



# Air Medical Services

*Air Medical Services, traditionally available only through expensive fee-for-service arrangements or “traveler” policies, are now available through a Blue Cross and Blue Shield of Alabama health plan.*

*Air Medical Services are offered to covered members through AirMed International, LLC (AirMed), the premier global air ambulance and medical solutions company. Services are available for air ambulance transportation, at no charge, to a network hospital of the member’s choice near their home if hospitalized while traveling more than 150 miles from home within the U.S. or Canada. If a medically equipped aircraft isn’t required for the member’s transfer, AirMed will purchase business class tickets for the member and a nurse or medic to fly commercially.*

*Mileage is statute and calculated using the great circle formula.*

*Another valuable service offered through your Blue Cross and Blue Shield of Alabama health benefits plan*



## Air Medical Services include:

- **24/7 Worldwide Medical Services Hotline**  
Provides access to worldwide medical referrals, consultation and prescription assistance 24/7/365. Covered members have access to pre-travel information as well as medical monitoring and coordination with local medical care while traveling;
- **Evacuation and Repatriation Services**  
AirMed provides covered members with air medical transportation from one bedside to another bedside in the hospital of the member’s choice near their home within the United States or Canada. The member must be hospitalized as an inpatient in a domestic or international facility that is more than 150 miles away from their home as listed on the member’s record;
- **Ground ambulance transportation**  
From the hospital to the aircraft and from the aircraft to the receiving hospital;
- **Emergency Call Relay**  
Provides transmission and relay of emergency messages between covered member, family members and physicians 24/7/365.

Air Medical Services may also be arranged through Blue Cross Case Management nurses when a member hospitalized locally needs the services of a specialty hospital more than 150 miles away.

## About AirMed International, LLC

Air Medical Services are available through Blue Cross and Blue Shield of Alabama’s contract with AirMed International, LLC. AirMed is the leading air medical transport company in the U.S. and assures covered members seamless access to the highest level of care.

**AirMed** owns and operates medically-equipped jets from multiple bases including Birmingham, AL, Pensacola, FL and Rochester, MN. AirMed is equipped for virtually every critical care scenario, regardless of location.

AirMed is fully accredited by the **Commission on Accreditation of Medical Transport Services (CAMTS)**, **European Aero-Medical Institute (EURAMI)** and the **United States Department of Defense (DoD)**. Safety is AirMed’s top priority and they are proud to have the finest medical staff, largest permanently-equipped fleet and complete vertical integration.

**Since 1983, AirMed** crews have transported **more than 18,000 patients**, flown to every state, over 250 foreign cities and more than 150 countries. AirMed is the most experienced and respected air medical transport program in the sky, having safely completed more missions to more countries than anyone in the industry.

## Eligibility and Coverage

All individuals and family members covered by the health plan are eligible for Air Medical Services. No additional enrollment or paperwork is necessary. Health plan eligibility records are electronically transferred on a regular basis. Prior to approving and providing services, AirMed verifies current eligibility records.

**When a member qualifies for an air ambulance transport, there are no deductibles or copays and no out-of-pocket costs to the member.**

A family member or traveling companion may accompany the patient if there is room on the flight. The patient and accompanying passenger are limited to small carry-on baggage. Expenses such as charges for additional luggage, getting a personal car home or commercial airline tickets for additional family members to return home are not included.

## Communications and Benefit Materials

Air Medical Services coverage information and wallet cards are mailed by Blue Cross and Blue Shield of Alabama to each subscriber's home. Educational materials suggest that members keep an Air Medical Services information card in their wallets with their Blue Cross identification card for easy access to the toll-free Air Medical Services hotline number.

*The coverage or benefits explained in this brochure may change with 30 days notice.*



**Limitations:** Air Medical Services area 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, Air Medical Services are not available if a member is hospitalized during that trip. A covered member may have no more than two air medical transports per year. Approval for Air Medical Services does not mean that a hospitalization and other medical expenses will be covered. All coverage determinations for medical benefits are subject to the terms, conditions, limitations and exclusions of the health plan.

**Exclusions:** Areas of the world that the U.S. State Department has issued travel restrictions or declared high risk are subject to exclusion. A member with tuberculosis or other chronic airborne pathogens may not be transported. Except in extenuating circumstances, a member beyond the second trimester of pregnancy may not be transported. A member with simple injuries or mild illness, which can be treated by a local doctor and do not require hospitalization, does not qualify for air medical transport. Air Medical Services terminate if coverage by the health plan ends, or with 30 days written notice.



**BlueCross BlueShield  
of Alabama**

An Independent Licensee of the Blue Cross and Blue Shield Association

Air Medical Services are provided through AirMed International, LLC, an independent company. Blue Cross and Blue Shield of Alabama is not responsible for mistakes, errors or omissions made by AirMed International, LLC, its employees or agents.