

# How to use your MASA benefits

## Transportation coordination services

Access transport services for the following benefits:

- Repatriation Near Home Coverage
- Child, Pet, and Vehicle Return Coverages
- Companion Transportation Coverage
- Hospital Visitor Transportation Coverage
- Patient Return Transportation Coverage
- Sick While Away from Home Expense Protection
- Organ Retrieval & Organ Recipient Transport Coverage
- Mortal Remains Transportation 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](mailto:travel@masaglobal.com).*



**View your benefits online at:** [masaaccess.com/member](https://masaaccess.com/member) or through the MASA app.

## Claims

Benefits that you submit claims for include:

- Emergency Ground Ambulance Coverage
- Emergency Air Ambulance Coverage
- Hospital to Hospital Ambulance Coverage
- Post-Admission Continued Care Transportation 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](https://masaaccess.com/member)

**Email:** [ambulanceclaims@masaglobal.com](mailto: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](https://masaaccess.com/member), through the MASA app, or call (800) 643-9023.

## MASA connections



**Member services:** (800) 643-9023



**Member site:** [masaaccess.com/member](https://masaaccess.com/member)



**MASA app**

