



ANY GROUND. ANY AIR. ANYWHERE.

## MASA MTS EMERGENT CLAIM INSTRUCTIONS

### SUBMITTING CLAIMS ON LINE

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- Go to [www.MASAMTS.COM](http://www.MASAMTS.COM).
- Click on "Member Login" located in top right hand corner. Click on Register and enter your member ID number and birthdate and create a password.
- Once you have signed-in then click on the Claims Tab, and then click on "Submit New Claim".
- Upload the Bill/Invoice and the EOB, if available.

### DOCUMENTS NEEDED BY MASA TO PROCESS A CLAIM

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- Bill/Health Insurance Claim Form a/k/a "HICFA"
- Run notes/Trip notes from provider
- Explanation of Benefits a/k/a "EOB"

### ALTERNATIVE CLAIM INSTRUCTIONS

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- Submit the bill from the ambulance company to MASA with Member's MASA number clearly displayed.
- Submit the bill via E-Mail, Fax or Mail.
- Attach the EOB and run notes, if readily available.
- Contact the claims department directly with any questions.

**The length of time to pay a claim varies depending upon the responsiveness of the provider and the appeals process, among other factors. You will be notified when your claim is paid**

**Email:**

[Ambulanceclaims@MASAGlobal.com](mailto:Ambulanceclaims@MASAGlobal.com)

**Fax:**

877-681-2399

**Mail:**

MASA  
ATTN: CLAIMS DEPT.  
1250 S. Pine Island Road  
Suite #500  
Plantation, FL 33324

**Claims Department 800-643-9023**