

DATE: March 28, 2007

TO: Humboldt State University Employees

FROM: Darryn Ballance, Community Relations

RE: Air Ambulance Membership / Special Group Rate

Your employer is giving you, the employees of Humboldt State University, the opportunity to join our Cal-Ore Life Flight Group Membership Program for **\$20** per year for an Individual or Family.

This rate is being offered at a discount from the regular rate of \$40 per year for an Individual/Family.

For a little more than 38¢ per week, your family can have the peace of mind that over 16,500 Cal-Ore Life Flight members already enjoy.

Becoming a Cal-Ore member is easy! If you are interested, please complete the application and return it with payment to our main office:

Cal-Ore Life Flight
P.O. Box 1986
Brookings, OR, 97415.

That's it! Our Membership Coordinator will send you a new membership packet, including wallet cards identifying you and your family as Cal-Ore Life Flight members. We look forward to welcoming all Humboldt State University employees to our membership program.

If I can answer any questions, my local phone number is 707-218-6711.

Some points about Air Ambulance service in Humboldt County:

- **Over 250 patients per year are flown out of Humboldt County hospitals.** While many patients are over age 50, the second largest age group is 18-25 year olds. As expected, patients with cardiac conditions are a large percentage of the flights. Other common reasons for transports are serious fractures, neurological complications, ob complications, infectious conditions, and internal bleeding.

- **Coastal weather conditions and terrain make it difficult for helicopters to operate in Humboldt County.** In fact, helicopters are rarely used for inter-facility transports because of the long distances traveled (San Francisco, Sacramento, etc.) and their limited weather capabilities. The local Coast Guard or California Department of Forestry handles most helicopter first response/scene needs in Humboldt County.
- **There is no air ambulance company based in Humboldt County.** PHI, Inc. (*who took over the Mercy Air program in May 2005*) is based in Redding, CA., approximately 30-40 minutes away when departing from Redding. PHI /Mercy operates one airplane and one helicopter, serving 12 counties in Northern California, Other providers who serve Humboldt County are based even greater distances away, such as Sacramento, Ukiah, Santa Rosa, Lakeport and San Francisco.
- **Most insurance companies do not cover 100% of air ambulance transport charges.** With flights costing between \$6,000-\$18,000, you can be left with a very large bill after your insurance company pays their allowables and percentages.
- **If flown to another hospital, you will also need two ground ambulance transfers, (hospital to airport & airport to hospital).** This can add up to an additional \$2,500 to your total ambulance bill.

Cal-Ore Life Flight fulfills Humboldt County resident's needs for Air Ambulance service.

- **Cal-Ore Life Flight performs the majority of Humboldt County air ambulance flights.** We provide air ambulance transports from hospital to hospital, to higher-level care, for the majority of Humboldt County patients. We also transport organ transplant recipients - especially important because of the time sensitive nature of receiving these organs. We have flown patients as young as 3 months and as old as 87 years, with numerous medical conditions.

- **Cal-Ore Life Flight operates five (5) pressurized aircraft, including four (4) 300 mph jet-props.** We utilize pressurized twin-engine airplanes rather than helicopters due to the airplane's ability to fly above the weather at over twice the speed. Our aircraft transport patients to San Francisco or Sacramento in less than an hour.
- **Cal-Ore Life Flight is the closest air ambulance company to Humboldt County.** Currently, our airplanes are based in Crescent City, California, approximately 15-20 minutes flying time away from the Eureka area. We have secured hangar space and a satellite office at Eureka's Murray Field. Our long-term plans are to station an aircraft there on a permanent basis. We employ seven (9) experienced pilots and over twenty-five (25) Critical Care Flight Nurses (RN's), many who live in Humboldt County. We have over 25 years of local aircraft ownership and operational experience. Our **award winning** flight teams are standing by 24/7 to serve you.
- **Cal-Ore Life Flight helps individuals and families reduce the cost of emergency medical transportation.** Cal-Ore Life Flight's low cost membership program ensures that, once applicable deductibles are met, **insurance reimbursement is accepted as payment in full.** (Note: This benefit can save patients with insurance co-pays, air ambulance fees of \$500 to \$3,000. If you do not have insurance, we will apply a substantial discount, along with an interest-free, "easy payment" plan.)
- **Cal-Ore Life Flight's exclusive agreements with Arcata Mad River Ambulance and City Ambulance of Eureka/Fortuna/Garberville save you money as well.** Because they honor Cal-Ore Life Flight members for the hospital to airport ground transfers, they will bill your insurance and once deductibles have been met, write off the balance. Our membership benefits are also honored by ground ambulance services in many other communities (San Francisco, Portland, Roseburg, Coos Bay, Bandon, Port Orford, Yreka, Crescent City, Brookings, Gold Beach & Hillsboro).