

# Membership Application Form

*Review our Membership Agreement for Terms & Conditions*

A LifeNet Membership is non-refundable and non-transferable. A new member may join at any time. Membership coverage will expire one year (365 days) from that date of purchase. There is a seven (7) day waiting period from application to start of coverage for new members.

HOUSEHOLD ENROLLMENT INFORMATION			
MEMBERS	FIRST NAME	LAST NAME	DATE OF BIRTH
Head of Household			
Spouse			
Dependent			
Dependent			
Dependent			
Dependent			
Dependent			

CONTACT INFORMATION	
Address	
City	State Zip
Phone	Email

SELECT YOUR MEMBERSHIP PLAN		
<input type="checkbox"/> <b>Ground Ambulance Plan</b> \$75 Annually	<input type="checkbox"/> <b>Air Ambulance Plan</b> \$90 Annually	<input type="checkbox"/> <b>Gold Plan</b> \$135 Annually

**Air medical transport membership is valid only for medically necessary air ambulance transports on LifeNet Air 1 and/or LifeNet's fixed wing, both based out of Texarkana, Arkansas. Membership DOES NOT include air ambulance transports on LifeNet Air 2 based out of Hot Springs, Arkansas, or any other air ambulance provider.**

PAYMENT OPTIONS	
<input type="checkbox"/> Check	<input type="checkbox"/> Credit Card <input type="checkbox"/> Cash (In-Person)
Credit Card #	Expires CCV:
Signature	Date

Please return your membership form by

- Mail to: 6225 St. Michael Drive, Texarkana, TX 75503
- Fax to: 903-832-0287
- Email to: PNowlin@LifeNetEMS.org

**QUESTIONS?**  
**Call (800) 832-6395**

# Membership Agreement

Retain a Copy for Your Records

## Membership Plan Options

LifeNet offers three membership plan options throughout our service area. The Air Only Membership and Gold Membership programs are only available in select service areas. LifeNet Memberships are non-transferable and non-refundable.

Benefits*	See Service Area Information		
	Ground Only Membership \$75	Air Only Membership \$90	Gold Membership \$135
40% discount on billed services	✓	✓	✓
Covers most out-of-pocket expenses	✓	✓	✓
Covers all fulltime residents of your household	✓	✓	✓
Air ambulance service	✗	✓	✓
Ground ambulance service	✓	✗	✓

\*Benefits are explained in detail below. Please read for clarification.

## Service Areas

LifeNet is prohibited from responding to calls outside of our service areas. LifeNet Membership plans only cover transportation provided by LifeNet. The chart below indicates which membership plans are available in Arkansas and Texas.

Counties	Ground Only Membership \$75	Air Only Membership \$90	Gold Membership \$135
Miller County (Arkansas)	✓	✓	✓
Garland County (Arkansas)	✓	✗	✗
Hempstead County (Arkansas)	✗	✓	✗
Howard County (Arkansas)	✗	✓	✗
Little River County (Arkansas)	✗	✓	✗
Hot Spring County (Arkansas)	✓	✗	✗
Bowie County (Texas)	✓	✓	✓
Cass County* (Texas)	✓	✓	✓
Morris County (Texas)	✓	✓	✓
Red River County (Texas)	✓	✓	✓

\*Residents of Cass County, Texas who live within the corporate limits of the cities of Atlanta, Queen City, Avinger, and Hughes Springs can purchase memberships. Residents living in the City of Linden or residents living in Cass County outside of the city limits listed above are members of the Cass County Ambulance Resident Benefit Plan and thereby have a Ground Only Membership. These households may elect to purchase an add-on Air Only Membership at a discounted rate of \$60 to get access to air membership benefits.

## Membership Overview

LifeNet Membership covers emergency and non-emergency response and transportation to healthcare facilities in LifeNet's service area where alternative forms of transportation would be medically inappropriate. For non-emergency transports, patients must provide physician documentation showing the transportation was medically necessary. Patient transport is covered to the closest, most appropriate, medical facility as determined by physicians or EMS personnel.

### Medically necessary ambulance transports include:

- Interfacility transports for higher level care
- Non-emergency roundtrip nursing home transports to or from the hospital
- Up to 500 miles for ground ambulance transports
- Up to 200 miles for helicopter transports
- Up to 300 miles for fixed wing transports

## Air Medical Transport

Air medical transport membership is valid only for medically necessary air ambulance transports on LifeNet Air 1 and/or LifeNet's fixed wing, both based out of Texarkana, Arkansas. Membership DOES NOT include air ambulance transports on LifeNet Air 2 based out of Hot Springs, Arkansas, or any other air ambulance provider.

Air medical transportation availability is based on several factors, including:

- Medical helicopter is never the first response, as certain medical conditions are better suited for ground transportation. LifeNet reserves the right to determine if ground or air transportation is best for the patient.
- Flight must originate from a hospital or accident scene and originate from, or be requested by, a medical professional within LifeNet's service area.
- Transportation by helicopter is limited to injuries that are determined by the attending medical professional to be life or limb threatening.
- Helicopter transport is to the closest appropriate medical facility as determined by the attending medical professional.
- Safety of the patient and medical crews is the primary determinant in accepting a flight or opting for ground transportation.
- Air transportation may be unavailable due to Federal Aviation Administration (FAA) restrictions, call volume, maintenance, regulations, weather, or other factors beyond LifeNet's control.

## Effective Dates

A new member may join at any time. Membership coverage will expire one year (365 days) from the date of purchase. There is a seven (7) day waiting period from application to start of coverage for new members.

## Insurance Claims & Plan Coverage

LifeNet members are responsible for paying for ambulance services utilized. LifeNet will file insurance claims with third party payers (private insurance, supplemental insurance, Medicare, etc...) and receive payments on your behalf. If the payer denies the claim for any reason, or if you do not have insurance, LifeNet will discount your bill by 40%.

In order to file insurance claims, LifeNet may require documentation from you needed to process the claims. Additionally, medical information may be released to the Centers for Medicare and Medicaid Services and its agents and carriers, third party payers, and insurers.

Should your insurance company reimburse you directly for any medical transportation insurance benefits, the reimbursement should be forwarded to LifeNet. Abusing this is cause for termination of membership.

A LifeNet Membership is not an insurance policy and cannot be considered as a secondary insurance coverage or a supplement to any insurance coverage.

Patients on Medicaid receive covered ambulance services and do not need to enroll in a LifeNet Membership Plan.

## Household Coverage

A LifeNet Membership covers the head of household (also called member) and all permanent residents of the member's household listed on the membership application.

If a visitor to the member's household requires emergency ambulance transportation, the membership will provide coverage to the visitor if they're picked up at the member's household. The membership does not cover workers (i.e. lawncare professionals, plumbers, etc...) who may be injured on the member's property and require ambulance transportation.

## Discount Savings Plan

LifeNet's Discount Savings Plan program is provided by a third-party vendor. Offers and services are subject to change without notice. LifeNet, Inc. is not an agent of Abenity, provides no warranties related to the services provided by Abenity, and hereby disclaims any liability with regard thereto. Members must elect to enroll in the benefit program and can email [tsbell@lifenetems.org](mailto:tsbell@lifenetems.org) for information on how to enroll in the discount savings plan.