



The City of Venus Public Notice to All Water Customers August 29, 2014

The City of Venus and CareFlite have signed an agreement to allow all customers of the City's water system to become members of CareFlite for \$1 per month. This includes all members of each household. The contract with CareFlite was approved by the City Council on August 11, 2014 and is effective October 1, 2014.

CareFlite, a 501 (c) 3 non-profit company, brings a very high quality air and ground ambulance service to the citizens of Johnson County. CareFlite is the oldest joint-use air medical program in the United States and is celebrating its 35th anniversary of service to North Texas in 2014. In that time, CareFlite has transported over 750,000 patients by air and ground ambulance. CareFlite operates 911/EMS in Hill and Johnson Counties as well as Ellis County ESD #5. In all emergencies, dial 911. More information is available at www.careflite.org.

As part of the agreement with CareFlite, the City will add \$1.00 to each monthly water bill to provide a Caring-Heart Membership for each household. The Caring-Heart Membership protects your entire household against the out of pocket expenses of a CareFlite ground or air ambulance transport. If you have insurance, you will not receive a balance bill. If you have no insurance, you will automatically receive a 50% discount from CareFlite. Complete details and program rules are available at www.careflite.org. The City will provide CareFlite with a list of participating households monthly once the program starts on October 1, 2014. Failure to pay your water bill will terminate your CareFlite membership. Anyone who lives in the City but does not receive a water bill can also participate in this program by obtaining and completing a special CareFlite membership application available at Venus City Hall and paying the \$12 annual cost when submitting the application. Over 250,000 people are protected by the Caring-Heart Membership Program.

While we strongly encourage everyone to protect their family with this program, anyone who does not wish to be included can opt out by going to City Hall and filling out a short form that the coverage is not desired at any time. To opt out from the start, come to City Hall on or before September 30, 2014. Household members covered by Medicaid are not eligible for Membership by state regulation.

For questions about CareFlite and/or Membership, please call the Caring-Heart Member Services Office (877) 339-2273 during regular business hours. For questions about the water system or your bill, please contact the City of Venus.

In all emergencies, dial 911.





Caring – Heart Membership Program

FREQUENTLY ASKED QUESTIONS

1) What is a Caring Heart Membership?

The membership protects you and your household against out of pocket expenses if you have insurance. The typical payment from insurance is 45 to 50 % leaving the rest to be paid by the patient. If you are a member with insurance, you don't get balanced billed for that amount. If the patient has no insurance, then the membership automatically entitles the member to a 50% discount from CareFlite's standard charges.

2) Who is covered? What is our definition of a family? How about kids in college?

Everyone who lives in the household and is listed on the application. Kids in college are covered because they are dependent on the parents to pay their college costs and if they maintain the household as their primary residence. (IE tax return shows home address or they vote at the polling place where the household is located.) Medicaid recipients are excluded from the program by law. Other household members are covered.

3) Children of divorced parents? How about parents or in-laws?

If you have any level of custody of the child or children and you list them on your application, they are covered regardless of their location within CareFlite's service area. If your parents or in laws live with you, they are covered regardless of their location within CareFlite's service area.

4) What is the cost? How can you offer the membership at such a low cost?

Membership costs \$1 per month per household if paid through your water bill from the City shown on the other side. CareFlite is a 501(c)3 non-profit so it doesn't have the same expenses and financial issues as a for profit company. Second, the membership program, which by state regulation is an EMS membership program and not insurance, does operate financially like an insurance program in that the risk is spread over the entire membership group.

5) What is CareFlite's coverage area?



CareFlite Helicopter Service



Fixed Wing Air Ambulance Service



Reciprocal Membership Benefits

CareFlite membership coverage areas shown above plus Ground Ambulance and/or 911 EMS service is currently offered in all or portions of the following counties: Collin, Dallas, Denton, Ellis, Erath, Hill, Hood, Johnson, Palo Pinto, Parker and Tarrant. No service offered to/from Mexico. CareFlite's Membership Program's air benefits are honored by Air Life and Halo Flight in their service areas. Your membership covers any CareFlite ambulance transport regardless of originating location.

More information is available at www.careflite.org or call (972) 339-4248. In all emergencies, dial 911.

CareFlite is a 501(c)3 not for profit air & ground ambulance service sponsored by:



WWW.CAREFLITE.ORG MEMBERSHIP (877) DFW CARE