

MEMBERSHIP AGREEMENT TERMS & CONDITIONS

PHI Cares is a membership program operated by PHI Air Medical LLC, which covers the uninsured or otherwise uncovered portion of the flight charges that may be incurred by members who are transported on a PHI medically-configured aircraft. The PHI Cares membership program is not an insurance product.

A Member who receives a medically-necessary transport through the PHI Cares program is relieved from paying any charges related to the medical transport other than amounts paid or reimbursed to the Member by any available healthcare insurance, a third-party payor, or a third party who may be legally responsible for the charges.

Medicaid participants are not eligible for membership in the PHI Cares program.

Please note that a PHI aircraft may not be available at the time a flight request is made due to inclement weather, the PHI aircraft being in service at the time of the request, the PHI aircraft undergoing maintenance or repairs, or other reasons that make the PHI aircraft unavailable to respond to a request. Passenger weights and other operating restrictions may limit our ability to transport a Member.

PHI Cares does not cover and will not pay or reimburse you for services performed by any other air medical transport services provider or ground ambulance services provider.

Membership will also cover medically-necessary transports on PHI's partners' aircraft if such transports occur within PHI's service areas.

It is the responsibility of each Member to contact us if a registered and eligible household dependent has been flown by PHI. Please call our Membership Department, Monday – Friday, 8:00 am to 4:00 pm (MST) at **1.888.I FLY PHI (1.888.435.9744)**.

Please visit our website at www.PHICares.com to view all of the terms and conditions of the PHI Cares program.

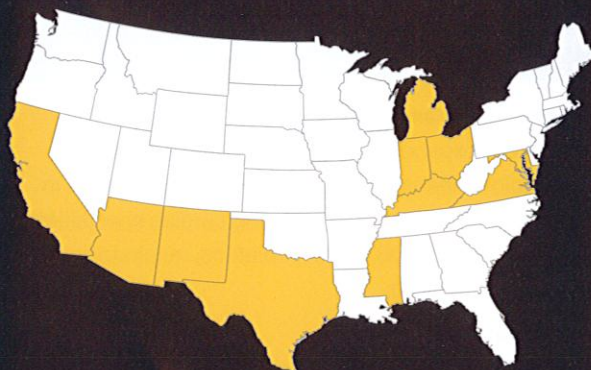
By approving and submitting your application for PHI Cares membership, you agree to all of the Terms and Conditions.

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<https://www.PHICares.com>



A service of PHI Air Medical



From Coast to Coast, the PHI Cares membership program has you covered.

For more details, please visit www.PHICares.com.



WE'VE GOT YOU COVERED.



A service of PHI Air Medical

CALIFORNIA MEMBERSHIP

To enroll on-line: WWW.PHICARES.COM

STEP 1 Individual or Head of Household Information (Please Print)

Referred By: _____

First Name: _____

Mailing Address: _____

City: _____

Home Phone: _____

E-Mail Address: _____

Date of Birth: _____ / _____ / _____
month day year

STEP 2 List Additional Household Members (other than you)

1. First Name: _____

Date of Birth: _____ / _____ / _____
month day year

2. First Name: _____

Date of Birth: _____ / _____ / _____
month day year

3. First Name: _____

Date of Birth: _____ / _____ / _____
month day year

STEP 3 Annual Membership Fees

1-Year Individual Membership

- \$40 per Individual with Medical Insurance
- \$100 per Individual without Medical Insurance

1-Year Household Membership

- \$60 per Household with Medical Insurance
- \$100 per Household without Medical Insurance

PHI Cares Office Use Only

Base Code

JOIN THE NATIONAL AIR AMBULANCE MEMBERSHIP PROGRAM THAT G

While none of us ever expects to be in a situation where we or a loved one will need to be transported by an air ambulance, the reality is it could and does happen. Seconds can make all the difference during a stroke, heart attack, serious car accident, or other trauma. The last thing you should be concerned with during such an emergency is air transportation costs. That's why it is comforting to know PHI Air Medical was the first air ambulance company to be recognized with the Vision Zero Aviation Safety Award. As a member, when transported by PHI Air Medical or one of our cooperative service partners, you will never have any out-of-pocket expenses for medically-necessary transports; PHI Air Medical will work with your insurance provider and accept the insurance payment as "payment-in-full" for any medically-necessary transport – from one medical facility to another medical facility, or from the scene of an emergency.

Please visit www.PHICares.com to obtain more information on our current cooperative service partners.

Inter-facility transfers

There are times when your doctor may recommend you or your loved one needs to be moved for a higher level of medical care. We will work with your physician and healthcare provider to make sure you reach a specialized care facility as quickly as possible. PHI Air Medical will facilitate all aspects of the inter-facility hospital transport.

WHY PHI CARES?

Professionalism and stability

Joining our expanding community of over 40,000 households means you are receiving competencies in all aspects of patient care including cardiac specialties, EMS, ER, high-risk OB, NICU, pediatrics, respiratory therapy, and trauma.

Affordability

For just pennies per day, you can have the peace of mind in knowing you and your loved ones are covered in the event of an emergency. We will work with your insurance provider to make sure there are no outstanding out-of-pocket costs to you..

Making a difference in our communities

By becoming a member of PHI Cares, you will help ensure this vital, life-saving resource remains a viable service to your friends and neighbors. Your membership also helps to purchase equipment and medical supplies for the aircraft, helping to support the air medical resources in your local community.

HOW DOES IT WORK?

A call to 911 is the first step to take in any emergency. The professionals at PHI Air Medical work in cooperation with your local emergency responders. The 911 dispatchers are trained to gather specific information about the medical emergency from the caller and determine what type of medical transportation is best for the situation. If the 911 dispatcher determines the patient requires an air medical transport, they will request an air ambulance. PHI Air Medical specialists are on duty 24 hours a day, 365 days a year, to respond to medical emergencies. Your membership with PHI Cares will help ensure you and your household dependents are covered when you are transported by PHI Air Medical.



NOTICES REQUIRED BY THE DEPARTMENT OF MANAGED HEALTH CARE (CA RESIDENTS ONLY):

(A) 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 other company directly.

(B) WARNING: This Ambulance Plan 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 next in the rotation to receive a call. This might also occur when this Ambulance Plan is unable to perform within a medically appropriate timeframe due to a mechanical or maintenance problem or being on another call.

(C) COMPLAINTS: For complaints regarding this Ambulance Plan, or if you have questions regarding the Plan, first attempt to call PHI Cares* at 1.888.IFLYPHI (1.888.435.9744). If PHI Cares* fails to resolve the complaint to your satisfaction, contact the Department of Managed Health Care at 1-800-400-0815. The Department's website is <http://www.dmhc.ca.gov>. You may obtain complaint forms and instructions online.

(D) OPERATING UNDER CONDITIONAL EXEMPTION: This Ambulance Plan 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.).

SIGN OR INITIAL HERE _____