

HALO-Flight Guardian Membership FAQs

I'm covered by Medicaid. Am I eligible to join?

- Medicaid recipients are not eligible to join due to government regulations, however HALO-flight does provide emergency transportation and critical care services for Medicaid patients regardless of their ability to pay.

Who is included in my membership?

- A household covers all dependents living in the enrolled home on a permanent basis, including custodial/non-custodial children, and dependents at college.

If I have family visit me from out of town and they are staying with me, are they covered by my Guardian Membership?

- Unfortunately, they are not permanent residents of your household so they would not be covered.

If I need to be transported, how do you know that I have a Guardian Membership?

- HALO-Flight transports patients based on medical necessity, not Guardian Membership status. Enrollment does not guarantee transport.

How is HALO-Flight launched to transport patients?

- Air ambulance services are activated by EMS personnel who follow strict protocols set in places by the Regional Advisory Council and the Texas Department of State Health Services. The protocols provide EMS personnel with medically appropriate response guidelines to increase survival rates. The guidelines stipulate to call the closest available air ambulance service to transport the patient to the nearest facility to receive the level of care necessary in a timely manner.
- Interfacility transfers occur when a patient requires a higher level of care not available within the facility, which may include specialty cases such as severe burns and other modalities deemed appropriate for air ambulance transport prompted by the attending physician.

I was a HALO-Flight patient with a Guardian Membership, but still received a bill. How can I apply my Membership to the bill?

- To apply Guardian Membership benefits to your HALO-Flight patient bill, contact membership@haloflight.org.