



## Caring-Heart

*CareFlite's Membership Program*

*Membership Office (877) 339-2273*

City of Gainesville Water System  
Frequently Asked Questions

1. Who is covered?

Everyone living in the household served by the water meter for which a bill is rendered including college students away at school who are supported by the household. Changes in a household (such as the birth of child) should be given to CareFlite by calling (877) 339-2273 toll free. The household must be paying the \$1 monthly fee for CareFlite.

2. What services are covered?

Any medically necessary CareFlite ground or air ambulance transport. Air includes CareFlite's helicopter EMS service and CareFlite's fixed wing air ambulance. CareFlite is the primary provider of air medical services in Cooke County.

3. What is the benefit of Membership?

For any medically necessary transports provided by CareFlite, if covered by insurance, the Member does not receive a balance bill. For any transports not covered by insurance, the Member receives an automatic 50% discount. This benefit typically saves families thousands of dollars on air transports and hundreds on ground ambulance transports. For complete benefits, limitations and conditions, visit [www.careflite.org](http://www.careflite.org) and click on Caring Heart Membership. Select the print and mail application to see the complete rules.

4. Where does CareFlite operate?

CareFlite helicopter EMS is available within 150 miles of DFW. CareFlite's fixed wing air ambulance operates within 500 miles of DFW. CareFlite offers ground ambulance and 911/EMS in all or parts of Collin, Dallas, Denton, Ellis, Erath, Hill, Hood, Johnson, Palo Pinto, Parker and Tarrant Counties. Maps of CareFlite's service area can be found at [www.careflite.org](http://www.careflite.org).

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CareFlite is a 501(c)3 Not For Profit Air and Ground Ambulance Service Sponsored by:



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

CareFlite 3110 S. Great Southwest Pkwy., Grand Prairie, TX 75052

5. Does this membership apply only in Gainesville?

No, it applies to any CareFlite air or ground ambulance transport regardless of where the transport originates. As an example, CareFlite has the only medical helicopters based in Denton County, Dallas County and Medstar's territory (Fort Worth and the surrounding 14 cities that comprise the Area Ambulance Authority).

6. How do I request CareFlite?

In all emergencies, you should call 911. You should tell the dispatcher who answers that you are a member of CareFlite. In Cooke County, you have an outstanding service in Cooke County EMS that will respond and make arrangements for an air medical transport if needed. If you are in a hospital and need a flight to another facility, you or a family member should instruct the physician arranging a transfer that you prefer CareFlite.

7. Will I receive Membership materials from CareFlite?

Yes. An initial postcard notice will be sent within two weeks of CareFlite receiving the initial membership list from the City of Gainesville. About six weeks after CareFlite receives the initial list from the City of Gainesville, you will receive a full welcome kit with a membership card, key fobs and car stickers. However, the membership is effective as soon as the initial \$1/month fee is attached to your water bill.

8. If I need additional materials, how do I request them?

Call the membership services office 8 'til 5 weekdays for assistance. The number is (877) 339-2273 and is toll free. You can also email [lthompson@careflite.org](mailto:lthompson@careflite.org).

9. How much does this program cost?

\$1 per month per household if paid through the City of Gainesville water system. The standard, retail price of the Caring Heart Membership is \$49 per year.

10. What if I don't want to belong?

Simply notify the City of Gainesville to remove the charge, as it is a voluntary fee. However, we urge each person to consider carefully the low cost of the program versus the liability of having to pay for these transports without the membership since most insurance programs do not pay for the entire cost. Balance bills are therefore the responsibility of the patient. By being a member, you have the peace of mind of knowing that you won't get a balance bill and that you can concentrate on your health rather than worrying about the financial burden of the balance bill.

11. Who owns CareFlite?

No one. CareFlite is a 501c3 not for profit community asset. Founded in 1979, it is sponsored by the major non-profit and public hospitals in the region: Baylor, JPS, Methodist, Parkland and Texas Health Resources. CareFlite is the oldest joint use air medical program in the US and is accredited by the Commission on Accreditation of Medical Transport Systems.