and in most cases an additional amount above what the insurance carrier allows. If the billed amount exceeds that the allowed amount, you may be responsible for the balance, which can be thousands of

dollars. However, if you are an Air Methods Advantage member, Air Methods will accept whatever your insurance pays for the flight as payment in full, with no additional out-of-pocket costs to you.

After my payment and application are received, how long will it take to receive my membership card?

It takes approximately 10 - 14 business days if the application is processed on-line; if the application is mailed in, expect a 3 - 5 week processing time. However, the effective day of your membership is retroactive to the third business day after the application is received.

Is it necessary to submit copies of insurance card(s) with my renewal application?

No. However, please be prepared to share all health information with Air Methods if you are flown.

May I obtain additional membership cards for a covered family member?

One membership card is provided per family. Contact numbers are located on the back of each card for any billing inquiries. Membership cards are not required for transport. Member eligibility is tracked in the Air Methods Advantage system.

May I elect to be transported to my preferred hospital?

Flight destinations are determined by the medical professional who ordered the transport or exercises medical control over patient and his/her medical treatment.

I forgot to sign my application after having already mailed it to Air Methods. What should I do?

You have several options:

- You may fax in a new completed - signed application to: (402) 952-2437 describing circumstances and indicating payment sent separately
- Wait for it to be returned requesting a signature. A self-addressed envelope will be provided
- Call Air Methods Advantage Customer Service at: (855) 877-2518 to discuss additional on-line, fax or mail options.

I don't have access to the internet but I'm interested in becoming a member to Air Methods Advantage. What can I do?

You have (2) options:

- Call our Air Methods Advantage Membership Line at: (855) 877-2518 and provide us with your mailing address. Enrollment materials will be mailed to you or;
- Call our Air Methods Advantage Membership Line at: (855) 877-2518. A Customer Service Representative can assist with the completion of your application over the phone (California residents, see full terms and conditions).

I have an adult family member who is my dependent. Can he/she be on my family membership plan?

A family membership consists of a spouse, children up to the age of 26, and your dependent children of any age who are incapable of supporting themselves due to a mental or physical disability. All other adults in the household that do not qualify as part of this family unit must have their own membership.

If ground transport is required to take me or a family member to the Air Methods aircraft, does my Air Methods Advantage membership cover the cost of the ground transportation?

No. Air Methods Advantage membership covers an air medical transport on an Air Methods Community Based Services aircraft as listed on our website, but no ground transport is covered under any circumstances.

Do people with Medicare qualify for Air Methods Advantage?

Yes, seniors covered by Medicare Part B or Medicare Advantage HMOs qualify for a standard membership. Air Methods Advantage will pay the member's copayment and any deductible or other out-of-pocket expense.

Some seniors also have a Medicare supplement policy that usually covers all of these out-of-pocket expenses. If a senior has a Medicare supplement policy that covers all out-of-pocket expenses, the membership will not provide a benefit. If the supplement policy does not cover all out-of-pocket expenses, the membership may provide a benefit. You will want to review the specifics of your policy to make this determination.

If I'm not a member and/or I don't have insurance, will Air

Methods still transport me?

Yes, if a qualified physician or other medical professional orders a medically necessary air transport and you meet our transport criteria. We do not screen our transports in advance to ascertain whether a patient is a member. Our mission is to safely transport patients while providing excellent care, regardless of insurance status.

Under my membership plan, is there a guarantee that Air Methods is available for transport when requested?

Air Methods is expertly staffed 365 days a year, 24 hours a day, 7 days a week with highly-trained pilots, paramedics and flight nurses. However, there may be situations in which you travel to an area in which Air Methods or the subsidiary does not serve or is not licensed to perform medically necessary transports. Also, there may be occasions when Air Methods is unable to respond to a request for air medical transport due to inclement weather that prohibits flying, or if Air Methods aircraft are occupied with another transport or out of service for required maintenance. In such instances emergency personnel may contact another air ambulance company, which will not honor your Air Methods Advantage membership. In addition, you may require transport from an area which is inaccessible to an aircraft due to inclement weather or hazardous terrain, or Air Methods may be prohibited from serving the area due to exclusive market rights given to another provider. In such cases, ground transportation may be necessary to take you to the Air Methods aircraft or it may be necessary for you to be transported by another air or ground provider. While your transport by Air Methods

would be covered as an Air Methods Advantage member, the ground transportation costs or the cost of another provider would not be covered.

If someone is covered under Medicaid, is a membership advisable or necessary?

No. Air Methods is required by law to accept Medicaid payment as payment in full for air medical transport, membership provides no benefit to Medicaid beneficiaries. Also, some state laws prohibit us from enrolling Medicaid beneficiaries.

Is the membership advisable or necessary for active or retired military personnel?

Since Air Methods is required by law to accept Tricare, Tricare for Life, CHAMPUS or the VA as payment in full for air medical transport, membership provides no financial benefit to active or retired military personnel.

Do I need health insurance to be eligible for Air Methods Advantage?

No, you do not need health insurance to be eligible for Air Methods Advantage.

What is included in my membership?

Air Methods Advantage members and their families are entitled to transport by Air Methods or its wholly-owned subsidiaries, using helicopters or fixed-wing aircraft, from an emergency scene or from one medical facility to another within our service area. The air transport

must be considered medically necessary by the attending medical professional and your insurance carrier. With the once yearly payment of \$40 for an individual membership, the member can rest assured that they will not be billed anything beyond what their health insurance carrier pays Air Methods for the transport. Household memberships are just \$75 a year for the member and his or her family. This can mean savings of thousands of dollar on just one transport. Large groups are encouraged to inquire about group pricing.

How much does Air Methods Advantage cost per year?

Individual memberships start at \$40/year, and family memberships (patients with private or governmental insurance coverage) is just \$75/year. Large groups have access to larger buying power and may be able to access a lower rate for individuals and families.

Air Methods Advantage is subject to the terms and conditions (</airmethodsadvantage/terms-and-conditions>) of the Air Methods Advantage Membership Agreement
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