



AMBU-CARE Membership Questions and Answers

Q. How much is an annual membership?

A: \$40/year. For one low fee, you, your spouse, and anyone you claim on your taxes as a dependent are covered. The membership covers both you and your spouse, even if one of you lives at home and the other resides or is a patient in a facility such as independent living, assisted living, or skilled nursing and rehabilitation.

Q. What does the membership include?

A: There is no out-of-pocket cost to you for medically necessary* ambulance transportation. You receive a 20% discount on AMR wheelchair service and AMR services that are not medically necessary, not covered by insurance, or if you do not have insurance.

***What does “medically necessary” mean?**

Medical necessity is established when the patient’s condition is such that travel by any other means than ambulance could harm or endanger the patient’s life.

Q. What is Ambu-Cab service?

A: Ambu-Cab is wheelchair van transportation.

Q. Does my membership help with the cost of Ambu-Cab service?

A: Yes. You receive a 20% discount on Ambu-Cab fees.

Q. Does Medicare help with the cost of Ambu-Cab services?

A: No. Insurance does not cover the cost of wheelchair van transportation.

Q. Does my membership cover the cost if I am treated but don’t want to be transported to the hospital?

A. Yes. You receive a 20% discount on the cost of treatment without transport.

Q. Does my membership help with the cost of a lift assist?

A. Yes. You receive a 20% discount.





AMBU-CARE Membership Questions and Answers

Q. If I call and need a non-emergent transfer to the emergency room, can you take me in a wheelchair or do I need to go by ambulance?

A: All transports to the Emergency Room are considered “emergent”. Wheelchair services are for non-emergent transportation to dialysis, doctor’s appointments, returning home from the ER, or even a trip to the salon etc.

Q. Can my spouse/loved one ride along in the ambulance?

A. Typically yes.

Q. Do I need to call the AMR telephone number or 9-1-1 to ensure that I get AMR services and not another ambulance service?

A: 9-1-1 is the easiest number to remember in an emergency. AMR is the primary 9-1-1 ambulance provider in the Holland/Zeeland area. In Kent County, there are three ambulance services. The ambulance service that responds to a 9-1-1 call is based on “territory”. If you call 9-1-1 rather than AMR directly, you can ask for AMR. In some types of emergencies such as cardiac arrest, the **closest** ambulance will respond regardless of whose “9-1-1 territory” you are in.

You must use the services of AMR in order for your AMR Ambu-Care Membership benefits to cover you unless you live in one of the following communities: Grandville, East Grand Rapids, Grand Rapids, Wyoming, Rockford, Kentwood and Plainfield Twp. These communities are part of the Kent County Consortium in which we honor other ambulance membership programs.

Q. What if I have an emergency and have to call for an ambulance but I don’t want all of the emergency medical people to come?

A: Fire departments are “Medical First Responders”. Because fire departments are located in neighborhoods and have EMTs on staff, they respond to medical calls to provide medical assistance until the ambulance arrives. They respond to emergencies that are prioritized as immediately life threatening or potentially life threatening.

Q. Will I receive membership cards?

A. No. AMR no longer issues membership cards. You will receive a receipt in the mail after your membership is processed. You do not need to carry the receipt with you. Inform the medics know you are an AMR member if possible.





AMBU-CARE Membership Questions and Answers

Q. Will I receive a reminder that it's time to renew my membership?

A. Yes. You will receive a renewal notice approximately two months prior to your membership's expiration date.

Q. What phone numbers should I know?

A: **9-1-1**

AMR Communications Center (Dispatch):

616-459-8197 (Grand Rapids area) **616-392-7064** (Holland area)

AMR Membership Questions: **800-560-9318, option 3**

AMR ALL Departments: **616-459-8228**

Memberships make great gifts for family members of **ALL ages!** Accidents happen! A trip to the hospital can happen to anyone at any time—children, adolescents, and adults. Young families can benefit from an Ambu-Care membership too!



- **Sports-related injuries**
- **Falls from biking, skate boarding, skiing, ice, etc.**
- **Traffic accident**
- **Sick child**

Tell your family! Tell your friends! AMR's Ambu-Care Membership Program can save you money on that unexpected ambulance transport!



Visit our website at: www.amr-westmi.com for more information!