



AMBU-CARE Benefits and Coverage

For Only \$85.00 per Year!

AMR's Ambu-Care Membership Program saves you and your loved ones money on the cost of ambulance transports.

- **Zero** out of pocket cost for **unscheduled emergency ambulance transportation**. We bill directly to Medicare or other insurance carriers for services rendered by AMR. Payment by Medicare or your insurance is accepted as payment in full for **unscheduled emergency ambulance transportation**.
- You receive a **20% discount** on AMR services that are not medically necessary, not covered by insurance, or if you have no insurance at all. **Example: Lift Assist, treat no transport.**
- One membership covers you, your *legally* married spouse, and anyone else claimed on your taxes as dependents (children or elderly adults).
- Spouses are always covered even if one is at home and the other is residing in a healthcare facility.
- No restrictions on how often you use your membership.
- Membership sign-up is available online at www.amr.net/ambucarewestmi.com
- Sign up year 'round and receive coverage for one full year. For example, if you sign up for membership on September 15 of this year, your membership is good through September 15 of next year. (Your membership goes into effect two days after payment is received.)





Memberships make great gifts for family members of **ALL ages!** Accidents happen! A trip to the hospital can happen to anyone at any time—children, adolescents, and adults. Young families can benefit from an Ambu-Care membership too!



- **Sports-related injuries**
- **Falls from biking, skateboarding, skiing, etc.**
- **Sick child**

Tell your family! Tell your friends! AMR's Ambu-Care Membership Program can save you money on that unexpected ambulance transport!



Visit our website at: www.amr.net/ambucarewestmi.com



AMBU-CARE Membership Questions and Answers

Q. How much is an annual membership?

A: \$85/year. For one fee, you, your *legally* married spouse, and anyone you claim on your taxes as a dependent are covered. The membership covers both you and your spouse, even if one of you lives at home and the other resides or is a patient in a facility such as independent living, assisted living, or skilled nursing and rehabilitation.

Q. What does the membership include?

A: There is no out-of-pocket cost to members for nonscheduled emergency ambulance transportation. You receive a 20% discount on AMR services that are not medically necessary, not covered by insurance, or if you do not have insurance at all. Example: Left Assist or treat no transport.

Q. Does my membership help with the costs of Ambu-Cab/Wheelchair Transportation service?

A: No. Wheelchair transportation is not a covered benefit of the Ambu-Care Membership, nor do most insurances cover it.

Q. Can my spouse/loved one ride along in the ambulance?

A. Typically, yes, however since COVID our staff has to protect themselves too. Please check with your Paramedics to see what the current guidelines are.

Q. Do I need to call the AMR telephone number or 9-1-1 to ensure that I get AMR services and not another ambulance service?

A: 9-1-1 is the easiest number to remember in an emergency. You can call 9-1-1 or AMR directly. In Kent and Ottawa Counties there are three ambulance services depending on where you live. The ambulance service that responds to 9-1-1 calls is based on "territory". If you call 9-1-1 rather than AMR directly, you can ask for AMR, however there is no guarantee. In some types of emergencies such as cardiac arrest, the **closest** ambulance will respond regardless of whose "9-1-1 territory" you are in.





Q. What if I have an emergency and must call for an ambulance but I don't want all the emergency medical people to come?

A: You are probably referring to the fire department. Fire departments are "First Responders". Because fire departments are located in neighborhoods and have EMTs on staff, they respond to medical calls to provide medical assistance until the ambulance arrives. They respond to emergencies that are prioritized as immediately life threatening or potentially life threatening.

Q. Will I receive membership cards?

A. AMR no longer issues membership cards. You will, however, receive a receipt in the mail after your membership has been processed. You do not need to carry the receipt with you. Let the paramedics know you are an AMR member.

Q. Will I receive a reminder that it is time to renew my membership?

A. Yes. You will receive a renewal notice prior to your membership's expiration date.

Q. What phone numbers should I know?

A: • **9-1-1**

- AMR West Michigan Communications Center (Dispatch):
616-459-8197 (Grand Rapids area) ~ **616-392-7064** (Holland area)

Visit our website at:
www.amr.net/ambucarewestmi.com
for more information!

