

AirCare FAQs

FAQs

Frequently Asked Questions

What is AirCare?

Airlift Northwest **AirCare** was developed to provide communities in Alaska and Washington with high-quality air medical service at the most affordable cost. While Medicare and some insurance policies may provide partial coverage for air ambulance transport charges, many do not.

How does AirCare work?

Under the **AirCare** program, when Airlift Northwest is requested by a medical facility or an emergency response team to fly a critically ill or injured patient to appropriate medical care, the portion of the Airlift Northwest bill that isn't covered by insurance or Medicare is paid through the membership. The membership covers both fixed-wing and rotary-wing transport in Washington state and fixed-wing transport in Alaska. Ground ambulance transport is not included.

How much does membership cost?

A one-year membership in **AirCare** is \$79 and covers all members of a household. A 24-month membership is \$155.

How does Airlift Northwest AirCare define membership for a household?

Airlift Northwest understands how varied the typical family is now. Anyone residing in your household 50% of the year is covered under this benefit—mother, father, grandparents, older children, etc. Household members are defined as permanent residents of the same dwelling/noncommercial residence living together as part of a family unit. This does not include roomers or boarders. The first person listed on the application form is designated as the primary member.

How does someone sign up for AirCare?

To enroll in **AirCare**, just complete a membership form (available on the Web at www.airliftnw.org and in each brochure). Or call 1-888-835-1599 or e-mail membership@airliftnw.org. New member benefits take effect three (3) business days after our receipt of a completed enrollment form with payment.

Can someone give an AirCare membership as a gift?

An **AirCare** membership can be a great gift for a loved one living in an out-of-the-way location or on Washington's many islands. Some people have chosen to give **AirCare** memberships each year for birthdays, Mother's/Father's Day or Christmas.

How do I know which membership program to choose?

Experience counts. Be sure to research how long the flight program has been in business. What kind of experience does it have? Airlift Northwest has been in business for over 25 years. It is affiliated with the University of Washington Medical Center, Harborview Medical Center and Seattle Children's.

Our **AirCare** Membership program began in 2006 in Washington and is now offered in Alaska after approval from the Alaska Division of Insurance. Always check your own insurance policy to see what is covered or not covered.

Do you have to have insurance to buy a membership?

AirCare provides membership to any household whether insured or not.

What happens if an AirCare member travels outside of Alaska or Washington state?

Airlift Northwest AirCare is also a member of the Association of Air Medical Membership Programs (AAMMP), so Airlift Northwest AirCare membership benefits extend to reciprocal programs in our region based in California, Idaho, Nevada, Oregon and Eastern Washington. This means that if you are a member of Airlift Northwest AirCare, AAMMP members in other states will honor that membership (subject to the terms of the honoring member program) when transport is medically necessary. Some of our reciprocal partners include:

CALIFORNIA:

- CalStar (Hayward);
- Enloe FlightCare (Chico)

IDAHO:

- Air St. Luke's (Boise);
- Life Flight (Boise);
- Portneuf LifeFlight (Pocatello);
- Saint Alphonsus Life Flight (Boise)

NEVADA:

- Care Flight (Reno);

OREGON:

- AirLink Critical Care Transport (Bend);
- Life Flight Network (Portland)

WASHINGTON:

- Northwest MedStar (Spokane)

WYOMING:

- Wyoming Life Flight (Casper)

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