

CALSTAR Membership Program



CALSTAR
CRITICAL CARE IN MOTION

MEMBERSHIP PROGRAM

CALSTAR – A Legacy of Saving Lives

Since 1983, CALSTAR has been saving lives throughout Northern and Central California. We have flown over 45,000 patients quickly and safely. As a nonprofit organization, CALSTAR is mission-driven, not profit driven. Our shareholders are the communities we serve.

Our Mission

To save lives, reduce disability and speed recovery for victims of trauma and illness through rapid transport, quality medical care and education.

The Golden Hour

The first 60 minutes following trauma or a life-threatening illness are critical. Access to appropriate medical care affects survival and severity of disability. CALSTAR's presence means The Golden Hour is not ticking away. Rapid transport and quality medical care ensure that CALSTAR patients begin receiving emergency department level care at the scene of the accident. As a 24-hour-per-day operation, you know that CALSTAR is there when you need us.

The CALSTAR Difference

CALSTAR staffs every flight with two registered trauma nurses. This means that CALSTAR patients receive medical care equal to or better than a hospital immediately. As our nurses devote their time to lifesaving care, our pilots ensure rapid transportation. Each CALSTAR pilot has a minimum of 3,000 flight hours experience and receives ongoing training.

Peace of Mind

While we hope you never need to fly with CALSTAR, we understand the financial ramifications of an air ambulance transport. Few families are prepared for large medical bills—even when you are insured. CALSTAR offers an affordable answer. We bill the insurer (if there is one). CALSTAR members will not incur any additional costs associated with the air ambulance transport. CALSTAR memberships are available to anyone—even if you are uninsured.

Service Where You Need It Most

CALSTAR maintains bases throughout Northern and Central California. CALSTAR bases in Ukiah, Auburn, South Lake Tahoe, Jackson, Concord, Vacaville, Gilroy, Salinas, and Santa Maria each provide services within a 150-mile radius. CALSTAR also operates a fixed wing transport ambulance out of Sacramento for inter-facility transports.

Reciprocal Partners

As part of AAMMP (The Association of Air Medical Membership Programs), CALSTAR membership includes reciprocal relationships with other nonprofit air ambulance providers. This means your CALSTAR membership travels with you to Oregon, Idaho, Wyoming, Nevada, Washington and Montana. If one of our reciprocal partners transports you, they will honor your CALSTAR membership.

Reciprocal partners include:

- ◆ Airlift Northwest (Seattle, WA)
- ◆ AirLink (Bend, OR)
- ◆ Air St. Lukes (Boise, ID)
- ◆ Care Flight (Reno, NV)
- ◆ Enloe Flight Care (Chico, CA)
- ◆ LifeFlight Network (Portland, OR)
- ◆ Northwest MedStar (Spokane, WA)
- ◆ Wyoming LifeFlight (Casper, WY)



Member Hospitals:



Affiliate Hospitals:

Howard Memorial Hospital • Mendocino Coast District Hospital
Natividad Medical Center • St. Louise Regional Medical Center
Sutter Medical Center Sacramento • Ukiah Valley Medical Center



www.calstar.org



Providing affordable coverage for air medical services in California and beyond



1.888.207.LIFE (5433)
www.calstar.org

Membership Enrollment is Easy

Option 1: Go to www.calstar.org/membership, or simply scan the code at the right from your smartphone to go directly to our website.



Option 2. Complete and mail this application to: CALSTAR Membership Program - 4933 Bailey Loop, McClellan, CA 95652

New Renewal Gift
 Individual (\$40/yr) Family (\$45/yr)

Member _____

Birth Date ____/____/____

Mailing Address _____

City/State/Zip _____

Telephone (____) _____

Email _____

Group rates are also available—call our Membership Office for more information.

Membership Definitions

Memberships are non-transferable and non-refundable. **Individual memberships** cover the primary member only. **Family memberships** cover the primary member, his or her spouse/partner, and other immediate family members living at the same residence.

Family Member(s)

Spouse/Partner _____

Birth date ____/____/____

First _____ Last _____

Relationship _____ Birth date ____/____/____

First _____ Last _____

Relationship _____ Birth date ____/____/____

For other eligible family members, please provide First and Last name, relationship and birthdate on a separate sheet of paper.

Support CALSTAR's Mission

As a nonprofit, CALSTAR depends on tax deductible donations. Donations to CALSTAR are used to purchase equipment, maintain helicopters, and provide community education.

I would like to donate \$_____ to CALSTAR.

Please send me information about helping CALSTAR through my estate plan.

Gift Memberships

Fill out the recipients name and information on the Membership Enrollment Section. Please contact us if you have any questions.

A Gift From: _____

Address _____

City/State/Zip _____

Telephone (____) _____

Mail Gift Membership to me recipient

Payment

Check enclosed Money Order AMEX
 VISA MasterCard Discover

Account # _____

Expiration Date ____/____/____

Name on Card _____

How Did You Hear About CALSTAR's Membership Program?

Newspaper Radio Internet
 Friend Community Presentation
 Referred By: _____

Membership Agreement

Before You Purchase

If you are currently enrolled in a health maintenance organization (HMO) or other health insurance, the benefits provided by an Ambulance Plan may duplicate the benefits provided by your HMO or other health insurance. If you have a question regarding whether your HMO or other health insurance offers benefits for ambulance services, you should contact that company directly.

CALSTAR's membership program is not an insurance program. It will not compensate or reimburse another ambulance company that provides emergency transportation to you or your family. This may occur when the "911 Emergency System" has independently determined that another company could provide more expeditious service or is the next in the rotation to receive a call. This might also occur when CALSTAR is unable to perform within a medically appropriate timeframe due to severe weather, a maintenance issue or being committed to another call.

Initial here _____

CALSTAR is operating pursuant to an exemption from the Knox-Keene Health Care Service Plan Act of 1975 (Health and Safety Code Section 1340 et seq).

Complaints regarding the Membership Program should first be directed to our office at 1-888-207-LIFE (5433). If CALSTAR fails to resolve the complaint to your satisfaction, contact the Department of Managed Health Care at 1-800-400-0815. Complaint forms and instructions are also available online at www.dmhc.ca.gov.

Please read and sign this agreement:

- ◆ CALSTAR is an emergency service, activated under county protocols by an emergency 911-response service or physician's prescription only. Membership benefits apply to qualifying transports only.
- ◆ CALSTAR membership is secondary to all other insurance carriers.
- ◆ CALSTAR will accept payment from insurance carriers as payment in full.
- ◆ I transfer directly to CALSTAR my rights to air medical insurance payments due me. Such payments shall not exceed CALSTAR's regular charges.
- ◆ New member benefits take effect 14 days after receipt of completed enrollment with payment. There is no waiting period for membership renewal.
- ◆ Coverage is only valid for services provided directly by CALSTAR Air Ambulance or a Reciprocal Partner Program. Reciprocity between AAMMP member programs is subject to the reciprocating program's rules.
- ◆ CALSTAR flies based on medical need, not membership status, and transports patients to the closest medically appropriate facility as requested by a physician, or under county protocols by activation under the emergency 911 system.
- ◆ CALSTAR membership does not cover any ground ambulance charges, including transportation to and from the aircraft.
- ◆ No refunds will be issued on Membership purchases.
- ◆ The CALSTAR Membership Plan benefits are for myself, and if I pay the family rate, include my spouse and other eligible family members listed on this form.

Sign Here _____

Questions? Call 1-888-207-LIFE (5433) or email to: info@calstar.org

You will receive your membership cards approximately 14 days after receipt of completed membership application and payment.