



Johnson County Special Utility District
2849 Hwy. 171 South, Cleburne, Texas 76031

Notice to All Water Customers about CareFlite Services

A new opportunity has surfaced for the good of the whole customer base of JCSUD. As you probably know, CareFlite (a non-profit company) provides high quality ground and air ambulance transport services in North Texas. Now JCSUD and CareFlite have partnered together to allow all customers of the water system to become members of CareFlite for \$1 per month. Everyone who is related and lives in the household is covered.

CareFlite also operates 911/EMS (emergency management service) in the counties of Johnson, Ellis, Hill, SE Dallas County and Balch Springs. It is the oldest joint-use air medical program in the United States and celebrated its 30 years of service in 2009. In Johnson County alone (est. population 150,000) over the last five years, CareFlite has transported 35,869 patients by air and ground ambulance (excluding Keene and a part of Burleson); that translates to about a 1 in 4 chance of needing ambulatory service over a 5 year period.

The District's contract with CareFlite was approved by the Board of Directors on February 19, 2013. The program takes effect on May 1, 2013.

As part of the agreement with CareFlite, the District will add \$1.00 to each monthly water bill to provide a *Caring-Heart Membership* for each resident or household. Apartment complexes or multi-resident facilities will be charged \$1 per unit. The *Caring-Heart Membership* protects your entire household against the out of pocket expenses of a CareFlite ground or air ambulance transport. If you have insurance, you will not receive a balance bill. If you have no insurance, you will automatically receive a 50% discount from CareFlite. By law, anyone in your household who receives Medicaid cannot be a member. Complete details and program rules are available at www.careflite.org

The point is well taken in raising issue about starting the program with the "opt-out" provision rather than "opt-in." A few will claim "*the principle of the matter is at the program's start, you have taken it upon yourself to decide for me.*" This is indeed a voluntary program and the mail-out notice goes to every customer and is published on the District's website some 50 days ahead of it taking effect. Customers will see information on the monthly billing card about the voluntary program.

Statistics show in previous *CareFlite* partnerships with cities, counties, and other public water suppliers, an overwhelming majority of customers/citizens (about 90%) recognize the great value-benefit in this opportunity to have such low-cost financial protection for their family. Another item that supports the ideals of affording opportunity and goodness to the whole of the District is its *CareShare* program. It too is voluntary and lends a helping hand to the most destitute among us. It has been operating for almost two years with an 8¢ line item included on the monthly bill. This effective benevolence program operates with no budget expense since collections and accounting is automated. *CareShare* went into operation with the same "opt-out" method. Today about 90% of the customer domain participates in this worthwhile endeavor.

The goodness of *CareFlite's* special offer could not be made possible without the "opt-out" provision. *CareFlite* could not commit to providing system-wide coverage for all at a rate of \$1 per month with the uncertainty of the program's success, based on a beginning remittance of "zero dollars" from JCSUD; all while waiting for "opt-ins" to dribble in. The sustainability of the program works best to achieve mass participation in its beginning with the "opt-out" provision to enable individual contributions at a very special, very low cost.

The District had its customers' best interest at heart to engage this program so that you and your family do not miss out on one minute of coverage that this special cost-effective protection plan provides. However, anyone who does not wish to be included can readily opt out at anytime by informing the District. To opt out, click the following link [OPT-OUT FORM](#) (the form works best for confirmation) or call our office at your convenience. Please consider carefully; the stakes are much higher here, as the difference in not participating could cost thousands.

If we can address concerns about this program, please contact JCSUD at (817) 760-5200 or Email: careflite@jcsud.com. For questions about CareFlite and the *Caring-Heart Membership* program, call the CareFlite Member Services at (877) 339-2273 or (972) 339-4220 during weekday business hours.

More information is available at www.careflite.org In all emergencies, dial 911.

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