

# ***MEMBERSHIP NEWSLETTER FALL 2019***



**You are receiving this newsletter because you have an active Membership or have purchased a gift membership with Life Flight Network.**

We know there are many reasons why you have purchased a membership and we thank you for this support. Membership not only protects you and your family members from ANY out-of-pocket expenses when transported by Life Flight Network or a reciprocal partner, it also contributes to the transport costs for patients for whom we receive little or no reimbursement. Your membership fees also support emergency medical services in your community. For instance, last year Life Flight Network provided over 300 education and safety trainings across the Northwest and Intermountain West for EMS, law enforcement, ski patrol, etc., and all was done free of charge. We want to ensure in your time of need, our EMS partners and Life Flight Network are coordinated. Together we are providing the timely and world-class care you deserve.

Are you ready for winter? Whether it's time to stay in where it's warm or get out in the great outdoors for some adventure, your decision to remain a member with Life Flight Network is a good one. We have you covered. Throughout 2019 we have continued to focus on the highest levels of Customer Service, Patient Care and Safety.

## In this newsletter learn more about:

- Where we're growing our **Service Area** of care
- New Membership **ID Cards** (We heard your requests)
- Celebrating **10 Years of Partnership** with Saint Alphonsus
- Life Flight Network's **Campaign for Life**
- Current Membership **Reminders and Alerts**
- Membership is the perfect **Holiday Gift**

**There. When You Need Us.**<sup>(R)</sup>

**Life Flight Network Membership**  
**(800) 982-9299**

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## Expanding Our Service Area of Care

The addition of bases in Port Angeles and Coupeville enhances essential emergency medical services in Washington State by providing emergency medical air transport to the Olympic Peninsula, Whidbey Island, and the surrounding communities where patients previously had to wait for aircraft to come from the east side of Puget Sound or south from Bremerton. A large portion of the Olympic Peninsula was previously one of few areas in the state unreachable by air ambulance within a 30-minute response time.



# New Membership ID Cards

## We've Heard You.

Membership ID cards are now being printed on a durable vinyl. Watch for these after your next renewal! Your membership ID card is not required at the time of transport, but it provides a reminder of your ID number and membership expiration date.

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## Celebrating 10 Years of Partnership

**Life Flight Network and Saint Alphonsus Health System are celebrating 10 years of partnership** in providing the highest levels of care to communities in Idaho and Eastern Oregon. For the past decade, the teams from Life Flight Network and Saint Alphonsus Health System have provided unparalleled, compassionate care for critically ill and injured patients throughout their service region. With flight crews and medical personnel on duty 24/7, 365 days a year, these teams are saving lives every day. "We're extremely proud to partner with a health care system that shares our relentless commitment to safe, compassionate, efficient and expeditious care," said Life Flight Network CEO Mike Griffiths.



[Learn more about Life Flight Network's owners here](#)

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# Life Flight Network's Campaign for Life

Through generous donations from community members like you, and grant funds, Life Flight Network Foundation raised the necessary funds to purchase a flight simulator for our aviation training program. Maintaining and enhancing the skills of our pilots with a focus on safety is of paramount importance to Life Flight Network. The simulator will enrich the training program for our helicopter pilots, benefiting everyone living in our service area of Oregon, Washington, Idaho, and Montana. As the campaign comes to a close, we want to express how grateful we are to those of you who donated to this campaign.

## Important Reminders about your Membership

Please remember to update Life Flight Network with any changes to your mailing address, phone number and email address to ensure your renewal notice and courtesy Membership ID cards continue to reach you. If you signed up for annual auto renew you will not receive a renewal reminder.

Don't forget your membership covers the primary member, spouse or domestic partner, and dependents you [claim on your income taxes](#). Please let the membership department know when household members should be removed. Elderly family members (65+) and legally disabled family members living in your household can be on your record.

Do you pay your membership fee through your bank / bill pay? Be sure to update the payment address to the following for prompt processing: Life Flight Network Foundation PO Box 3841 Portland, OR 97208

Effective January 1, 2020 membership fees will be increasing slightly. New rates will be \$69/1 year; \$130/2 year; \$300/5 year; \$1200 Lifetime. This increase will help offset the increased cost of air medical operations.

We are here to help you. Call our friendly membership services team for assistance Monday through Friday from 8:00am to 5:00pm PDT.



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## Membership Alert

### Inadequate Reimbursement from insurers

You may have heard or read about individuals receiving large bills for medical services, including air ambulance services. This issue is sometimes referred to as surprise billing. As a Life Flight Network member, you will never receive a bill for air ambulance services provided by Life Flight Network. Unfortunately, those who do not purchase a membership must rely upon their health insurance carrier alone for payment of these life-saving services. The Affordable Care Act requires all insurance plans to cover some portion of these services, however many insurers do not provide adequate reimbursement to cover even our expenses while other insurers pay a very large percentage of the bill.

We are working at the federal, state, and individual insurer level to increase insurance reimbursement rates for air ambulance transport services. In the future, we may reach out to you for assistance in sharing the value of Life Flight Network services and your membership with policy makers, legislators, and friends and colleagues. We are closely monitoring this issue and will keep you apprised. To read more see the link at <https://www.lifeflight.org/billing/>

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## Membership for Your Peace-of-Mind



[Give the gift of a Life Flight Network Member Today!](#)

**Life Flight Network Membership (800) 982-9299**

For as little as **\$65 per year** - a Life Flight Network Membership covers the member, their spouse or domestic partner, and dependents claimed on their taxes. Elderly and disabled family members living in the same household can also be covered.

Members will not incur out-of-pocket expenses for medically necessary emergent flights if flown by Life Flight Network or a reciprocal partner, subject to their program rules.



Membership fees help enhance EMS services in your area. Thank you for supporting your local EMS agency. FireMed membership covers you and your household in over 64,500 square miles of Oregon.

[Learn more about FireMed](#)



LifeRide membership provides service to over 1,896 square miles of Fremont County in Idaho. Membership provides piece of mind for unexpected emergency transport expenses.

[Learn more about LifeRide](#)