

Does Angel MedFlight *Handle Insurance Claims?*

When someone you care about has a serious medical condition and needs an air medical transport, you should not have to track down insurance benefits or worry about securing pre-authorizations.



For many people, researching their insurance coverage can be time consuming and confusing. Medical insurance varies by provider and policy, with different levels of coverage, available benefits and plan definitions. At Angel MedFlight, our insurance specialists use their knowledge and experience to expertly navigate through the insurance preauthorization approval process.



Unlike other air medical transport providers, Angel MedFlight has an in-house team of experienced attorneys committed to helping patients obtain their rightful insurance benefits. These dedicated professionals serve as patient advocates and vigorously appeal insurance benefit denials when necessary.

Our team handles all of the details for you. We...

- Communicate directly with your insurance company
- Verify eligibility and benefits
- Request preauthorization of air medical transport
- Contact attending physician to compile necessary documentation to support medical necessity

You can count on the experience and expertise of the Angel MedFlight team.

We provide *In-Flight ICU Capability*

Domestic and International Service

- Bedside-to-Bedside® air medical transfers for specialized treatment
- Medical flights to rehabilitation facilities around the world
- Transports for injured soldiers, military personnel and veterans
- Medical escorts for patients capable of commercial air travel
- International flights to return patients home for acute and long-term care
- Medical transports for hospice and palliative care

Acute and Specialty Care

- Virtually any medical condition
- Burn and wound patients
- Traumatic brain injuries
- Spinal cord injuries
- Status post trauma
- Organ transplant recipients
- Open or closed head injuries
- Respiratory illness
- Cancer patients

Equipment

- Ventilator management
- Multiple drips and IV medications
- Full resuscitative capabilities
- Defibrillation, cardioversion or transcutaneous pacing
- Nutritional support via TPN
- Chest tube capabilities
- Cardiac monitoring
- O₂ management



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Comfort and Care
You Can Count On



What is an *Air Medical Transport?*

Patients who cannot be transported by a commercial airline or ground ambulance require air medical transport. These critically ill or injured patients can be transferred across the country or around the world aboard a medically-configured aircraft equipped with a stretcher, advanced life support equipment, medications and a specialized flight-trained medical crew.

When does a patient *Need A Medical Flight?*

Patients may need a medical flight for several reasons:

- Illness or injury requiring treatment by a specialist
- Extensive medical attention is needed and time is critical such as an organ transplant
- Injury or illness sustained while traveling in a foreign country and needs to return home for treatment
- Relocation closer to family for rehabilitation and support

What types of *Aircraft Are Used?*



Selected for their safety, comfort, range and air speed, Angel MedFlight uses a fleet of **LEARJETs**. Each customized air ambulance is outfitted with the latest technology in medical equipment and monitoring capability, making it an intensive care unit in the air.

These impressive aircraft can accommodate the patient, two pilots, two medical personnel and up to two of the patient's family members.

1 *You Call*



When you call, our caring, compassionate nurse/case manager flight coordinators listen and guide you through the air medical transport process. We use our expertise to tailor our service to suit each patient's specific needs.

2 *We Coordinate*



Our health care and case management professionals arrange every detail of a safe and seamless Bedside-to-Bedside® transfer for your loved one.

We handle all of the air and ground transportation logistics. We communicate directly with the medical personnel at the sending and receiving facilities, as well as the patient's insurance company.

3 *We Transport*



An Angel MedFlight critical care medical team is at the patient's side during the entire trip. Our team arrives at the sending facility, receives a full medical briefing and escorts the patient to the airport in a ground ambulance.

Aboard the aircraft, our team continues to monitor and care for the patient. Once on the ground at the destination airport, the team accompanies the patient to the receiving facility and provides a full medical report.

What makes us *Safer Than Others?*

Medical Team & Equipment

Angel MedFlight's critical care nurses and paramedics are highly-skilled and experienced health care professionals dedicated to the care and the comfort of our patients and their families. Equipped with the most advanced medical technology, this elite team is prepared for any situation that may arise during flight. Your loved one is safe in the capable hands of the Angel MedFlight team.



Superior Aircraft

Not all medical aircraft are the same and the disparities can make a significant difference in patient comfort and safety. The **LEARJET** aircraft's long-range capability and speed decreases travel time and reduces stress on medically fragile patients.

RN/Case Manager Flight Coordination

As registered nurses or case managers, our flight coordinators understand complex medical conditions and personalize our service for each patient. They consider every detail when preparing a safe, comfortable air medical transfer.