masa Access

How to use your MASA benefits

Transportation coordination services

Access transport services for the following benefit:

• Repatriation Near Home Coverage



When to access:

During or immediately following your emergency care treatment.



How to access: Call 800-643-9023.

The MASA Transport Team is available 24/7/365 to assist you and will begin making the necessary arrangements, including working with your medical team. *Note: If you are traveling out of the U.S., please submit your dates of travel through the member portal or to travel@masaglobal.com.*

View your benefits online at: masaaccess.com/member or through the MASA app.

Claims

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Benefits that you submit claims for include:

- Emergency Ground Ambulance Coverage
- Emergency Air Ambulance Coverage

Hospital to Hospital Ambulance Coverage

When to file your claim:

When you receive the ambulance bill. *Note:* Be sure to file within 180 days of the transport.

How to file your claim:

Online: masaaccess.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 your member number

Note: To process your claim, in addition to the invoice we may require your health insurance claim form (HICFA) and explanation of benefits (EOB), the ambulance run notes, and the ambulance provider's W9. MASA claim specialists will advise you on how to obtain these.

Check the status of your claim at: masaaccess.com/member, through the MASA app, or call (800) 643-9023.

MASA connections

Member services: (800) 643-9023





MASA app

This material is for informational purposes only and does not provide any coverage. Not all MASA products and services are available to residents of all states. The benefits listed, and the descriptions thereof, do not represent the full terms and conditions applicable for usage and may only be offered in some memberships or policies. For a complete list of coverage and exclusions, please refer to the applicable member services agreement or policy for your state. For information about MASA plan benefits, visit: https://info.masamts.com/masa-mts-disclaimers.