

Travel Assistance Services

Provided by  **AirMed**
THE FASTEST WAY TO RECOVERY

Congratulations! Your enrollment with Coach-Net includes a unique travel assistance services program from AirMed, one of the leading air medical transport companies in the world. They offer unparalleled medical care and private bedside-to-bedside transportation on a worldwide basis and boast some of the most advanced aircraft and experienced medical crews in the industry. AirMed operates its own fleet of fully customized and permanently configured jets.

Through this program, if you are hospitalized more than 150 miles away from home within the United States or Canada, AirMed will provide you with access to travel assistance services 24/7.

AirMed's Communications and Logistics Center is staffed 24-hours-a-day, 365-days-a-year to seamlessly coordinate the dispatch process of aircraft and medical crew to wherever they are needed around the world.

AirMed completely arranges and pays for all of the assistance services it provides without limits on the covered cost. This alleviates many of the obstacles and potential expenses that can be caused by medical emergencies away from home.

Services Include:

Air Medical Repatriation If a Member is admitted to (or being discharged from) a hospital anywhere in the world that is more than 150 miles from the Member's residence in the United States or Canada and it is determined by the Member's physician and AirMed's medical director that the Member's medical condition is stable enough to allow air transport but that **medical escort is required**, then, at the Member's request, AirMed will provide the Member with private air medical transport or, if appropriate, commercial airline transport with medical escort. In either case, transport will be provided on a bedside-to-bedside basis to the admitting facility in the United States and more than 150 miles from the original hospital (or to Member's residence, as applicable), subject to the Membership terms and conditions. If space is available and patient care is not compromised, family members, business associates, and/or traveling companions may accompany the Member, at no additional cost, on AirMed aircraft during transport.

24/7 Worldwide Medical Services Hotline This program connects Members 24 hours a day, seven days a week, to the worldwide resources of AirMed. Members have access to AirMed's Global Operations Center (GOC) who

will provide information about how and where to obtain medical care while traveling, including medical monitoring and coordination with local health care professionals.

Transport of Mortal Remains In the unfortunate event of a Member's death while traveling more than 150 miles from the Member's residence in the United States, AirMed will make all necessary arrangements, at no additional cost, to return the mortal remains to a funeral facility in the city of the Member's primary residence as requested by the family.

Global Security & Risk Assistance Members have 24/7 access to the AirMed Communications Center and the resources of our worldwide security firms for up-to-the-minute global threat assessments, foreign travel advisories, pre-trip threat evaluations, and political and security evacuation arrangements to a safe haven location.

RV Return Should any Member require transportation via private air medical transport, commercial medical escort, or transportation of mortal remains, AirMed agrees to cover costs associated with returning the recreational vehicle to the Member's desired location.

Exclusions, Limitations and Qualification

Air Medical Transport: Arrangements, Suitability and Additional Passengers. AirMed will make all arrangements for each air medical transport, including timing of the transport, type of aircraft, etc. AirMed will not reimburse Members for medical, medical transport or related expenses they incur on their own.

Decisions regarding urgency of transport, the best timing and the most suitable means of transportation will be made by the AirMed medical department after consultation with the local attending physician and the Member's receiving physician. AirMed Membership does not cover emergent¹ patient transports. In addition, a Member with mild lesions, simple injuries such as sprains, simple fractures or mild conditions which can be treated by local doctors and do not prevent the Member from continuing his or her trip or returning home does not qualify for air medical transport. Subject to appeal, all decisions made by the AirMed medical department are final.

Due to the limited medical facilities and testing available on cruise ships, in some cases the AirMed Medical Director may require the Member to be admitted to a hospital on-shore before dispatching the AirMed aircraft.

Family members, business associates, and/or traveling companions may accompany the Member, at no additional cost, on AirMed aircraft during transport, if space is available and the patient care is not compromised. Passengers accompanying Members transported on scheduled commercial aircraft will be responsible for their own airfare. While AirMed makes every effort to accommodate its Members, the Member and an accompanying passenger are limited to one small carry-on bag each due to limited space available on AirMed aircraft. AirMed will arrange for additional luggage to be forwarded at the Member's expense.

Qualifications, Limitations and Exclusions.

Membership is subject to the following qualifications, limitations and exclusions:

- 1. Ineligible and Excluded Transports.** A Member traveling outside of the United States 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 medical condition.
- 2. Extended Travel Limitation.** AirMed Membership is valid for unlimited U.S. travel and international travel with a limit of 90 days of unbroken travel per trip. For international travel in excess of 90 days of unbroken travel per trip, AirMed offers an Expatriate Membership.
- 3. Maximum Number of Transports.** Air medical services are limited to two flights per named Member per year.
- 4. Locations Inaccessible by Fixed Wing Aircraft.** 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 an AirMed or one of its authorized affiliates aircraft. The cost associated with transportation from ships, isolated areas or islands to an airport accessible to AirMed aircraft is not included in the Membership benefits and will be the responsibility of the Member. Any such costs will be disclosed to the Member prior to incurring such cost. Membership benefits do not include helicopter transportation.
- 5. High Risk / Safety Travel Restrictions.** Due to the high risk of sending U.S. registered aircraft and personnel into countries or geographic regions where the U.S. State Department, Department of Transportation, or the Federal Aviation Administration (FAA) has issued travel restrictions, Membership services are not available in these areas.

- 6. High Risk / Safety Medical Restrictions.** In regard to the safety of our pilots and medical crew onboard AirMed transport flights, in conjunction with FAA regulatory standards regarding airborne pathogens and flight crew's ability to perform required emergency procedures, and in compliance with restrictions imposed by the U.S. State Department or others, a Member will not be entitled to air medical transport benefits if the Member's illness or injury is a result of or is contributed to by the following: (i) war, invasion, civil war or terrorism; or (ii) contagious airborne pathogens; provided, however, that the foregoing limitations shall not apply to Members with the COVID-19 virus. A Member suffering from a psychiatric or mental disorder that is not manageable and will not allow safe transport within the confines of the ground ambulance and aircraft may not be transported.

¹ **"Emergent"** patient transport means when a physician or other qualified medical personnel (including without limitation a first responder, paramedic or EMT at a scene) orders or certifies air transport service to a hospital due to the patient's condition requiring immediate and rapid transport (patient pickup within 5 hours of accepting transport request) by air ambulance for which a licensed EMS provider is prohibited from discriminating based on a patient's ability to pay or other exigent circumstances. If emergent medical treatment or transportation is needed, a Member should contact appropriate local authorities for assistance. If, after a Member receives such local emergent medical treatment or transportation, the Member is admitted to a local hospital, then the Member may qualify for repatriation benefits under the AirMed Membership.



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