



THE AIR METHODS ADVANTAGE. NO MEMBERSHIP REQUIRED.

WHY IS “NO MEMBERSHIP REQUIRED”?

Our goal is to provide safe and reliable lifesaving treatment 24/7/365, treat every patient with care, and help them navigate the confusing insurance process. Memberships are sold to possibly help patients avoid out-of-pocket expenses related to air medical services. We are taking a new approach to achieve a better outcome, with no membership cost to patients. With the success of our Patient Advocacy philosophy and program and our in-network strategy, no membership is required. All patients who are transported by us will have access to robust services to help with the post-flight billing process and avoid costly out-of-pocket expenses. The Air Methods advantage, with no membership required, includes the following:

Patient Advocacy • In-Network Strategy • Community Partnerships



PATIENT ADVOCACY

Air Methods has a dedicated Patient Advocacy department, which provides patients with support and resources during the post-transport insurance billing process. Our goal is to relieve stress on patients and their families, so that patients can focus on their recovery.

- Patient Advocacy works and has led to our patients paying very little out-of-pocket for care provided by Air Methods, rarely little more than their insurance's co-pay or deductible.
- Each patient has a dedicated patient advocate who walks them through the billing and appeal process from beginning to end.
- Patient advocates work to ensure that our patients' insurance companies do right by our patients, paying their claims when patients need it most.
- Our flexible financial assistance policy helps patients based on their unique situation, minimizing out-of-pocket expenses; there is no patient that we have who doesn't qualify for some type of assistance.
- No patient is ever sent to collections unless they are non-responsive to multiple attempts to contact them.

PATIENT ADVOCACY'S GOAL IS TO RELIEVE STRESS ON PATIENTS AND THEIR FAMILIES, SO THAT PATIENTS CAN FOCUS ON THEIR RECOVERY.



IN-NETWORK



Air Methods is an in-network provider with many insurance companies throughout the country, and we are actively negotiating with others so that we can partner with as many insurance companies as possible.

When we are an in-network provider, patients transported by Air Methods will never receive a balance bill, and will only be responsible for their insurance co-payment and deductible.

Air Methods is also in-network with Medicare and Medicaid. A membership is not needed if you have Medicare or Medicaid, and patients will only be responsible for their co-payment and deductible (if applicable).

See reverse



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CONTINUED

COMMUNITY PARTNERSHIPS



Air Methods actively partners with local government entities to ensure that local residents have access to our lifesaving air ambulance services without the worry of high out-of-pocket expenses.

- Our Community Partnership Program is an alternative to a membership for a city/county that still wants to provide financial assistance to their residents in the event of an air medical transport with Air Methods.
- There is zero upfront cost to the city/county to participate.
- The city/county sets aside money to cover any air medical costs not covered by insurance, up to a pre-negotiated amount for each patient.
- The city/county only pays if a resident receives care from Air Methods and is left with a balance after insurance has determined final payment.
- If no one from the city/county receives care from Air Methods, there is no cost and the money can be used by the city/county for other purposes.
- Air Methods will partner with the city/county to provide community health education events as a service to residents.



WE ACTIVELY PARTNER WITH LOCAL GOVERNMENT ENTITIES TO ENSURE THAT LOCAL RESIDENTS HAVE ACCESS TO OUR LIFE-SAVING AIR AMBULANCE SERVICES.

**A BETTER
— WAY —**

We have heard the question: Why aren't you selling memberships?

We have had memberships, like many of our competitors, to help patients offset the potential out-of-pocket costs for receiving care during an Air Methods transport. Over the past two years, we have evolved our way of thinking. We felt that there had to be a better way than memberships to keep out-of-pocket costs low for our patients. That way is Patient Advocacy.

Some things that concern us about memberships:

- Patient care decisions should never be made or delayed based on a membership.
- Those selling memberships are responsible for the bill, and they they sell memberships based on fear.
- Memberships are often sold to those who do not need them, like Medicaid patients.
- Memberships are sometimes misrepresented or misunderstood as "insurance."
- Even with memberships, patients still must work through the claims/denials/appeals process with their insurance companies.
- Even with memberships, some patients have received balance bills.
- Several states have banned memberships, and others are looking at banning them.