



DOMESTIC MEMBERSHIP RULES & REGULATIONS

Membership Eligibility

• 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.

Membership is limited to residents of the continental United States of America.

- Membership enrollment and renewal are subject to approval by the MedjetAssist Membership Committee whose decision is final.
- Membership is valid only if the appropriate membership fee is paid.
- Must be under age 75*

* Members who have reached age 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 75-85. All membership applications and/or enrollment forms must include accurate dates of birth in order to ensure eligibility for benefits.

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 without medical escort.
- Air medical services are limited to one flight per membership per year, except for repatriation flights involving enrolled multiple family members requiring simultaneous repatriation. Under these circumstances, each family member will receive one fully paid flight.
- 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 the MedjetAssist medical department after consultation with the local attending physician and the patient's receiving 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 air 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 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 air medical transport.
- Air 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 air 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 air medical transport benefits if their illness or injury is a result of or is contributed to by the following:

- > War, invasion or civil war;
- > Suicide or 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 with an infectious disease under treatment at the time of enrollment will not be transported for any condition related to that infection;
- > 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.

HOW TO CONTACT US

MedjetAssist members may call for assistance 24 hours a day, 365 days a year through the MedjetAssist toll-free telephone number. 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, AL 35243 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, Country).**
- 4. Brief description of medical condition.**
- 5. Hospital telephone number.**
- 6. Attending physician or medical professional and telephone number.**

**Toll Free (USA)
1-800-5-ASSIST
(1-800-527-7478)**