

### Service Information

24 years in service; 14 states; 1,800 employees; over 200,000 transports and 60,000 of calls handled yearly.

<http://www.lifeteam.net>

Air Evac EMS, Inc., which operates Air Evac Lifeteam and Texas LifeStar, is the largest independently owned and operated membership-supported air medical service in the United States, conducting its operations through more than 88 mutually-supporting air medical bases across 14 states. The company has established itself as the preeminent provider of air ambulance services to rural markets, serving over 1,700 diverse referral sources, including over 1,000 hospitals and 700 EMS agencies, and attracting more than 780,000 members in support of its presence in their local communities.

The Company operates the world's largest fleet of more than 100 medically-equipped Bell 206 Long Ranger helicopters and has safely flown more than 200,000 people who were in critical need of care since its founding. The current service area includes operations in Alabama, Arkansas, Georgia, Illinois, Indiana, Iowa, Kentucky, Mississippi, Missouri, Ohio, Oklahoma, Tennessee, Texas and West Virginia, with the company being the largest air ambulance provider in 8 of its 14 states. In 2008, Air Evac Lifeteam was accredited by the Commission on Accreditation of Medical Transport Systems, and is the largest medical transport program under one name to achieve this accreditation.

### What makes your service unique?

Air Evac Lifeteam Billing and Patient Accounts department are considered Patient Advocates. They work with each patient on a one-on-one approach. Using a patient-first approach to medical billing, Air Evac Lifeteams believes that its patients are its family members and should be treated as such.

<http://www.lifeteam.net/ProgramServices/patientaccounts.aspx>

<http://www.lifeteam.net>

### Software programs used?

Sweet-Billing and an in-house CAD program

### What advice would you offer other EMS services that you wish you may have known when you first got into this business?

It is important to understand the key source of revenue of your business. The patients and all of the components of your AR and revenue are important information to manage.

### Any other information that you would like to include:

The West Plains Air Evac Lifeteam is a subsidiary of Air Medical Group holding which also owns Med Trans Corporation and Eagle Med LLC. The West Plains Air Evac Lifeteam Patient Accounts



department also bills for those sister companies. The combined companies handle over 50,000 transports a year with over 136 bases in 24 states and operating over 160 aircraft. The company also has the largest air-medical membership program in the U.S. in which over 800,000 members have enrolled to date.

### Web sites for all companies

<http://www.lifeteam.net>

<http://www.med-trans.net>

<http://www.flyeaglemed.com>



### Air Evac Life Team

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### Key Benefits

- Meets billing needs of the largest medical air service
- Provides information needed for staff to maintain a patient-first approach to medical billing
- Meets the needs of any size of EMS service