



Commonly Asked Questions and Answers About Your Membership

Q. How long is my Air St. Luke's membership good for?

A. One year, unless you have signed up for longer.

Q. Will I be notified when it is time to renew?

A. Yes. You will receive a notice in the mail 30 days prior to expiration.

Q. Are there any restrictions for membership?

A. Yes. The primary member must be at least 18 years old.

Q. Is there a limit to the number of times I can use this service?

A. No. Benefits cover you and your eligible family for the term of your enrollment period.

Q. Is my membership information confidential?

A. Yes. All information provided by members is kept completely confidential.

Q. If I am in an accident, how will you know I'm an Air St. Luke's member?

A. Proof of membership is not required for transport. If you are transported by one of our partners, please notify the Air St. Luke's membership office.

Q. How do you decide which transport method to use?

A. Through consultation with the attending physician or emergency medical services (EMS) personnel, based on the injury, weather, location and other criteria.

Q. How do you determine which hospital to transport patients to?

A. We take patients to the closest, most appropriate medical facility as determined by medical personnel.

Q. How is Air St. Luke's dispatched?

A. Only by physicians or EMS personnel. In the event of an emergency, call 911.

Q. Does my membership cover ground services provided by my local ambulance service?

A. No. It does not cover local 911 ground ambulance services. Ground services provided by an agency other than Air St. Luke's will not be covered.

Q. Is my membership honored by other air transport programs?

A. Yes. A current list of our partnering programs can be found on our website, stlukesonline.org/air, or our partnering program's website, aammp.us.

Q. Who should I call if I have questions about my membership?

A. Contact the membership office at 208-706-1000 or 800-822-1616.

Coverage Area

Air St. Luke's covers Southern and Central Idaho, Eastern Oregon and Northern Nevada from our bases in Boise and Twin Falls. For more details visit stlukesonline.org/air.

