

How to access MASA

Getting the most from your membership benefits is simple. Typically, your ambulance bill is what you'll use to begin your payment request following the emergency. We understand that some emergencies can lead to added challenges in the immediate days that follow — this is when the MASA Member Services team can provide compassionate, real-time assistance when you need it most.



How to request payment

1

Submission

Submit your ambulance bill through the online member portal or by email within 180 days of the emergency. Be sure to include:

- Your member number within the email or on the ambulance bill
- Your health insurance EOB (explanation of benefits), if available

2

Review

- After submission, you'll receive an auto-reply confirmation of receipt and basic details.
- Next, a Member Services Specialist will review your case and reach out if they need any additional information.

3

Resolution

- Once your request is closed, you'll receive a letter notifying you of the resolution.

How to access support

You can verify membership benefits in your member portal, through the member app, or by calling Member Services.

The MASA Transport Team is available 24/7/365 to assist with specialized transports like repatriation, or returning pets, vehicles, and children home. In some cases, your attending medical team will be required to confirm your condition for transport.

Member Services

(800) 643-9023

Claims email

ambulanceclaims@masaglobal.com

Member portal

masaaccess.com/member

Smartphone app

MASA Global

