



**Global Medical  
Response**

**Presentation to NCOIL**  
Eleanor Kitzman  
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# GMR Overview

- GMR was formed in 2018 by combining the industry leaders in air, ground, managed medical transportation, and community, industrial/specialty and wildland fire services. Each of our companies have long histories of proudly serving the communities where we live: American Medical Response (AMR), Rural Metro Fire, Air Evac Lifeteam, REACH Air Medical Services, Med-Trans Corporation, AirMed International and Guardian Flight.

**10 MILLION**  
PATIENTS TREATED LAST YEAR

**37,656**  
CLINICIANS & SUPPORT PERSONNEL



## GMR SOLUTIONS



# GMR Total Solutions

- Global Medical Response, Inc. is the industry-leading air, ground, specialty and residential fire services and managed medical transportation organization.
- With nearly 38,000 employees, we deliver compassionate, quality medical care, primarily in the areas of emergency and patient relocation services, in the United States and around the world.

Global Medical Response		
GROUND	AIR	FIRE
	Emergent Medical Transportation	
		
911 Ambulance Services		
Interfacility Transportation		
Transportation Brokering		
Wheelchair and Specialized Transportation	Long Distance Non-Emergent Medical Transportation	
Telehealth Solutions		
		
		Industrial/Specialty Community Wildland Occupational Health
ON-SITE EVENT MEDICAL CARE		
NFL • MLB • NBA • NHL • NASCAR • IndyCar • IMSA • University Athletics • Convention Centers Music • Festivals • Stadiums • Ballparks • Speedways • Racetracks		
MEMBERSHIPS		NATIONAL EMERGENCY RESPONSE SERVICES
<ul style="list-style-type: none"> <li>▶ Ground ambulance memberships available in many local communities across the U.S.</li> <li>▶ Emergent and Non-Emergent air ambulance membership programs, offering pre-payment of co-pays and/or deductibles at minimal cost.</li> <li>▶ Community fire memberships available in all areas we serve.</li> </ul>		Prime EMS Contractor for FEMA 
AccessCare A GMR Integrated Healthcare Technology Solution		

## GMR SOLUTIONS



# Emergent Air Operations

- GMR is the largest independent provider of emergent air medical services
- Each aircraft is a fully equipped, critical care unit
  - ▶ Contains the latest lifesaving technology and equipment
  - ▶ Highly trained flight crews, consisting of a pilot, flight nurse and flight paramedic, are on duty seven days a week.
- Providing access to the medically underserved areas of the United States, often in rural areas
  - ▶ 65% of calls are hospital-to-hospital transports to a higher level of care or specialized treatment facility, at the request of treating physician
  - ▶ 35% of calls are scene calls, at the request of first responders
  - ▶ Objective dispatch protocols based on proximity, availability and special services for type of injury



## 30%

of the U.S. population relies on air medical transport for access to Level I or II trauma centers within the “Golden Hour”

BranasCC, MacKenzieEJ, Williams JC, et al. Access to trauma centers in the United States. JAMA. 2005;293(21):2626–2633

GMR SOLUTIONS



# Membership Programs – A brief history

- GMR's membership program, AirMedCare Network (AMCN), started with Air Evac Lifeteam, established in 1985 by a group of citizens in West Plains, Mo.
- The goal was to provide air medical transportation and ensure access to emergency health care for their remote community in the Missouri Ozark region.
- Although air ambulances were primarily based in metropolitan areas at the time, the company founders believed that the people who needed air medical transport the most were those living in rural areas, often far away from a hospital.

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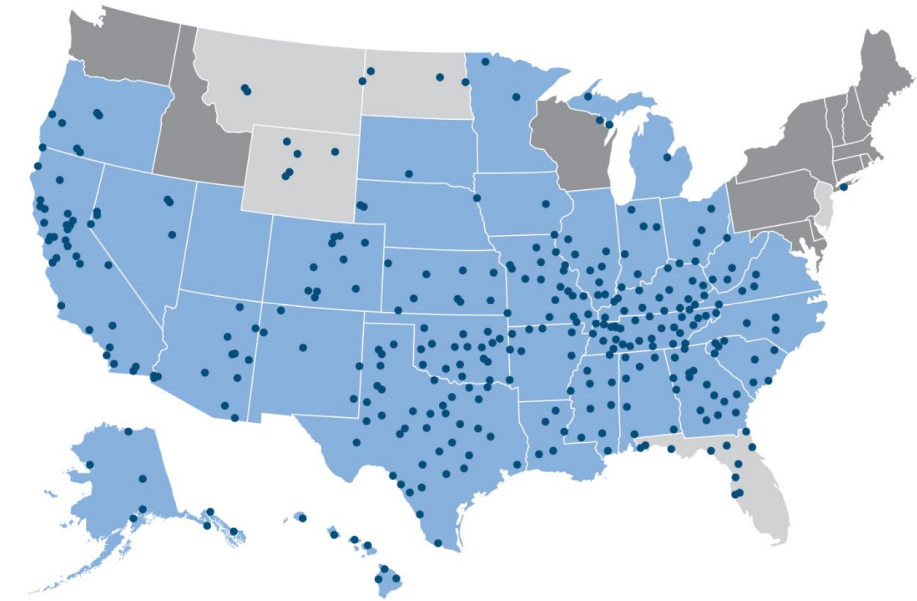


# What is AirMedCare Network?

An alliance among the following Global Medical Response solutions: Air Evac Lifeteam, Guardian Flight, Med-Trans Corporation and REACH Air Medical Services

- Largest emergency air ambulance membership network with 150 years of combined experience
- Over 320 locations across 38 states, including Alaska and Hawaii
- Over 3 million AirMedCare Network members
- Members are guaranteed to have no out-of-pocket costs in relation to an emergent transport by a network provider.\*

\* AMCN does not determine if the member is flown or guarantee that a network provider will be available.



**COVERAGE  
AREA**

**320+**  
LOCATIONS

**38**  
STATES

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# Membership plan types

- Direct to consumer
  - ▶ Marketed via direct mail, digital ads and local sales representatives
  - ▶ Include affinity plans (discounted rates available to group members)
- Employer-sponsored
  - ▶ Employer-paid option
  - ▶ Payroll deduct option
- Municipal site plans (Paid by municipality)
  - ▶ Coverage limited to specific counties
  - ▶ Option to upgrade to full membership at discounted rate

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# Standard Terms and Conditions

## AIRMEDCARE NETWORK TERMS AND CONDITIONS

AirMedCare Network is an alliance of affiliated air ambulance providers\* (each a "Company"). An AirMedCare Network membership automatically enrolls you as a member in each Company's membership program. **Membership ensures the patient will have no out-of-pocket flight expenses if flown by a Company by providing prepaid protection against a Company's air ambulance costs that are not covered by a member's insurance or other benefits or third-party responsibility**, subject to the following terms and conditions:

1. Patient transport will be to the closest appropriate medical facility for medical conditions that are deemed by AMCN Provider attending medical professionals to be life-or limb-threatening, or that could lead to permanent disability, and which require emergency air ambulance transport. A patient's medical condition, not membership status, will dictate whether or not air transportation is appropriate and required. Under all circumstances, an AMCN Provider retains the sole right and responsibility to determine whether or not a patient is flown.

2. **AMCN Provider air ambulance services may not be available when requested** due to factors beyond its control, such as use of the appropriate aircraft by another patient or other circumstances governed by operational requirements or restrictions including, but not limited to, equipment manufacturer limitations, governmental regulations, maintenance requirements, patient condition, age or size, or weather conditions. FAA restrictions prohibit most AMCN Provider aircraft from flying in inclement weather conditions. The primary determinant of whether to accept a flight is always the safety of the patient and medical flight crews. Emergent ground ambulance transport of a member by an AMCN Provider will be covered under the same terms and conditions.

3. **Members who have insurance or other benefits, or third-party responsibility claims, that cover the cost of ambulance services are financially liable for the cost of AMCN Provider services up to the limit of any such available coverage. In return for payment of the membership fee, the AMCN Provider will consider its air ambulance costs that are not covered by any insurance, benefits or third-party responsibility available to the member to have been fully prepaid.** The AMCN Provider reserves the right to bill directly any appropriate insurance, benefits provider or third party for services rendered, and members authorize their insurers, benefits providers and responsible third parties to pay any covered amounts directly to the AMCN Provider. Members agree to remit to the AMCN Provider any payment received from insurance or benefit providers or any third party for air medical services provided by the AMCN Provider, not to exceed regular charges. Neither the Company nor AirMedCare Network is an insurance company. Membership is not an insurance policy and cannot be considered as a secondary insurance coverage or a supplement to any insurance coverage. **Neither the Company nor AirMedCare Network will be responsible for payment for services provided by another ambulance service.**

4. Membership starts 15‡ days after the Company receives a complete application with full payment; however, the waiting period will be waived for unforeseen events occurring during such time. Members must be natural persons. Memberships are non-refundable and non-transferable.

5. Some state laws prohibit Medicaid beneficiaries from being offered membership or being accepted into membership programs. By applying, members certify to the Company that they are not Medicaid beneficiaries.

6. These terms and conditions supersede all previous terms and conditions between a member and the Company or AirMedCare Network, including any other writings, or verbal representations, relating to the terms and conditions of membership.

\* Air Evac EMS, Inc./Guardian Flight LLC/Med-Trans Corporation REACH Air Medical Services, LLC—These terms & conditions apply to all AirMedCare Network participating provider membership programs, regardless of which participating provider transports you.

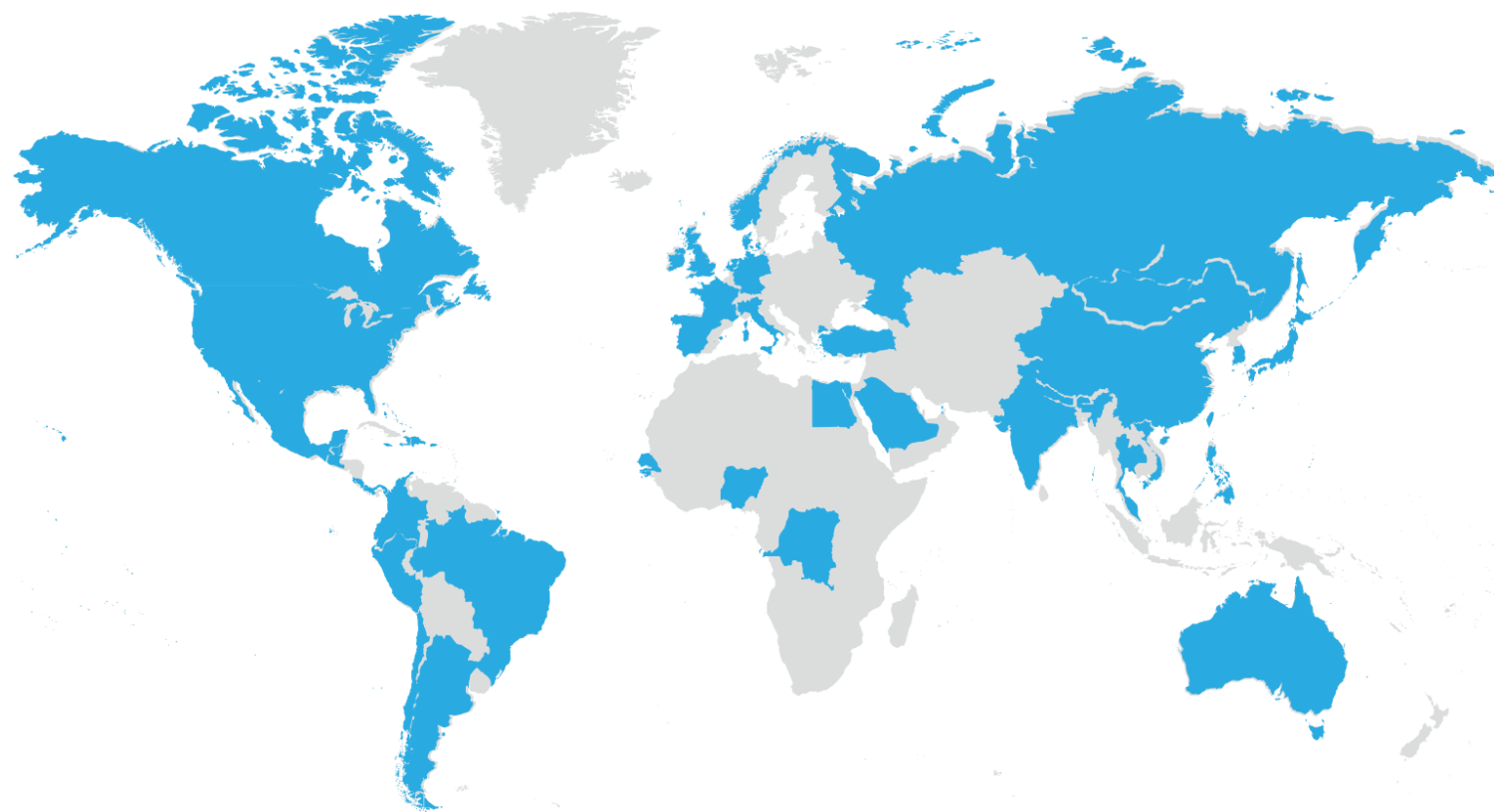
‡ In Nebraska, waiting periods are not allowed; however, a member cannot purchase a membership at the time of transport.

## IMPORTANT INFORMATION

If our network provider in your area is not requested for your transport or if it is not available for any reason such as being committed on another patient flight or out of service for weather or maintenance-related issues, you may need to be transported by a ground ambulance or an out of network air ambulance provider. Your membership only covers flights by AirMedCare Network participating providers so you will be responsible for payment to other service providers. It is important that you get the medical care you need as quickly as possible, regardless of who provides the transport, so you have the best chance for survival and degree of recovery.

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**Providing Care to the World at a Moment's Notice**