

Subject: Important Update to Ashland Fire & Rescue Ambulance Membership Program

Dear Member,

Beginning **February 1, 2026**, the combined PLUS membership; **Ashland Fire & Rescue ground membership** and **Mercy Flights air membership** option will no longer be offered. This update supports our shared commitment to strengthening each program while continuing to collaborate in delivering high-quality emergency care for our community.

Both memberships remain valuable and complementary. Maintaining them separately helps prevent gaps in coverage and supports the ongoing partnership between Ashland Fire & Rescue and Mercy Flights—ensuring seamless, reliable ground and air transport when it matters most.

What this Means for You

Your **current membership will remain active and unchanged** for the remainder of your existing term.

When it is time to renew, you will receive **two separate renewal notices**, one from Ashland Fire & Rescue for ground transport and one from Mercy Flights for air transport.

This applies only to members who currently have (or wish to upgrade to a) **PLUS membership**.

Changes at Renewal

If You Have a PLUS Membership

Starting **February 1, 2026**:

- Air membership renewals will take place **directly through Mercy Flights** at their website: mercyflights.com/membership.
- You will continue to renew **ground coverage** through Ashland Fire & Rescue. Membership renewal is online through our website at app.glueup.com/org/ambulancemembership.

If You Have a BASIC Membership

Starting **February 1, 2026**:

- The annual BASIC membership fee will be **reduced from \$66 to \$55**.
- Only the BASIC membership will be offered moving forward through Ashland Fire.
- Membership benefits will remain the same, with two updated provisions:
 - **One medically necessary ambulance transport per year at no cost.**
 - **For additional medically necessary transports within the same year, the patient will be responsible for 50% of the remaining balance after insurance has processed the claim.**

Our Commitment to You

We understand that program updates can raise questions, and we want to assure you that Ashland Fire & Rescue is dedicated to providing exceptional service and support. Our priority is to make this transition as smooth as possible.

If you have any questions or need assistance understanding these changes, please reach out. We're here to help.

Email (fastest response): fire@ashlandoregon.gov

Phone: 541-488-6009 (please allow up to 72 business hours for a callback)

Thank you for your ongoing trust in Ashland Fire & Rescue.

Sincerely,

Ashland Fire & Rescue Membership Team