



Membership Benefits Summary

Membership Definitions & Criteria

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.

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); St. Alphonsus LifeFlight (Boise, ID); Wyoming LifeFlight (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).



Frequently Asked Membership Questions

What is CALSTAR?

CALSTAR is a nonprofit air ambulance provider serving Northern & Central California. Our bases are located geographically to serve all communities – urban and rural. We work cooperatively with medical facilities throughout our service area to transport patients to the most appropriate facility for their condition.

Where are CALSTAR bases located?

Helicopter bases are located in Concord, Auburn, Ukiah, Gilroy, Salinas, Santa Maria, South Lake Tahoe, Vacaville, and Jackson. Each base's service area covers a 150 mile radius around each base. The fixed wing base located in Sacramento provides inter-facility transports.

What is the CALSTAR Membership Program?

The CALSTAR Membership Program is an ambulance plan approved by the Department of Managed Care pursuant to an exemption from the Knox-Keene Health Care Service Plan Act of 1975. If you are a CALSTAR member and are transported, you will not be charged for any air ambulance transport costs not covered by your insurance. If you are an uninsured member, you owe nothing. You may be responsible for other costs associated with your transfer, including ground ambulance charges.

Is my CALSTAR Membership Insurance?

No. CALSTAR Membership may duplicate features in your insurance. You should check with your insurance provider first to determine if CALSTAR Membership duplicates existing coverage. Coverage is only valid for services provided directly by CALSTAR or one of CALSTAR's reciprocal partners. Memberships do not cover costs outside of air ambulance transport. For example: ground ambulance transportation, emergency room care, etc. are not included as a member benefit.

Who is covered under a family membership?

All family members living in the same household are covered. Family memberships include domestic partners, foster children, and foreign exchange students, children away at school and adult children with special needs still residing with their parents.

Who is covered under a group membership?

A group membership is an affiliated group of fifteen or more. Types of group memberships include corporate, professional affiliation (i.e. EMT), athletic groups (running clubs), etc.

Can I include my grandchildren on our membership?

Grandchildren are covered if you are the legal guardian. You may obtain additional family memberships for adult children and grandchildren.

Can my neighbors and I apply together under a group membership?

A homeowner's association or similar group will qualify for group membership. Please call 1-888-207-5433 to see if you qualify as a group.

Can a family member or I request CALSTAR in an emergency?

Yes, but in the case of an emergency, CALSTAR is dispatched only by the 9-1-1 system. The dispatcher will call for the next available air ambulance in the rotation. County protocols dictate which air ambulance will be dispatched. So, you may request CALSTAR but that is not a guarantee of receiving CALSTAR.

Can a family member or I request CALSTAR for an inter-facility transport?

Yes. If your a physician transfers you to another medical facility, you can advise them that you are a CALSTAR member and request CALSTAR. All membership benefits apply to inter-facility transports.

For more information regarding CALSTAR Membership, call 1-888-207-5433 (LIFE)



4933 Bailey Loop, McClellan, CA 95652

Group Enrollment Form

GROUP NAME: American Motorcyclist Association

Group Membership: **\$35.00** per individual/family

Name: _____ DOB: _____

Spouse/Partner: _____ DOB: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Home #: _____ Email: _____

Eligible Family Members: (See Membership Definition)**

Name:	Relationship:	Birthdate:

Before You Purchase:

If you are currently 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 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 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 not a waiting period for membership renewal. There is a 30-day waiting period for pre-existing illness or injury.
- 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 ground ambulance charges, including transportation to and from the aircraft.
- No refunds will be issued on Membership purchases.
- The CALSTAR membership program benefits are for myself, and if I pay the family rate, include my spouse/partner and other eligible family members listed on this form.

I have read and agree to the benefits, terms, and conditions of the CALSTAR Membership Plan. Membership is not valid without signature.

SIGNATURE _____

DATE _____

Payment (Do not send cash)

Check Money Order Visa MasterCard Online – www.calstar.org

Credit Card Acct #: _____ Exp. Date: _____

Amount: _____

Name on Credit Card: _____

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A Word from the Department of Managed Health Care: For complaints regarding CALSTAR's Membership Program, first attempt to call the plan 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. The Department's website is <http://www.dmhc.ca.gov>. You may obtain complaint forms and instructions online.

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.)

