

"It's important for consumers to discuss this topic with their insurer to fully understand what to expect from their insurance policy should a situation arise where air medical transport is needed," Chance McElhaney, spokesman for the Iowa Insurance Division said. "Any Iowans that are concerned that they are not receiving benefits of their insurance policy are encouraged to contact our office and file a complaint at <https://iid.iowa.gov/insurance-consumer-complaint>."

Chance

**Chance McElhaney**  
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