

**Richmond
Ambulance Authority
LifeSaver
Membership Program**

The LifeSaver Membership Program helps Richmond city residents cover the cost of emergency medical transports. 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.



Richmond Ambulance Authority

Established in 1991 by the Virginia General Assembly and the Richmond City Council, the Richmond Ambulance Authority (RAA) provides high performance emergency medical services (EMS) to city residents and visitors. Richmond has one of the most advanced EMS systems in the United States, despite being one of the busiest, per capita. RAA responds to nearly 200 calls per day and transports, on average, 150 patients per day.

Every 9-1-1 ambulance is equipped with sophisticated lifesaving technology and has a nationally registered paramedic on board. RAA also employs personnel who are trained in Pediatric Advanced Life Support, Prehospital Trauma Life Support, and Advanced Cardiac Life Support.

**Richmond Ambulance
Authority**

2400 Hermitage Road
Richmond, VA 23220

Phone: 804-254-1150
www.raaems.org



**Richmond
Ambulance
Authority**



*2025
LifeSaver
Membership
Program*

Membership Year

January 1, 2025
through
December 31, 2025

Membership Fees

\$62 Individual
\$99 Family

Richmond Ambulance Authority LifeSaver Membership Program



What is the Richmond Ambulance Authority LifeSaver Membership Program?

It is a subscription program designed to help

citizens of Richmond by providing a reduction in patient costs for **emergency** ambulance transports only.

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 a 20% discount off the bill. (For instance, if the bill was \$600 the discounted bill would be \$480). 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 you with any additional benefits.

How much does it cost to become a LifeSaver member?

The cost is \$62 for an individual and \$99 for a family.

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.

Who can join the LifeSaver Program?

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

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 a 20% discount off the patient responsibility

Why should I join before January 1, 2024?

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, 2024. Although new members are accepted all year, 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, to give RAA time to process the application.

What do I need to do to join?

Fill out and sign the attached application and send it with your payment to the address below.

Send completed application and payment to:

Richmond Ambulance Authority
2400 Hermitage Road
Richmond, VA 23220

Questions about the
LifeSaver Program?
Call 804-254-1150