

How to use your benefits

MASA provides emergency transport claim coverage or transport coordination services, depending on your plan.

After-emergency claims include:

- ✓ Emergency Ground Ambulance Coverage
- ✓ Hospital to Hospital Ground Ambulance Coverage
- ✓ Emergency Air Ambulance Coverage
- ✓ Hospital to Rehab, Skilled Nursing, Long Term Care, or Home Coverage

How to file a claim with MASA

Filing a claim is easy! Simply submit your claim via the MASA member portal, email, fax, or regular mail.

Online: <https://masamts.com/member>
Email: ambulanceclaims@masaglobal.com
Fax: 877-681-2399

Mail: MASA Global / **ATTN:** Claims
1250 S. Pine Island Road, Suite 500
Plantation, FL 33324

Include: Writing your MASA membership number on the bill or in the email if not using the portal.

A full claim will need the following, which a MASA claims specialist will help acquire:

- Invoice/Health Insurance Claim Form (HICFA)
- Run/trip notes
- Explanation of Benefits (EOB)
- W-9

Note: you must file a claim within 180 days of transport.

You can check the status of your claim online at <https://masamts.com/member>, on the MASA app, or by phone at 954-334-1901.

Transport coordination services include:

- ✓ Repatriation Near Home Coverage
- ✓ Pandemic Quarantine Expense Protection
- ✓ Minor Return Transportation Coverage
- ✓ Pet Return Transportation Coverage
- ✓ Companion Transportation Coverage
- ✓ Patient Return Transportation Coverage
- ✓ Hospital Visitor Transportation Coverage
- ✓ Vehicle & RV Return Coverage
- ✓ Organ Retrieval & Organ Recipient Transportation Coverage
- ✓ Mortal Remains Transportation Coverage

How to use MASA transport coordination services

The Transport Team is available 24/7/365 to coordinate the necessary services. If your plan includes transport coordination services, call the MASA Transport Team at 800-643-9023 for assistance.

Still have questions about MASA claims or services?

Reach out to the Claims Team at 954-334-1901 or Member Services at 877-503-0585.