



Qavvik Air Membership Program – Frequently Asked Questions

What is a Qavvik Air Membership?

Enrolling in the Qavvik Air Membership Program helps to protect you and your household from the high costs of emergency medical flights. If an emergency happens, we get you to the care you need without the worry of unexpected bills.

Who is eligible for membership?

Anyone can sign up. Your membership covers everyone in your household, provided they are listed on your account.

Do I have to have a membership to receive transport by Qavvik Air?

No, you do not need to sign up for the membership program to receive services from Qavvik Air.

How much does it cost?

A Qavvik Air Membership is just **\$99 per year** and provides peace of mind, knowing help is always there when you need it most.

What does the membership cover?

- **Emergency medical flights provided by Qavvik Air**
- **Coverage for your entire household**—You and family members that live with you are covered with one membership. See “Who is covered under my membership” for more details.
- **No out-of-pocket costs**—we accept what insurance pays

This membership doesn’t provide insurance; it helps cover the costs you’d otherwise pay yourself for emergency air transport.

Does the membership cover non-emergency flights?

No, membership benefits only apply to medically necessary air ambulance transportation to the nearest appropriate facility as determined by the sending medical provider.

Coverage & Billing



What do I do if I receive a bill from Qavvik Air as a member?

If you have insurance, Qavvik Air works directly with your provider and accepts what they pay. Members will have no out-of-pocket costs other than your annual membership dues.

Does this membership replace my health insurance?

No, this is **not** an insurance policy. It works alongside your insurance to ensure you never receive a surprise bill for a Qavvik Air emergency flight.

What if my insurance only covers part of the flight?

Qavvik Air accepts the amount your insurance pays—if you have the membership program, you won't owe anything beyond that.

What if I don't have insurance? Can I still sign up?

Yes. We believe cost should never be a barrier to lifesaving care. If you are a Qavvik Air member, there will be no out-of-pocket costs other than your annual membership dues.

What if I don't have a membership?

You do not need to have a membership to get medical transport. Medical transport is based on medical need, not membership status.

Qavvik Air transports people in medical emergencies regardless of their ability to pay.

Family & Household Coverage

Who is covered under my membership?

Your membership covers **your entire household**, provided each member is listed on your account. Including:

- You (the primary member)
- Your spouse or partner
- Your children or dependents living in your home

Does my membership cover extended family members?

Only if they live in your household; otherwise, they need their own membership.

Shareholder FAQs



As a NANA shareholder, are there any additional benefits I receive by signing up?

While Qavvik Air is a proud NANA subsidiary and deeply rooted in the region, the Qavvik Air Membership offers the same comprehensive benefits to all members—ensuring equal access for everyone we serve. Shareholder support has played a vital role in helping us make this program widely available across our communities.

If I am a NANA shareholder, and I don't sign up for the program, can I still get medical transport?

You do not need to have a membership to get medical transport. Medical transport is based on medical need, not membership status.

Other Important Questions

Is there a limit to how many emergency flights I can use?

No. If your membership is active, you are covered for all medically necessary emergency flights provided by Qavvik Air.

Where does Qavvik Air operate?

Qavvik Air is dedicated to serving all of Alaska.

What if I need to be flown to a hospital outside the region?

We transport patients to the nearest and most appropriate medical facility based on emergency needs determined by the sending provider, including Seattle.

Will I be able to choose what facility I go to?

No. You will be transported to the nearest and most appropriate facility based on medical needs as determined by the sending provider.

Can I cancel my membership and get a refund?

You can cancel your membership anytime, but membership fees are usually non-refundable. If you cancel within 10 days of signing up, you'll get a full refund—just email us in writing.

Questions? Contact us at membership@qavvikair.com.

Enrollment & Renewal



How do I sign up?

Joining is easy! Sign up online at QavvikAir.com/membership.

When does my membership start and end?

Your coverage begins as soon as your enrollment is complete and is valid until you choose to cancel.

How do I renew my membership?

Memberships are set for annual auto-renewals. We'll send a renewal reminder before your membership is renewed. You can review your renewal settings online in your membership profile.

Contact Us

We're here to help! Reach us at:

Website: QavvikAir.com

Email: membership@qavvikair.com

Stay protected. Stay covered. **Join Qavvik Air today.**

