If you or someone in your family requires a Humboldt General Hospital ambulance, will your out-of-pocket expenses be covered? HGH’s average ambulance bill is lower than most comparable programs in the nation, but if you have a high Medicare or insurance deductible, or are on a fixed income, it may be difficult to cover those costs.

Humboldt General Hospital wants to help you and your family members in the event of a medical emergency. We are pleased to introduce the Humboldt General Hospital EMS Rescue GROUND Gold Ground Transport Membership Program, which will help pay for medically necessary Critical Care Ground Transport to the hospital where you will receive the most appropriate medical care.

GROUND Gold is not an insurance policy, nor is it meant to be a substitute for health insurance. If you have no insurance or other coverage, or if your insurance company or other payer denies payment, you will be responsible for the payment of all ambulance fees; however, HGH EMS Rescue will provide a 20 percent discount for GROUND Gold members.

For just $55 a year, your household will be covered for up to 10 medically necessary HGH EMS Rescue ambulance transports per year. With GROUND Gold, you’re covered whether you live at home, in a senior care facility or in a nursing home. GROUND Gold does not cover any of the air transport services that Humboldt General Hospital uses including helicopters or fixed wing aircraft.

Businesses within the GROUND Gold service area can also protect their employees and their families for a nominal annual fee. Consider adding a GROUND Gold membership to your employees’ benefits package. Just like our individual plan, HGH EMS Rescue will transport your employees and/or their family members who are experiencing a medical emergency. Not only will this plan afford your employees and their families great peace of mind, but your business can significantly cut down on group medical costs as well. Contact HGH EMS Rescue for group pricing.

“Thank you for offering this plan. It’s just one less thing to worry about in the event of a family emergency.”
—Humboldt County mother of 4

Save Thousands
When you become a member of Humboldt General Hospital EMS Rescue’s GROUND Gold Ground Transport Membership Program, you pay only your mandated deductible. If you have insurance coverage, or if you pay your own medical bills, HGH EMS Rescue will provide a 20 percent discount, saving you hundreds and even thousands of dollars. Why take the risk? Join now!

Our Commitment
HGH EMS Rescue is committed to providing superior advanced life support to the residents within its service area. We work hard on behalf of all our local residents to provide the most professional and compassionate service available. From our first contact with medical dispatch, to our arrival on scene, to providing exceptional patient care and transport to the hospital where you will receive the most appropriate medical care, HGH EMS Rescue is committed to making this a seamless process, removing unnecessary stress on both patients and their loved ones. Your GROUND Gold membership not only above HGH EMS Rescue the opportunity to help save your life . . . but your life savings as well.
Who is eligible for the Humboldt General Hospital EMS Rescue Gold Ground Transport Membership Program?

A. Students living off campus, military personnel, and workers for businesses who do not currently have a membership at Humboldt General Hospital.

Do I have to hold a valid medical insurance policy to be eligible?

A. No. Membership is available regardless of whether you have medical insurance. If you do, you will receive a discount off of your monthly balance due, just like with any other membership program.

Does my policy cover the service of any type of air transport including helicopters or fixed wing aircraft?

A. No. The membership is available only to permanent residents of Humboldt County, California and 30 miles of the Humboldt General Hospital. If you have any questions regarding eligibility, please call (775) 623-5222, ext. 1360.

What is the service area for the Humboldt General Hospital EMS Rescue Gold Ground Transport Membership Program?

A. Gold membership includes all of Humboldt County and parts of Lander and Pershing counties and southern Oregon.

Is my membership membership coverage limited to a specific number of transports per household?

A. Yes, Gold membership limits the number of transports per household membership to 10 transports per 12 month period.

Do I have to call 9-1-1 from my home to receive membership benefits?

A. No. Only 9-1-1 activated emergency transports will be covered. Additionally, Gold membership covers models of emergency transport to or from a medical facility. Transport by any other ambulance service is not covered, nor is any type of air transport, including helicopters or fixed wing aircraft.

Who is eligible for the Humboldt General Hospital EMS Rescue Gold Ground Transport Membership Program?

A. Permanent residents of Humboldt County and parts of Lander and Pershing counties and southern Oregon.

What will I be responsible for if abuse of the service is found to exist?

A. Your membership may be terminated.

If the application/renewal form is completed and signed, is it effective for one year, until the expiration date listed on my membership card?

A. Yes.

What do I need to do to renew my membership?

A. You will receive a renewal application in the mail approximately two weeks before the expiration date. At that time, you will be given the opportunity to renew your membership.

If I need to change my mailing or home address, who do I notify?

A. Humboldt General Hospital EMS Rescue.

If I need to change my phone number, who do I notify?

A. Humboldt General Hospital EMS Rescue.

After my membership expires, can I still use the service?

A. No. Only permanent residents of the home, who are listed for membership on the membership card, are eligible for benefits.

Do I have to hold a valid medical insurance policy to be eligible?

A. No. Only permanent residents of the home, who are listed for membership on the membership card, are eligible for benefits.

Can I request that payments be made directly to the hospital?

A. Yes. Your membership agreement includes language that will be helpful for you to carry it in your wallet, but with membership, you owe nothing from your own pocket.

Do I have to call 9-1-1 from my home to receive membership benefits?

A. No. Only 9-1-1 activated emergency transports will be covered. Additionally, Gold membership covers models of emergency transport to or from a medical facility. Transport by any other ambulance service is not covered, nor is any type of air transport, including helicopters or fixed wing aircraft.

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