

Peace of Mind, When You Need It

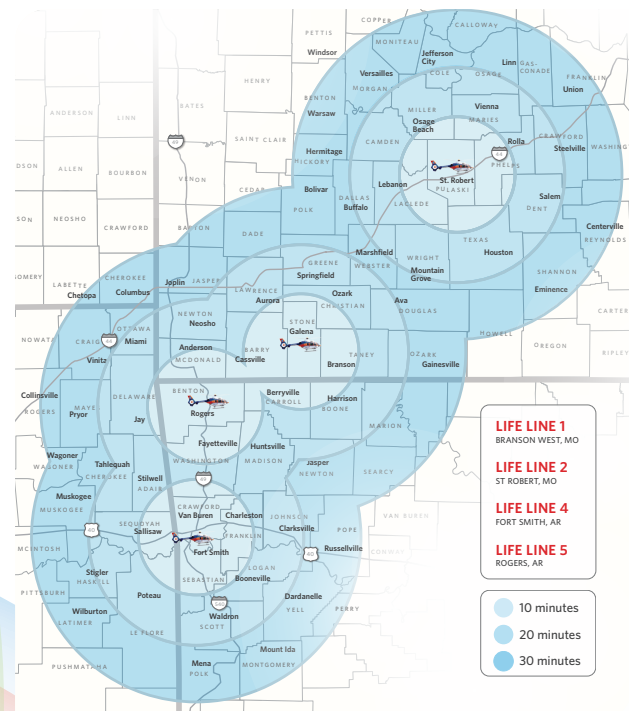
In an emergency, EMS or health care providers may decide it's necessary to call Mercy Life Line Air Medical Services. Health insurance coverage varies and out-of-pocket costs can be costly for patients who are transported. The membership was created to prepay the cost for emergency air transport that may not be covered by your insurance.

Always call 911 when requesting help for patients in a life threatening medical situation.

Coverage Area

Our service area covers portions of Missouri, Arkansas and Oklahoma. Our four base locations are:

- Life Line 1 – Branson West, MO
- Life Line 2 – St. Robert, MO
- Life Line 4 – Fort Smith, AR
- Life Line 5 – Rogers, AR



Our Helicopters

Mercy Life Line Air Medical Services operates four H135P2+ helicopters. These twin engine aircraft are equipped with the following safety features:

- Autopilot
- On-board weather radar
- Satellite weather
- Helicopter terrain awareness warning system
- Traffic avoidance collision system
- Night vision goggles

All flights are conducted by and operational control over all aircraft is exercised solely by Metro Aviation, Inc.



When Seconds Count

Mercy Life Line Air Medical Service is an air ambulance service which cares for patients of all ages. It is accredited through the Commission on Accreditation of Medical Transport System (CAMTS) and is dedicated to improving the quality of patient care and safety of the transport environment. We help all patients including neonatal specialty transports, pediatric, adult and geriatric (including stroke, STEMI, trauma, medical and IABP patients). Mercy Life Line Air Medical Services has been accident free since our inception in 1984.

For membership questions, please call:
844.637.2928

Mercy Life Line Membership Program
1235 E. Cherokee | Springfield, MO 65804
844.637.2928 | Fax 417.820.5434

mercy.net/LifeLineMembership



Mercy Life Line Air Medical Services Membership Program Plan



Your life is our life's work.

What is membership?

With Mercy Life Line Air Medical Services, you and your family are protected from portions of your bill for medically necessary air transport not paid by your insurance. When you become a member, Mercy Life Line Air Medical Services will accept the insurance as "payment in full" for transportation by us.

- Membership includes you and your immediate family living with you.
- Mercy Life Line Air Medical Services works with your insurance company directly.
- Your membership window decal shows your support of this vital community service.
- Emergency transports are based on medical need, not membership.

Benefits of Membership

By becoming a member of Mercy Life Line Air Medical Services, you'll help ensure this vital, life-saving resource remains available to you, your friends, and neighbors.

Terms and Conditions:

Mercy Hospital Springfield, d/b/a Mercy Life Line Air Medical Services ("Company") membership provides prepaid protection against Company air ambulance costs that are not covered by a member's insurance or other benefits or third party responsibility, subject to the following terms and conditions:

Patient transport will be to the closest appropriate medical facility for medical conditions that are deemed by attending medical professionals to be life- or limb-threatening, or that could lead to permanent disability, and which require emergency air ambulance transport. A patient's medical condition, not membership status, will dictate whether or not air transportation is appropriate and required. Under all circumstances, the Company retains the sole right and responsibility to determine whether or not a patient is flown.

Company air ambulance services may not be available when requested due to factors beyond Company's control, such as use of the appropriate aircraft by another patient or other circumstances governed by operational requirements or restrictions including, but not limited to, equipment manufacturer limitations, governmental regulations, maintenance requirements, patient condition, age or size, or weather conditions. FAA restrictions prohibit most Company aircraft from flying in inclement weather conditions. The primary determinant of whether to accept a flight is always the safety of the patient and medical flight crews.

Members who have insurance or other benefits, or third party responsibility claims that cover the cost of ambulance services are financially liable for the cost of Mercy Life Line services up to the limit of any such available coverage. In return for payment of the membership fee, Company will consider its air ambulance costs that are not covered by any insurance, benefits or third party responsibility available to the member to have been fully prepaid. Mercy Life Line Air Medical Services reserves the right to bill directly any appropriate insurance, benefits provider or third party for services rendered, and members authorize their insurers, benefits providers and responsible third parties to pay any covered amounts directly to Company. Members agree to remit to Company any payment received from insurance or benefit providers or any third party for air medical services provided by Company, not to exceed regular charges. Company is not an insurance company. Membership is not an insurance policy and cannot be considered as a secondary insurance coverage or a supplement to any insurance coverage. **Company will not be responsible for payment for services provided by another ambulance service.**

Membership starts five days after the Company receives a complete application with full payment; however, the waiting period will be waived for unforeseen events occurring during such time. Members must be natural persons. Memberships are non-refundable and non-transferable. Some state laws prohibit Medicaid beneficiaries from being offered membership or being accepted into membership programs. By applying, members certify to the Company that they are not Medicaid beneficiaries.

These terms and conditions supersede all previous terms and conditions between a member and the Company.

Membership is a prepayment of transportation fees and is not insurance.

Membership Enrollment

Go to mercy.net/lifeline to enroll online or you can complete and mail this brochure.

Membership Level

- One year - \$59
- Three Years - \$160
- New Member
- Renewing Member

Payment Options

- Check or money order - payable to Mercy Life Line Air Medical Services

For Credit Card Payment, please call our office at 1.844.637.2928 or on-line at mercy.net/lifeline.

Gift Memberships

Fill in recipient's family information on application.

A gift from: _____

We may contact you at: _____

Group/Corporate Memberships

Contact our office at 844.637.2928 to discuss a group/corporate membership plan. Discounts available for groups with 10+ employees.

Membership Contact Information

By applying for membership, I agree to the Mercy Life Line Air Medical Services terms and conditions. Please initial to indicate agreement.

Primary Member Name: _____

Mailing Address: _____

City, State, Zip: _____

Birthdate (MM/DD/YYYY): ____ / ____ / ____

Phone: _____

Email Address: _____

Primary insurance: _____

Policy number: _____

Other Members of Household

1) Full name: _____

Birthdate (MM/DD/YYYY): ____ / ____ / ____

Relationship: _____

2) Full name: _____

Birthdate (MM/DD/YYYY): ____ / ____ / ____

Relationship: _____

3) Full name: _____

Birthdate (MM/DD/YYYY): ____ / ____ / ____

Relationship: _____

4) Full name: _____

Birthdate (MM/DD/YYYY): ____ / ____ / ____

Relationship: _____



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