

Membership Agreement

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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 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, you must provide physician documentation showing the transportation was medically necessary. 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 by county in Arkansas and Texas.

Counties	Ground Only Membership \$75	Air Only Membership \$90	Gold Membership \$135
Miller County (Arkansas)	✓	✓	✓
Garland County (Arkansas)	✓	✗	✗
Little River County (Arkansas)	✓	✗	✗
Hot Springs County (Arkansas)	✓	✗	✗
Bowie County (Texas)	✓	✓	✓
Bloomburg Fire District (Texas)	✓	✗	✗
Cass County Fire Districts 1 & 2 (Texas)	✓	✗	✗
Red River County (Texas)	✓	✓	✓

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

Insurance Claims & Plan Coverage

As a LifeNet member, you are responsible for paying for ambulance services you utilize. 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, 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 insurance.

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

Effective Dates

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.

Air Medical Transport

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

- Medical helicopter is never the first response
- Flight must originate from a hospital or accident scene
- Flight must 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 physicians or EMS personnel
- 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
- 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.