



Frequently Asked Questions

Who is covered with the AirMed program?

All individuals receiving health insurance through HCA possess AirMed coverage and may utilize the service.

What is covered with the AirMed program?

AirMed covers all costs associated with transporting the patient from their discharging facility to their receiving facility, including flight, care in flight, and ground transportation. There is no out of pocket expense, copay, or deductible if the service is used.

Who do I contact if I need AirMed?

AirMed's 24/7/365 Customer Care Center may be reached by calling 800-356-2161 or by emailing help@airmed.com.

Are passengers allowed to travel with the patient?

AirMed encourages as many passengers travel with the patient as our aircraft can accommodate

Is there a limit on the number of transports an individual may use?

There is no limit.

Is AirMed accredited?

AirMed maintains the highest levels of accreditation through both CAMTS and EURAMI