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## DOMESTIC MEMBERSHIP HANDBOOK

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*Please read this handbook carefully and keep it with your travel papers in order to fully understand the benefits and services and how to properly access them.*

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### **RULES & REGULATIONS**

#### **MEMBERSHIP ELIGIBILITY**

Only residents of the continental United States of America under the age of 75 are eligible to apply for Medjet Membership.

A family membership shall include the named primary member, his or her spouse or domestic partner and up to five of their unmarried dependent children (including step, foster or legally adopted children) under the age of 19 or up to age 23 if a full-time student in actual attendance at an accredited school or college and dependent on the primary member for support and maintenance. If a birth or legal adoption occurs during the year of a family membership, the new dependent is automatically covered upon notification. A dependent child, as used above, is one who lives regularly and permanently with the primary member in a parent-child relationship and is chiefly dependent upon the member for support.

Members who have reached 75 or older at the time of their enrollment are not eligible for membership benefits under the Domestic Membership. Diamond Membership applications are available upon request and must be reviewed and approved prior to enrollment for individuals age 75 to 85. All membership applications and/or enrollment forms must include accurate dates of birth in order to ensure eligibility for benefits.

All Medjet Memberships, both new and renewal, are subject to approval by MedjetAssist, whose decision is final.

Membership is valid only if the appropriate membership fee is collected.

### **AIR MEDICAL TRANSPORT CRITERIA**

You must be hospitalized within the continental U.S. as an inpatient more than 150 miles from your primary residence as listed on your enrollment application and continue to meet inpatient criteria at the receiving hospital.

Evacuation flights will be performed if an inpatient hospitalization is required and the remaining inpatient hospital stay can be completed at a hospital of the member's choice within the continental United States and the member is unable to return via commercial airline with medical escort.

Medical services are limited to one transports per membership per year, except for repatriation transports involving enrolled multiple family members requiring simultaneous repatriation. Under these circumstances, each family member will receive one transport.

Affiliate aircraft used for the medical transport of MedjetAssist members are fully equipped intensive care aircraft staffed with specially trained medical teams. However, if the member's condition permits, the member may be transported by scheduled commercial airline, while in the care of a MedjetAssist authorized medical escort.

All arrangements for medical evacuation and repatriation must be made by MedjetAssist. Since MedjetAssist is a membership program and not an insurance plan, we will not reimburse members for expenses they incur on their own. Decisions regarding urgency of the case, the best timing and the most suitable means of transportation will be made by MedjetAssist after consultation with the local attending physician.

Transport benefits are not available to members for injuries, illnesses, or conditions existing at the time of enrollment where inpatient medical care has already been scheduled or recommended by a health care provider.

To be eligible for MedjetAssist transport benefits, membership must be activated prior to initial departure from registered membership home address.

If you are medically discharged from the hospital or leave against medical advice and are physically able to travel under your own power, you will no longer be eligible for medical transport benefits.

### **AIR TRANSPORT RESTRICTIONS/EXCLUSIONS**

Both the originating and receiving hospital must be reasonably accessible by ground ambulance to transport the member to and from an airfield capable of accommodating MedjetAssist authorized affiliate aircraft.

Membership provides access to MedjetAssist authorized affiliates only.

A member with tuberculosis or other chronic airborne pathogens may not be transported.

A member with mild lesions, simple injuries such as sprains, simple fractures or mild illnesses which can be treated by local doctors and does not prevent the member from continuing his or her trip or returning home without medical attention does not qualify for medical transport.

Medical transport services will not be provided in cases where the member's primary admitting diagnosis is an inpatient psychiatric disorder.

A member traveling for the sole purpose of seeking medical treatment, whether inpatient or outpatient, experimental or otherwise, will not be eligible for medical transport benefits for that specific trip.

Up to two (2) family members, business associates and/or traveling companions may accompany the patient, at no additional cost, on a MedjetAssist authorized aircraft during transport, provided space is available and the patient care is not compromised. One family member or traveling companion may accompany patients being transported via scheduled commercial airline at no additional cost via economy class.

Payment of membership fee entitles the member to the membership services as published at no additional cost to the member.

While MedjetAssist makes every effort to accommodate its members, the patient and an accompanying passenger are limited to one small carry-on bag each due to limited space available on medical aircraft. MedjetAssist will assist with additional luggage to be forwarded at the member's expense.

Members will not be entitled to MedjetAssist benefits if their illness or injury is a result of or is contributed to by the following:

- War, invasion or civil war
- Suicide, attempted suicide or intentional self injury
- A member's own criminal or felonious act, or sustained while the member is in a state of insanity
- A member who is hospitalized at the time of enrollment will not be eligible for transport benefits for that hospitalization and may not be accepted for membership entirely
- A member on an organ transplant list prior to enrollment will not be entitled to a transport for that transplant

MedjetAssist reserves the right to change or amend these rules and regulations without prior notice. MedjetAssist is solely responsible for the interpretation and application of the rules and regulations communicated in this publication. All determinations by MedjetAssist shall be final and conclusive in each case. Memberships are non-transferable and non-refundable. By enrolling as a member you accept and agree to the terms and conditions of membership.

*If you have questions or need additional information, you may contact us at:*  
P.O. Box 43099, 3500 Colonnade Parkway, Suite 500,  
Birmingham, Alabama 35243, USA  
*phone: 1-800-527-7478*

## **MEMBERSHIP BENEFITS/SERVICES**

### **DESCRIPTION OF TRAVEL ASSISTANCE SERVICES**

MedjetAssist is an annual membership program arranging medical evacuation and emergency consultation services for its members.

Members are provided with access to medically dedicated aircraft capable of transporting them from domestic destinations to the hospital of their choice. In addition, MedjetAssist provides members with access to medical professionals for consultations, medical and legal referrals, travel medicine consultations and other member services.

### **DOMESTIC EVACUATION AND REPATRIATION**

When a member becomes hospitalized as an inpatient due to illness or injury while traveling more than 150 miles from home, MedjetAssist will arrange for medical transportation and repatriation services to the hospital of the member's choice.

### **MEDICAL MONITORING/CONSULTATION**

As soon as MedjetAssist is notified of a member's medical situation, the medical staff will establish communication with both the family and the local attending medical provider, obtain a full understanding of the situation and begin to monitor the member's condition. Medical professionals will stay in communication with the local medical personnel and relay necessary information to the member and his or her family or employer until the situation is resolved and the member is either able to resume travel or an air medical transport is initiated.

### **MEDICAL REFERRALS**

MedjetAssist representatives will provide contact information for doctors and hospitals in the area in which the member is traveling. The selection and payment of the medical provider remain the member's responsibility. Telephone interpretation can be provided when necessary.

## **EMERGENCY MESSAGE RELAY**

Members may send and receive emergency messages to and from relatives, friends, and business associates toll free, 24 hours a day through the MedjetAssist staff.

## **TELEPHONE INTERPRETATION**

Members can receive assistance with foreign language interpretation over the telephone when they are having difficulty communicating with local medical specialists, by calling our toll-free number (800-527-7478) in the U.S.A.

## **TRANSPORT OF MORTAL REMAINS**

In the unfortunate event of a member's death while traveling 150 miles or more away from home, MedjetAssist will arrange and pay for all necessary government authorization, provide a container appropriate for transportation and return the remains to the member's place of residence for burial.

## **LEGAL REFERRALS**

MedjetAssist provides contact information for attorneys in the areas in which these members are traveling. Telephone interpretation can be provided when necessary. The selection and payment of the attorneys are the responsibility of the members.

## **OTHER TRAVEL RELATED INFORMATION SERVICES**

- Travel, Health & Security Precautions for International Destinations
- Visa, Passport & Immunization Requirements
- Travel Security Briefings for Specific Destinations
- Cultural & Weather Information for International Destinations
- Embassy & Consular Referrals

### *For Additional Cost:*

- Expedited Visa and Passports
- Replacement of Lost or Stolen Visas and Passports
- Comprehensive Pre-Travel Medical Consultations

## HOW TO CONTACT US

MedjetAssist members may call for assistance 24 hours a day, 365 days a year through MedjetAssist toll-free telephone numbers. For a directory of special USA direct access numbers visit the AT&T website at [www.business.att.com/bt/dial\\_guide.jsp](http://www.business.att.com/bt/dial_guide.jsp). Medical, legal and special services are available whenever a MedjetAssist member is traveling 150 miles or more from his or her permanent residence as listed on the enrollment form. Travel assistance information or referrals are available prior to departure or during a trip. The MedjetAssist Corporate Office and Assistance Center is located at 3500 Colonnade Parkway, Suite 500, Birmingham, Alabama 35243-0099, USA.

## IF HOSPITALIZED WHILE TRAVELING, HAVE THE FOLLOWING INFORMATION AVAILABLE WHEN YOU CALL US:

1. Your name and telephone number where we can contact you.
2. Member's name.
3. Location (City, State).
4. Brief description of medical condition.
5. Hospital telephone number.
6. Attending physician or medical professional and telephone number.



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**TOLL FREE**  
*(USA)*  
**1-800-5-ASSIST**  
(1-800-527-7478)

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**[www.medjet.com](http://www.medjet.com)**