

Air Medical Services



**BlueCross BlueShield
of Alabama**

An Independent Licensee of the Blue Cross and Blue Shield Association.

***Air Medical Services
from Blue Cross and
Blue Shield of Alabama
provides access to air
ambulance transportation.***

What are Air Medical Services?

- Air ambulance transportation to a hospital near home if a covered Blue Cross member is hospitalized due to an illness or injury while traveling more than 200 miles from home.
- Ground ambulance transportation from the hospital to the aircraft and from the aircraft to the receiving hospital.
- Medical referrals and communications with the family and local medical provider to monitor the condition, make necessary transport arrangements and provide frequent updates throughout the transport.

Air Medical Services are provided by AirMed International, LLC. Aircraft are medically equipped and staffed with specially trained medical teams. AirMed provides fixed wing air ambulance service, not helicopter evacuation.

A toll-free hotline is available 24 hours a day, 7 days a week to answer questions about obtaining medical care away from home and to arrange for an air ambulance transport.

Air Medical Services are not subject to any deductibles or copays. If a situation qualifies for air ambulance transport, all costs associated with the transport are included.

Can a family member accompany a patient being transported?

If space is available and the patient's care is not compromised, a family member or traveling companion may accompany the patient on an AirMed aircraft during transport. There is no cost for the patient's transport and accompanying family member or companion. Additional family members have to make their own arrangements. Due to limited space on the aircraft, the patient and accompanying passenger are limited to small carry-on luggage.

What are the limitations?

Air Medical Services are limited to two flights per year for each member covered by the Blue Cross contract.

The AirMed medical transport service is valid for unlimited travel with no limit on extended travel days within the United States. If travel outside the United States is for more than 90 consecutive days, AirMed transport is not available if the patient is hospitalized during that trip.

What are the exclusions?

- Areas of the world that the U.S. State Department has declared high risk or issued travel warnings are subject to exclusion.
- A person with tuberculosis or other chronic airborne pathogens may not be transported.
- A member beyond the second trimester of pregnancy may not be transported.
- A member with a mild illness or injury that does not require hospitalization does not qualify for air medical transport.
- Transport is not available for situations involving war, invasion or civil war, or a criminal act or felony.

Who is eligible?

Individuals and their family members who are covered by a Blue Cross health plan offering this service are eligible to receive Air Medical Services. AirMed will verify eligibility for transport services with Blue Cross prior to providing services.

What are the criteria and procedures?

- The member must be hospitalized more than 200 miles from the member's primary residence and be transported to another hospital near home as an inpatient.
- AirMed will make all arrangements for medical evaluation and air transport arrangements to get the patient to a hospital near home.
- Decisions regarding transport will be made after consulting with the local attending physician and physician at home.
- Both the originating and receiving hospital must be reasonably accessible by ground ambulance to transport the patient to and from an airfield capable of accommodating the AirMed aircraft.
- If a remote area or island is inaccessible to AirMed aircraft, AirMed does not cover the cost associated with transportation to AirMed aircraft.
- Personal expenses, such as charges for luggage, expenses getting a personal car home, or commercial airline tickets for additional family members to return home are not included.

What happens if Air Medical Services are needed?

If a covered member is in a situation in which medical transport services may be needed, the member should call AirMed immediately at:

**1 877 872-8624 toll-free
or 205 443-4885**

The AirMed hotline numbers are listed on the Air Medical Services information cards from Blue Cross and Blue Shield of Alabama.



Will hospitalization and related medical services be covered?

Approval for air transport services does not mean that hospitalization will be covered. Refer to your benefit booklet or contact Blue Cross directly about coverage for a hospital bill and other related medical services just as you would for all benefit determinations. Coverage for medical benefits is subject to the terms, conditions, limitations and exclusions of your health plan. In the event of a question about benefits, consult your benefit booklet about ERISA rights.

Air medical transport services for Blue Cross and Blue Shield of Alabama members are provided through a contract with AirMed International, LLC. Blue Cross is not responsible for any mistakes, errors or omissions that AirMed, its employees or staff members make. Air Medical Services terminate if coverage by your health plan ends or by 30 days written notice. The terms of coverage or the benefits explained in this brochure may also change by 30 days notice.