



Membership Benefits Summary

Membership Definitions & Criteria

Individual memberships: \$40 per year – covers the primary member only.

Family memberships: \$45 per year – covers the primary member, his or her spouse/partner, and other family members living at the same residence.

Group memberships: Discounted family memberships for groups that enroll 15+ members (\$35 per year) or 150+ members (\$30 per year).

Memberships are non-transferable.

CALSTAR Service Area

CALSTAR maintains helicopter bases throughout Northern & Central California. Each helicopter base covers approximately a 150-land mile radius. Our fixed wing program performs long-distance inter-facility transports throughout California. CALSTAR bases include the following:

CALSTAR 1 – Concord

CALSTAR 2 – Gilroy

CALSTAR 3 – Auburn

CALSTAR 4 – Ukiah

CALSTAR 5 – Salinas

CALSTAR 6 – South Lake Tahoe

CALSTAR 7 – Santa Maria

CALSTAR 8 – Vacaville

CALSTAR 10 – Jackson

CALSTAR 11/70 (Rotor/Fixed Wing Interfacility Services) – McClellan

How CALSTAR is Dispatched

Each county operates under its own guidelines for emergency air medical transports. First responders determine if an air ambulance is necessary. An air ambulance will be dispatched only in accordance with county protocol. CALSTAR does not control how a county dispatches air ambulance services. If you are able, you may request CALSTAR but there is no guarantee that CALSTAR will be the provider that is activated. Another air ambulance may be dispatched even if you are a CALSTAR member. In an emergency, *do not* call CALSTAR directly – **always dial 911**.

If you are hospitalized and require air transport to another medical facility, you may directly request CALSTAR by advising your physician that you are a CALSTAR member. A physician's directive is required and *hospital staff only* must arrange the transport by calling (800) 252-5050. Your membership benefits do not enable you to request CALSTAR for transports that are not medically necessary as determined by your physician.

Reciprocal Partners

CALSTAR has partnered with other nonprofit air ambulance providers throughout the western states to offer reciprocal member benefits. If you are transported by a CALSTAR Reciprocal Partner, your membership benefits will be honored *subject to the reciprocating partner's rules*. Reciprocal partners currently include: **Enloe Flight Care (Chico, CA); AirLink (Bend, OR); LifeFlight Network (Portland, OR); Wyoming Life Flight (Casper, WY); Air St. Luke's (Boise, ID); Northwest MedStar (Spokane, WA); Care Flight (Reno, NV)*; and Airlift Northwest (Seattle, WA).**

If You Are Flown by CALSTAR or a Reciprocal Partner

Please advise our Membership Department at 1-888-207-5433 (LIFE). We will inform our Patient Billing Department or reciprocal partner of your membership status. If you do receive a bill from CALSTAR or a reciprocal partner, please let us know promptly and we will confirm your membership status.

***Please note:** CALSTAR members flown by Care Flight (Reno, NV) who do not have insurance or other health coverage, or whose insurance company or other health benefits payer denies payment to Care Flight because it determines that air ambulance services were not medically necessary, will be responsible for the payment of the fees for those services, less a 20% discount.

QUESTIONS? Contact our Membership Office at 1-888-207-5433 (LIFE).