

Cleveland Clinic Global CARE Membership

Evacuation and Repatriation Services

Should a member become hospitalized as an inpatient more than 150* miles from home, domestically or internationally, at the member's request, Cleveland Clinic (CC) Global CARE will provide the member with air medical transportation bedside-to-bedside to the Cleveland Clinic or the hospital of their choice within the U.S. or Canada provided that the hospitals are more than 150 miles apart.

Air Medical Transportation to a Specialty Facility

If an annual member is hospitalized as an inpatient and requires the services of a Cleveland Clinic hospital or other specialty located more than 150* miles away, CC Global CARE will provide air medical transportation to that facility, provided the member is unable to travel by commercial means without a medical escort. The member's attending physician as well as the Cleveland Clinic physician must agree to the medical necessity of this transport. Requests for transportation to a Specialty Facility within the first 90 days of membership are subject to approval by Cleveland Clinic.

Aitheras Aviation Group, LLC

Aitheras Aviation Group, LLC (Aitheras) is the operator of all air services provided under the CC Global CARE program.

Cleveland Clinic Global CARE Members Terms & Conditions

CC Global CARE memberships are available to United States and Canadian Residents up to the age of 85 at the time of enrollment. 'U.S. resident' definition shall not include U.S. territories and outlying areas within the Pacific Ocean. Family coverage is limited to a spouse/partner and up to five (5) dependent children under age 19 (or through the age of 26, if un-married, & a full time student in an accredited program) identified at the time of application for membership. CC Global CARE membership is valid for unlimited US and Canadian travel and international travel with a limit of 120 days of unbroken travel per trip. Air Ambulance evacuation and repatriation flights international or domestic will be performed if an inpatient hospitalization is required, and it is determined that the remaining hospital stay can be completed at a hospital nearer the member's home, and the member is unable to return to their home hospital via commercial airline without a medical escort. Aircraft used for the medical transport of CC Global CARE members are fully equipped intensive care aircraft staffed with specially trained medical teams. However, if the member's condition permits, the member may be transported by scheduled commercial airline, at no expense to the member while accompanied by a Cleveland Clinic medical escort or medical team.

Air medical services are limited to two separate flights per annual membership per year; except for repatriation flights involving enrolled multiple family members requiring simultaneous repatriation. Under these circumstances each family member will receive one fully paid flight.

CC Global CARE and Aitheras must make all arrangements for medical evacuation and repatriation. Since CC Global CARE is a membership program and not an insurance plan, CC Global CARE will not reimburse members for expenses they incur on their own. Decisions regarding urgency of the case, the best timing and the most suitable means of transportation will be made by the CC Global CARE medical department after consultation with the local attending physician, the patient's receiving physician, and Aitheras.

Both the originating and receiving hospital must be reasonably accessible by ground ambulance to transport the member to and from an airfield capable of accommodating an Aitheras aircraft or one of its authorized affiliates aircraft. The cost associated with transportation from ships, isolated areas or islands to an airport accessible to Aitheras aircraft is not covered and will be the responsibility of the member. A CC Global CARE membership does not include helicopter evacuation.

Due to the limited medical facilities and testing available on cruise ships, in some cases the CC Global CARE Medical Director may require the member to be admitted to a hospital on-shore before dispatching the aircraft.

Due to the high risk of sending U.S. registered aircraft and personnel into countries where the U.S. State Department has issued travel restrictions, membership services are subject to exclusion in these areas.

Family members, business associates, and/or traveling companions may accompany the patient, at no additional cost, on Aitheras aircraft during transport, provided space is available and the patient care is not compromised.

Passengers accompanying patients transported on scheduled commercial aircraft will be responsible for their own airfare. Payment of membership fee entitles the member and the member's enrolled family to the membership services as published at no additional cost to the member.

While Aitheras makes every effort to accommodate members, the patient and an accompanying passenger are limited to one small carry-on bag each due to limited space available on medical aircraft. Aitheras will arrange for additional luggage to be forwarded at the member's expense.

Restrictions/Exclusions

In regard to the safety of pilots and medical crew onboard transport flights, in conjunction with Federal Aviation Administration (FAA) regulatory standards regarding airborne pathogens and flight crew's ability to perform required emergency procedures, and in compliance with restrictions imposed by the U.S. State Department or others, members will not be entitled to air medical transport benefits if their illness or injury is a result of or is contributed to by the following:

1. War, invasion or civil war;
2. Suicide or attempted suicide or intentional self injury;
3. A member's own criminal or felonious act, or sustained while the member is in a state of insanity;
4. A member with an infectious disease under treatment at the time of enrollment will not be transported for any condition related to that infection;
5. A member suffering from a psychiatric or mental disorder that is not manageable and will not allow safe transport within the confines of the ground ambulance and aircraft may not be transported;
6. A member being evaluated for or on an organ transplant list prior to enrollment will not be entitled to a transport for conditions related to that transplant;
7. A member who is hospitalized at the time of enrollment will not be eligible for transport benefits for that hospitalization and may not be accepted for membership entirely;
8. A member with contagious airborne pathogens may not be transported;
9. A member traveling outside of the United States [and Canada for the sole purpose of seeking medical treatment, whether inpatient or outpatient, experimental or otherwise, will not be eligible for air medical transport benefits for that specific medical condition;
10. A member with mild lesions, simple injuries such as sprains, simple fractures or mild conditions which can be treated by local doctors and do not prevent the member from continuing his or her trip or returning home does not qualify for air medical transport.

Cleveland Clinic reserves the right to update these Terms & Conditions (T&C) without notice. The most current version of the Terms and Conditions is available for review by visiting www.clevelandclinic.org/globalcare. Cleveland Clinic retains the right to terminate the program at any time on notice to members. Termination shall not affect any transportation request that is in process at the time of termination. Members will receive a prorated refund of fees based upon the length of time the membership has been in effect over the term of the membership. Cleveland Clinic is solely responsible for the interpretation and application of the rules and regulations communicated in this publication. All determinations by Cleveland Clinic shall be final and conclusive in each case. Enrollment and renewal is subject to approval at the sole discretion of Cleveland Clinic. Cleveland Clinic does not discriminate membership based on race, color, creed or nationality. Memberships are non-transferable and non-refundable. Membership is valid only after payment has been processed. By enrolling as a member you accept and agree to the terms and conditions of membership.