

OUR MISSION

To deliver patient-centered care through measurable clinical and operational excellence with efficiency, outstanding customer service, and employee engagement.

OUR VISION

RAA is an industry leader providing world class mobile integrated healthcare.



Our Background:

In 1990, The Richmond City Council and the city manager recognized they needed to make drastic changes to the city's EMS system in order to ensure all city residents received the best and most effective care. On March 20, 1991, the Virginia General Assembly created the Richmond Ambulance Authority (RAA) and on September 23, 1991, the City of Richmond granted the franchise to RAA to provide EMS services to the City of Richmond.

RAA is one of only 14 systems in the United States that has received accreditation from both the National Commission on Accreditation of Ambulance Services (CAAS) and the International Academies of Emergency Dispatch (IAED). These accreditations are considered the "gold standard" for ambulance services, certifying distinction for quality patient care and ambulance operations.



(804) 254-1150



www.raaems.org

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RICHMOND AMBULANCE
AUTHORITY

2026

LIFESAVER MEMBERSHIP

Membership Year
January 1, 2026 through December 31, 2026

Membership Fees
Individual \$62
Family \$99

ABOUT **LIFESAVER**

What is LifeSaver?

The LifeSaver Membership Program is a subscription program designed to help citizens of Richmond by providing a reduction in patient costs for **emergency transports only**.

The annual fee of \$62 for individuals or \$99 for a family, provides a reduction in patient responsibility.

For balances after insurance payment or full patient balances, the membership plan provides up to a \$350 balance reduction and 20% discount off the remaining balance.



ABOUT **LIFESAVER**

What if I don't have health insurance?

For those members whose emergency ambulance transports are paid with patient balances or are not covered, either due to lack of insurance, deductibles or because the insurance company did not pay on the transport, the LifeSaver program provides up to a \$350 balance reduction and a 20% discount off the remaining balance. In addition, RAA has a financial assistance program for those meeting the qualifications to help cover bills, which is available to members and non-members.

What if I am a Medicaid recipient?

Medicaid recipients should not join the LifeSaver program as it does not provide any additional benefits.

How will the Richmond Ambulance Authority work with my insurance company?

RAA will file with member's available insurance for any ambulance transport. Members will receive up to a \$350 balance reduction and a 20% discount off the remaining balance.

Who is covered under my membership?

Individual memberships cover one member, while family plans cover the member and their dependents that permanently live in the same physical residence.

Are non-emergency transports covered under the plan?

No, the program only covers 9-1-1 emergency ambulance transports.

When is the best time to join?

To get the most from your membership, make sure your application and payment is received before the start of the membership year, which runs January 1 through December 31, 2026. New members are accepted all year but the membership fee is not reduced for partial year membership. In addition, there is a 30 day waiting period for members joining after December 31, allowing RAA time to process the application.

ABOUT **LIFESAVER**

Who can join the LifeSaver Program?

The program is open to all residents that live within the Richmond City limits.

How do I join?

Fill out the attached application or download the application from our website at www.raaems.org and return it to the address below.



Send Payment and Application to:

Richmond Ambulance Authority
2400 Hermitage Road
Richmond, VA 23220



Questions?

Call 804-254-1150