

# 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.

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#### 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)

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:

$\checkmark$	Repatriation Near Home Coverage	$\checkmark$	Patient Return Transportation Coverage
$\checkmark$	Pandemic Quarantine Expense Protection	$\checkmark$	Hospital Visitor Transportation Coverage
$\checkmark$	Minor Return Transportation Coverage	$\checkmark$	Vehicle & RV Return Coverage
$\checkmark$	Pet Return Transportation Coverage	$\checkmark$	Organ Retrieval & Organ Recipient Transportation Coverage
$\checkmark$	Companion Transportation Coverage	$\checkmark$	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.

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