



**Markout Water Supply Corporation  
Public Notice to All Water Customers  
February 15, 2017**



Markout Water Supply Corporation and CareFlite have signed an agreement to allow all customers of Markout Water Supply Corporation to become members of CareFlite for \$1 per month. This includes all members of each household. The contract with CareFlite was approved by the Board on February 13, 2017 and will be effective March 1, 2017.

CareFlite, a 501 (c) 3 non-profit company, brings a very high quality ground and air ambulance service to the citizens of Kaufman County. It is the oldest joint-use air medical program in the United States and is now providing its 38<sup>th</sup> year of service to North Texas. In that time, CareFlite has transported 939,997 patients by air and ground ambulance (as of 12/31/16). In addition to Kaufman County, CareFlite operates 911/EMS in all or parts of Ellis, Hill, and Johnson Counties as well as the City of Balch Springs and SE Dallas County. More information is available at [www.careflite.org](http://www.careflite.org). In all emergencies, dial 911.

As part of the agreement with CareFlite, Markout Water Supply Corporation 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](http://www.careflite.org). Markout Water Supply Corporation will provide CareFlite with a list of participating households monthly once the program starts on March 1, 2017. Failure to pay your water bill will terminate your CareFlite membership. Anyone who lives in the Markout Water Supply Corporation service area but does not receive a water bill can also participate in this program by obtaining and completing a special CareFlite membership application available at Markout Water Supply Corporation and paying the \$12 annual cost when submitting the application directly to CareFlite.

While we strongly encourage everyone to protect their family with this program, anyone who does not wish to be included in the program may opt out at any time. In order to opt out of the program, please go by the Markout Water Supply Corporation office and complete a short form that states coverage is not desired. If you want out initially, please complete the opt out form by March 1, 2017 at the water office.

If you have any questions about this program, please contact Markout Water Supply Corporation (972) 564-1250. For questions about CareFlite and this program, please call the Caring-Heart Member Services Office (877) 339-2273 during business hours.

Visit [CareFlite.org](http://CareFlite.org) for more information.



**CareFlite: America's Oldest Joint Use Air Medical Service, America's Youngest EMS Helicopter Fleet**



## Caring – Heart Membership Program

Call (877) 339-2273 (Mon-Fri 8 'til 5)

### FREQUENTLY ASKED QUESTIONS

- 1) What is a Caring Heart Membership? Am I required to fill out an application?

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 which covers ambulance transports, you don't get balanced billed for that amount. If the patient has no such insurance, then the membership automatically entitles the member to a 50% discount from CareFlite's standard charges. If the claim is covered by other types such as work comp or motor vehicle insurance, you will not be liable for the balance. You are not required to fill out an application. However, we encourage you to call (877) 339-2273 after February 1, 2017 if you wish to list the members of your household.

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

Everyone who is related and lives in the household. Kids in college are covered if they are dependent on the parents to pay their college costs and if they maintain the household as their primarily residence. (IE tax return shows home address or they vote at the polling place where the household is located.)

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

If you have any level of custody of the child or children, they are covered regardless of their location within CareFlite's service area. If your parents or in laws live with you full time, they are covered. Everyone in the household is 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. 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 which will exceed 350,000 people when this program goes into effect.

- 5) What is CareFlite's coverage area?



CareFlite Helicopter Service



Fixed Wing Air Ambulance Service

- 6) CareFlite membership helicopter and fixed wing coverage areas are shown above. Ground Ambulance and/or 911 EMS service is covered and currently offered in portions of the following counties: Collin, Dallas, Denton, Ellis, Erath, Henderson, Hill, Hood, Johnson, Kaufman, Palo Pinto, Parker, Rockwall, Tarrant and Van Zandt. No service offered to/from Mexico.

More information is available at [www.careflite.org](http://www.careflite.org) or (972) 339-4220. In all emergencies, dial 911.

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



[WWW.CAREFLITE.ORG](http://WWW.CAREFLITE.ORG) MEMBERSHIP (877) DFW CARE



3110 S. Great Southwest Pkwy.  
Grand Prairie, Texas 75052  
Members Services Office  
(877) 339-2273 Phone  
(972) 660-8821 Fax



## Caring - Heart Membership Program



**PERSONS COVERED:** This Agreement covers the household family members listed on the application on the reverse side provided to CareFlite, so long as they remain full-time residents (including college students) of my household. New residence family members may be added, others deleted or the household location changed by written notice to CareFlite at the address shown above. Added members will be effective as of the date the information is received by CareFlite. Medicaid recipients may not enroll by law.

**EFFECTIVE DATE:** The program will be effective on the date the customer starts their utility service with Markout Water Supply Corporation and pays their \$1 per month membership fee for CareFlite's Caring-Heart membership.

**BENEFITS:** Payment of the membership fee and compliance with the terms of this program/agreement entitles the member to the following benefits:

1. Emergency helicopter air ambulance services originating within 150 miles of DFW Airport for medically necessary advanced or basic life support emergency transport services from CareFlite as a result of an emergency medical condition shall pay nothing out of pocket, unless otherwise specified herein.
2. Emergency fixed wing air ambulance services for patients needing a higher level of care originating within 500 miles of DFW Airport and within the United States shall pay nothing out of pocket. For non-medically necessary fixed wing transports, CareFlite will make its best efforts to obtain an insurance pre-authorization. For fixed wing air ambulance service that are not medically necessary and/or operated for patient or family convenience, CareFlite will give members a 50% discount from its standard rates.
3. CareFlite's ground ambulance and 911/EMS service will be available with its service areas. These benefits will follow the rules of this Air Ambulance membership program.
4. If CareFlite has any agreements for the reciprocal honoring of a membership benefit with other air/ground EMS providers, all Members of CareFlite shall be covered by such agreement. A list of any such agreements can be found at [www.careflite.org](http://www.careflite.org).

**PAYMENT FOR SERVICES:** I understand that I am responsible for payment for any services provided to me by CareFlite, but that my membership will assist me by discharging that part of my financial liability that is not covered by insurance for those CareFlite services specified in this Agreement. This benefit is subject to certain limitations specified in this agreement. As a condition of receiving this benefit, I hereby assign (hand over) to CareFlite all rights and benefits that I or the other family members of my residence have under any and all medical, health, supplemental, worker's compensation, liability, auto or homeowner's insurance policies or plans, or from other third party payers or sources which provide coverage or would otherwise pay for ambulance services. Such payment sources are collectively referred to in this agreement as "insurance". I authorize the payment of all insurance benefits or payments to CareFlite. I understand that CareFlite will, whenever it deems it feasible, file claims for and directly collect the benefits payable from insurance up to the amount of CareFlite's charges for its services. When requested by CareFlite, I agree to complete any forms and take any other reasonable action that may be necessary to collect such amounts. If I or anyone on my behalf receives any insurance or other third party payments for services provided by CareFlite, I will promptly forward those payments to CareFlite at the address shown at the top of this form.

**LIMITATIONS and CONDITIONS:** Membership benefits extend to CareFlite's critical care, advanced or basic life support helicopter and fixed wing air ambulance services staffed with nurses, paramedics and pilots, Specialty Care Transport (a ground transport staffed similarly to CareFlite's air ambulance services) as well as ground ambulances staffed with quality trained paramedics and EMTs. Member benefits are not applicable to services rendered by any other provider. As a condition of receiving the benefits of membership with respect to any air or ground ambulance transport, members with insurance agree to and must comply with all coverage conditions of their applicable insurance program for such transport. Some insurance programs require the insured person to obtain prior authorization of payment for non-emergency, yet medically necessary air ambulance services. (This requirement typically applies to fixed wing air ambulance and inter-facility ground ambulance only but not to helicopter or 911/EMS emergency services.) Non-insured household family members will automatically receive a 50% membership discount on CareFlite's standard charges for the services rendered. Some plans require certain documentation from the insured within a specified time limit or the plan(s) deny or reduce coverage for ambulance services. In the event the member with insurance forfeits coverage by failing to comply with these types of requirements for a transport that would otherwise be covered by insurance, the member will then forfeit membership benefit for failing to so comply and their membership can be revoked at CareFlite's discretion. Membership is available for sale only in those counties or jurisdictions shown on CareFlite's website [www.careflite.org](http://www.careflite.org). Ground ambulance benefits are available to all members but only in CareFlite's ground ambulance service areas. The member must hold a membership that is in good standing at the time of service and the transport must originate in CareFlite's deemed service area with CareFlite as the transporting agency. CareFlite reserves the right to deny or revoke any membership for reasonable cause. If membership is revoked then all balances are due in full. CareFlite may terminate the membership program at any time upon notice to the members. If CareFlite terminates the program, members will have any unused, prorated portion of their membership fee returned. To protect member fees, CareFlite maintains a bond with an A rated insurance company. CareFlite's Membership benefits are honored by certain other medical transport programs. Visit [www.careflite.org](http://www.careflite.org) for complete details.

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



[WWW.CAREFLITE.ORG](http://WWW.CAREFLITE.ORG) **MEMBERSHIP (877) DFW CARE**