

Air Ambulance providers

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As of December 1, 2020, the providers listed below are participating air ambulance providers with Anthem Blue Cross (Anthem). That means, for members picked up in California, these participating providers have contractually agreed to accept the Anthem Rate as payment in full for approved and medically necessary transport and will bill those members for cost-shares only.

Some air ambulance providers choose not to participate with Anthem.

- These air ambulance providers may, and often do, charge members rates that are significantly higher than the Anthem contracted provider rates.
- These non-contracted air ambulance providers attempt to collect from Anthem members the difference between Anthem's allowed amount and their billed amount.

To help Anthem members avoid the high costs of air transportation from y non-contracted providers, we ask that, whenever possible, you choose a participating air ambulance provider for your patients who are Anthem members. **Utilizing participating providers:**

- **Protects** the member from balance billing for what may be excessive amounts,
- **Assures** the most economical use of the member's benefits, and
- **Is consistent** with your contractual obligations to refer to in-network providers where available.

To schedule fixed wing or rotary wing air ambulance services, please

1. **Contact Anthem for precertification for all non-emergent transports, using the number on the back of the member's ID card, then**
2. **Call one of the phone numbers listed below.**

Please have the following information ready when you call one of the contracted air ambulance providers

- Basic medical information about the patient, including the patient's name and date of birth or age. If the service was not precertified with Anthem, the air ambulance provider will also need to receive a full medical report from the attending facility.
- Current location of the patient, the name of the hospital or facility caring for the patient and its address (city and state)
- Location where patient is to be transported, including the name of the destination hospital/facility and address
- Approximate transport date or timeframe
- Special equipment or care needs

Should you have questions regarding the air ambulance network, including providers contracted for air ambulance pickups outside of Maine, please contact your Provider Network Manager.

Fixed Wing (Airplane) Providers (HCPCS Codes: A0430 and A0435)

Anthem Contracted Air Ambulance Providers – As of December 2020			
Provider Name	Phone #	Location Address	Web site
AeroCare Medical Transport Systems	(630) 466-0800	43W 752 Hwy 30 Sugar Grove IL 60554	www.areocare.com
AirCare 1 International	(505) 242-7760	5345 Wyoming Blvd NE Ste 105	www.aircareone.com
Helinet Aviation Services	(818) 902-0229	16308 Waterman Dr. Van Nuys CA 91406	www.helinet.com
Air Med International	(800) 356-2161	950 22 nd St. N Suite 800 Birmingham, AL 35203	www.airmed.com

Rotary Wing (Helicopter) Providers (HCPCS Codes: A0431 and A0436)

Anthem Contracted Air Ambulance Providers – As of December 2020			
Provider Name	Phone #	Location Address	Web site
Air Methods (Rocky Mountain/Mercy Air Service)	(909) 915-2305	7211 S. Peoria, Englewood, CO 80112	www.airmethods.com
Helinet Aviation Services	(818) 902-0229	16308 Waterman Dr. Van Nuys, CA 91406	www.helinet.com
Stanford Life Flight	(650) 725-4831	300 Pasteur Dr. #H1243, Stanford CA 94305	www.stanfordhealthcare.org/health-care-professionals/lifeflight
Air Med International	(800) 356-2161	950 22 nd St. N Suite 800 Birmingham, AL 35203	www.airmed.com

To arrange air transport originating outside the U.S., U.S. Virgin Islands, and Puerto Rico, please call 1-800-810-BLUE for BCBS Global Core (formerly BlueCard Worldwide)

804-1220-PN-CA

URL: <https://providernews.anthem.com/california/article/air-ambulance-providers>

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