



Medjet FAQ

Frequently Asked Questions

As a MedjetAssist member, what happens if I am injured or become ill in a remote area and a hospital is not available?

Remote evacuation to the closest appropriate medical facility will be performed in areas where MedjetAssist has authorized affiliates capable of accessing remote airstrips. Members requiring remote evacuation will need to meet inpatient criteria as determined by MedjetAssist prior to evacuation.

Does a MedjetAssist member need to be in critical or life-threatening condition to qualify for transport?

No. A member only needs to be traveling more than 150 miles from their registered home address and be hospitalized as an inpatient or meet inpatient criteria at both the referring and receiving hospitals. In the instance where the member is not hospitalized (injured or ill remotely), the MedjetAssist Medical Department will verify that the member's condition warrants an inpatient admission if they had access to a medical facility. If this were the case, remote evacuation would be authorized.

Who makes the decision as to whether I am transported: the attending physician, my personal doctor at home or me?

If transport criteria are met, it is the member's decision as long as their condition is stable for transport. MedjetAssist will work to coordinate with the member's referring and receiving physician at home to help secure an inpatient bed. MedjetAssist determines the mode of transport with consideration to the member's safety, treatment and comfort concerns.

Does MedjetAssist have exclusions for natural disasters or acts of terrorism?

No. Illnesses or injuries related to natural disasters and/or acts of terrorism that meet transport criteria are not excluded from MedjetAssist memberships. Other protection programs typically exclude injuries or illnesses that are a result of natural disasters and acts of terrorism or require an upgraded and more costly plan.

How do you ensure your members' confidentiality?

MedjetAssist maintains a secure database for our members' personal information and does not sell, rent or share our membership database. Additionally, MedjetAssist is bound by the 1996 HIPAA Act with regards to protecting our members' medical conditions and information.

How many transports am I allowed per year?

Two transports per year per membership. Except in the case of a common accident involving multiple family members, in which case each member of the enrolled family meeting the transport criteria will receive one transport. In the event that a member is remotely evacuated for initial stabilization/evaluation and continues to meet inpatient criteria, the transport to the member's hospital of choice will be deemed a continuation of the initial transport with regard to remaining transports under their membership benefits.

Diamond Members (Age 75 and over) will receive one transport per membership per year.

How long will it take after my initial phone call to MedjetAssist before I am moved to the hospital of my choice?

In most cases, MedjetAssist affiliate aircraft can be launched within 90 minutes of the initial call for domestic locations and remote airstrips. For international evacuations, the launch time will depend on a number of factors such as medical requirements as well as permits and/or visa applications.

Does MedjetAssist have the resources to transport my entire family if all of us were involved in a medical emergency and subsequently hospitalized?

Yes. MedjetAssist has authorized aircraft capable of transporting multiple patients simultaneously, as well as dispatching multiple aircraft at one time. Through our worldwide affiliate network, MedjetAssist is also capable of transporting several non-acute patients at once on a common aircraft.

As a MedjetAssist member, what happens with my non-injured/ill family or traveling companion if I am transported?

MedjetAssist provides for up to two (2) family members, business associates and or traveling companions to accompany the member at no cost on a MedjetAssist affiliate aircraft. If the member is being transferred on a scheduled commercial airline, one (1) individual can accompany the member at no additional cost and will be seated in economy class.

Under the MedjetAssist Family Membership, are my children covered while at college?

Yes. A family membership shall include the named primary member, his or her spouse or domestic partner and up to five of their unmarried dependent children (including step, foster or legally adopted children) under the age of 19 or up to age 23 if a full-time student in actual attendance at an accredited school or college and dependent on the primary member for support and maintenance.

Doesn't my current health care insurance cover emergency evacuation?

The vast majority of traditional health providers do not provide coverage for worldwide air-medical evacuation and transportation services. If this coverage is available, it will likely contain restrictions/exclusions, claim forms, dollar caps and out of pocket expenses. Check with your provider for specific details.

What makes the MedjetAssist membership so unique?

MedjetAssist has been the worldwide leader in air-medical evacuation and repatriation services since the early 1990s. MedjetAssist provides the highest level of benefits, success rate of protecting its members, value and overall peace of mind protection for our members. No travel insurance, standard medical insurance, assistance program or platinum card program can match the MedjetAssist protection program.



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