



Non-Profit Air and Ground Ambulance Services
MERCY FLIGHTS SERVICES AND MEMBERSHIP BENEFITS

Mercy Flights Inc. is a private, non-profit Air & Ground ambulance service. Mercy Flights began in 1949 as the first Air Ambulance service in the United States. In 1992 Mercy Flights also added the largest Emergency Medical Ground Ambulance Service in Jackson County. Mercy Flights is not tax subsidized and operates solely on user fees, a membership program, and grants. Mercy Flights is a 501 (c) (3) non-profit organization, your tax-deductible contribution is always appreciated.

Mercy Flights services include:

- Pressurized Fixed Wing Advanced Life Support Air Ambulance serving the continental United States (within 1,000 air miles of Medford, OR)
- Advanced Life Support Emergency Medical Transport Helicopter Ambulance serving Southern Oregon (within 150 air miles of Medford, OR) and Northern California (as designated by NORCAL EMS)
- Advanced Life Support and Basic Life Support Emergency & Non-Emergency Ground Ambulance. Mercy Flights is the (9-1-1) emergency ambulance provider for most of Jackson County

Mercy Flights offers a membership program that allows for quality emergency care at little or no cost to our members. Two types of membership programs are offered, Individual and Group. Members enrolling in the Group program receive discounts on their annual membership rates. Membership benefits and services are the same for both programs.

Mercy Flights will bill your insurance company for services provided. As a member of Mercy Flights, the insurance payment or payments will be considered payment in full. If the member does not have insurance or the insurance denies payment the bill will be reduced by 50%. This 50% member discount also applies to non-emergency ambulance transportation and treat and non-transport services.

Mercy Flights membership benefits apply only to services rendered by Mercy Flights for all eligible household members. Eligible household members consist of the head of household, spouse, and immediate family members who live at the same physical location, are legal dependents (as determined by Internal Revenue Service guidelines) and are under 19 years of age. These legal dependents can include unmarried dependent fulltime students, under the age of 22, who reside at a different physical location or a spouse who resides in a care facility. Qualifying household members also include: disabled children, minor children of non-custodial parents, domestic partners, and dependent parents residing at the same physical location. Disabled children and dependent parents will continue their membership, if they move from the household into a care facility.

Mercy Flights annual membership fees are non-refundable and there is a 30 day waiting period for benefits to take effect for a new membership. This membership plan is not an insurance program. It will not compensate or reimburse another ambulance company that provides emergency transportation for you or your household members. Another ambulance company may provide the transport service if Mercy Flights is unable to serve the patient's needs within a medically appropriate timeframe. This may occur if Mercy Flights is on another call or unavailable due to maintenance or mechanical service issues.

Mercy Flights ground ambulance assigned service area includes all of Jackson County except the areas served by Rogue River Fire/Med or Ashland/Talent Fire and Rescue. Mercy Flights has reciprocity agreements for ground ambulance services with these organizations, along with American Medical Response in Josephine County and Glendale Ambulance Service in Douglas County. As a member, if you receive a service from one of these agencies, they will honor your Mercy Flights ground membership in accordance with their membership benefits.

In the past year Mercy Flights has met the needs of over 19,000 patients. Mercy Flights can be your lifeline in an emergency. Even if you never have the need for Mercy Flights services, you can feel good knowing your membership contribution helps to save lives and ensure the continuation of Mercy Flights quality service.

For questions regarding Mercy Flights membership and services, please call our office and any of our staff would be glad to help.

BTS, LLC is the FAR Part 135 Certificate Holder providing aviation services and owns and operates the helicopter used by Mercy Flights, Inc.



MERCY FLIGHTS

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Group Enrollment Form

New Member

Renewal (# _____)

Group: HEART OF MEDFORD

Applicant Information

Please Print

Name _____ Phone # _____

Date of Birth Last _____ First _____ MI _____ Social Security # _____

Street Address _____ Apt # _____

City _____ State _____ Zip _____

Mailing Address (if different) _____

Additional Household Members (living at above address)

	<i>Last Name</i>	<i>First</i>	<i>M</i>	<i>Date of Birth</i>	<i>Social Security #</i>	<i>Relationship</i>
1						
2						
3						
4						

Insurance Information

Does anyone in the household have Medicare? Yes No
If applicant, Policy # _____ If spouse, Policy # _____

Does anyone in the household have health or supplemental insurance? Yes No
If yes, Insurance Company _____ Policy # _____

Does anyone in the household have auto insurance? Yes No
If yes, Insurance Company _____ Policy # _____

Annual Membership Rates (per household)

Combined Air and Ground Ambulance \$50.00

I have enclosed payment of \$_____. (Please do not send cash)

Money Order Check Credit card (Visa or MasterCard Only)

_____ Exp Date _____ V-Code _____



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MEMBERSHIP AGREEMENT

Mercy Flights services include Ground Ambulance within the Mercy Flights Jackson County assigned service area, Fixed Wing Air Ambulance within 1000 air miles and Helicopter Ambulance within 150 air miles of Medford, OR, in the continental United States. I understand that Mercy Flights is not an insurance plan, and will bill whatever insurance or medical benefits I may have and/or be entitled to for services rendered by Mercy Flights. I also understand that Mercy Flights membership fees are non-refundable and there is a 30 day waiting period for member benefits to take effect. I understand that I will be responsible for any denied, disallowed, or non-medically necessary transports, as determined by my insurance company or other third party payer. If I do not have any insurance, I will be responsible for a portion of the bill. Should I or a covered family member receive payment from insurance or other medical benefits for ambulance services rendered by Mercy Flights, I will immediately forward such payment to Mercy Flights. The Mercy Flights membership is not solicited from persons who receive Medicaid medical benefits and such membership constitutes a voluntary contribution only. I understand that violation of such terms of this agreement or substantiated abuse of ambulance services may result in cancellation.

ELIGIBILITY:

Eligible household members consist of the head of household, spouse, and immediate family members who live at the same physical location, are legal dependents (as determined by Internal Revenue Service guidelines) and are under 19 years of age. These legal dependents can include unmarried dependent fulltime students, under the age of 22, who reside at a different physical location or a spouse who resides in a care facility. Qualifying household members also include: disabled children, minor children of non-custodial parents, domestic partners, and dependent parents residing at the same physical location. Disabled children and dependent parents will continue their membership, if they move from the household into a care facility.

NOTICE:

This Mercy Flights, Inc. Ambulance Plan is not an insurance program. Membership benefits are for services provided by Mercy Flights Inc. only. It will not compensate or reimburse another ambulance company that provides emergency transportation to you or your family. Other ambulance company transports may occur if Mercy Flights is unable to perform within a medically appropriate timeframe. This may occur, but is not limited to, a mechanical or maintenance problem or being on another call. This may also occur if the emergency location is outside of Mercy Flights' assigned service area. If the other transporting ambulance company has a signed reciprocity agreement with Mercy Flights, that agency's membership benefits will be applicable to the transport.

SIGN _____ **PRINT NAME** _____

DATE _____

For further information, or if you have any questions please call any of our staff at 541-858-2600 or 800-903-9000.

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