

**City of Collinsville**  
**Public Notice to All Residents**  
**December 15, 2017**

CareFlite opened a new helicopter base late July in Gainesville at North Texas Medical Center. The first air medical helicopter to be based in Cooke County, response times are now very rapid to the City of Collinsville.

The City of Collinsville and CareFlite have signed an agreement that all residents within the city limits and those served by the City's utility system who reside outside the city limits, will be members of CareFlite's membership program. This includes all members of each residential household except for those covered by Medicaid. The contract with CareFlite was approved on November 14, 2017 and will be effective January 1, 2018. No action is required for this coverage to be effective.

The City of Collinsville will provide a Caring-Heart Membership for each residential household. The Caring-Heart Membership protects your entire household against the out of pocket expenses of a CareFlite ground or air ambulance transport regardless of location. If you have insurance, you will not receive a balance bill. If you have no insurance, you will automatically receive a 50% discount from CareFlite. Everyone is covered except for any individual who is covered by Medicaid (required by state regulation). Complete details and program rules are available at [www.careflite.org](http://www.careflite.org). The City of Collinsville will provide CareFlite with a list of utility account holders annually once the program starts on January 1, 2018. If you live in the City and do not receive any utility services, please call (972) 339-4214.

CareFlite, a 501 (c) 3 non-profit company, brings a very high quality ground and air ambulance service to the citizens of Cooke and Grayson Counties. It is the oldest joint-use air medical program in the United States and is now providing its 39<sup>th</sup> year of service to North Texas. In that time, CareFlite has transported 1,012,628 patients by air and ground ambulance (as of 9/30/17). CareFlite operates 911/EMS and/or ground ambulance in all or parts Collin, Cooke, Dallas, Denton, Ellis, Erath, Grayson, Henderson, Hill, Hood, Johnson, Kaufman, Palo Pinto, Parker, Tarrant, and Van Zandt. More information is available at [www.careflite.org](http://www.careflite.org). In all emergencies, dial 911.

If you have any questions about this program, please contact the City of Collinsville (903)-429-6225. For questions about CareFlite, please call the Caring-Heart Member Services Office (877) 339-2273 during weekday business hours.

More information about CareFlite is available at [www.careflite.org](http://www.careflite.org).



*CareFlite is a 501(c)3 not for profit air & ground ambulance service sponsored by:*



[WWW.CAREFLITE.ORG](http://WWW.CAREFLITE.ORG)  **MEMBERSHIP (877) DFW CARE**



## **Caring – Heart Membership Program Call (877) 339-2273 (Mon-Fri 8 ‘til 5)**

### **FREQUENTLY ASKED QUESTIONS**

- 1) What is a Caring Heart Membership? Am I required to fill out an application?

The membership protects you and your household against out of pocket expenses if you have insurance. The typical payment from insurance is 45 to 50 % leaving the rest to be paid by the patient. If you are a member with insurance which covers ambulance transports, you don't get balanced billed for that amount. If the patient has no such insurance, then the membership automatically entitles the member to a 50% discount from CareFlite's standard charges. If the claim is covered by other types such as work comp or motor vehicle insurance, you will not be liable for the balance. You are not required to fill out an application. However, we encourage you to call (877) 339-2273 after January 1, 2018 if you wish to list the members of your household.

- 2) Who is covered? What is our definition of a family? How about kids in college?

Everyone who is related and lives in the household. Kids in college are covered if they are dependent on the parents to pay their college costs and if they maintain the household as their primarily residence. (IE tax return shows home address or they vote at the polling place where the household is located.) Those covered by Medicaid are excluded by state regulation.

- 3) Children of divorced parents? How about parents or in-laws?

If you have any level of custody of the child or children, they are covered regardless of their location within CareFlite's service area. If your parents or in laws live with you full time, they are covered. Everyone in the household is covered regardless of their location within CareFlite's service area.

- 4) What is the cost? How can you offer the membership at such a low cost?

Membership costs \$1 per month per household if paid through your water bill. CareFlite is a 501(c)3 non-profit so it doesn't have the same expenses and financial issues as a for profit company. Second, the membership program, which by state regulation is an EMS membership program and not insurance, does operate financially like an insurance program in that the risk is spread over the entire membership group which will exceed 370,000 people when this program goes into effect.

- 5) What is CareFlite's coverage area?

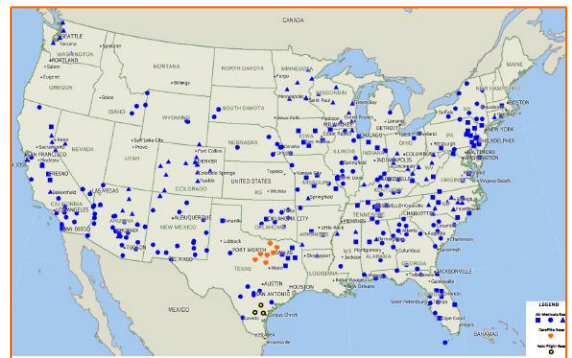
In addition to CareFlite's air and ground ambulance services, the Caring-Heart Membership benefit is now accepted coast to coast. The benefit is accepted by Air Methods and Halo Flight. See the map below right for the locations currently participating in this reciprocal benefit.



**CareFlite Helicopter Service**



**Fixed Wing Air Ambulance Service**



**Coast to Coast Coverage**

- 6) CareFlite membership helicopter and fixed wing coverage areas are shown above. Ground Ambulance and/or 911 EMS service is covered and currently offered in portions of the following counties: Collin, Cooke, Dallas, Denton, Ellis, Erath, Grayson, Henderson, Hill, Hood, Johnson, Kaufman, Palo Pinto, Parker, Tarrant, and Van Zandt. No service offered to/from Mexico.

**More information is available at [www.careflite.org](http://www.careflite.org) or (972) 339-4220. In all emergencies, dial 911.**