



MASA MTS CLAIMS INSTRUCTIONS

SUBMITTING A NEW CLAIM

1. Go to www.MASAMTS.COM website.
2. Click on “Member Login” located top right-hand corner and login. If you have not registered already, you will need to do that.
3. Click on the Claims Tab and then click on “Submit New Claim”.
4. Upload Bill/Invoice and other documentation received.
5. You will receive an email confirming CLAIM has been received.

WHAT’S NEXT?

- ⇒ The MASA Claims Department will need to obtain the following items:
 - Bill/Invoice (a.k.a. HICFA)
 - Run notes / trip notes
 - Current Explanation of Benefits (EOB)
- ⇒ After receiving all documents and assurance of accurate billing of all responsible parties insurance policies and completion of all available claims, MASA MTS will work with the provider to settle the claim per the Member Services Agreement.
 - The length of time to settle the claim may vary depending on several factors including but not limited to the appeals process, when provider sends information requested and whether the Claims Department needs any additional information from Member.

CONTACT INFORMATION

Claims may be submitted via facsimile to : 877-681-2399 or emailed to ambulanceclaims@MASA.COM

For help submitting a claim or to discuss a claim, please contact the Claims Department at: ⇒ Email: ambulanceclaims@masa.global or by phone at: 954-334-8261