



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 lives in 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 for medically necessary ambulance transportation; you receive a 20% discount on wheelchair van transportation and a 20% discount on ambulance fees if insurance denies your claim.

Q. What is Ambu-Cab service?

A: Ambu-Cab is wheelchair van transportation.

Q. Does my membership help with the costs for Ambu-Cab service?

A: Yes. You receive a 20% discount on Ambu-Cab (wheelchair van transportation) fees. You receive an additional 10% off if you pay at the time of service.

Q. Does Medicare help with Ambu-Cab services?

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

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 stretcher?

A: For AMR to transport to the Emergency Department (ED) you must go by ambulance. Wheelchair van 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: You can call AMR directly or call 9-1-1. In Ottawa County, AMR is the primary 9-1-1 ambulance service provider. In Kent County, there are three ambulance services. The ambulance service that responds is based on “territory”. In some types of emergencies such as cardiac arrest, the closest ambulance will respond regardless of whose “territory” it is in. Ambulance providers work together and honor each other’s 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: You are probably referring to the fire department. Fire departments are “First Responders”. Because fire departments are located in neighborhoods, they respond to medical calls because they can 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. We no longer issue membership cards. You will however receive a receipt in the mail after your membership has been processed. You do not need to carry the receipt with you.

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 expiring.

Q. What phone numbers should I know?

A: Always Dial 9-1-1 for emergencies

AMR Communications Center (Dispatch):

616-459-8197 (Grand Rapids area)

616-392-7064 (Holland area)

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

AMR Billing Questions: **800-560-9318 option 5**

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