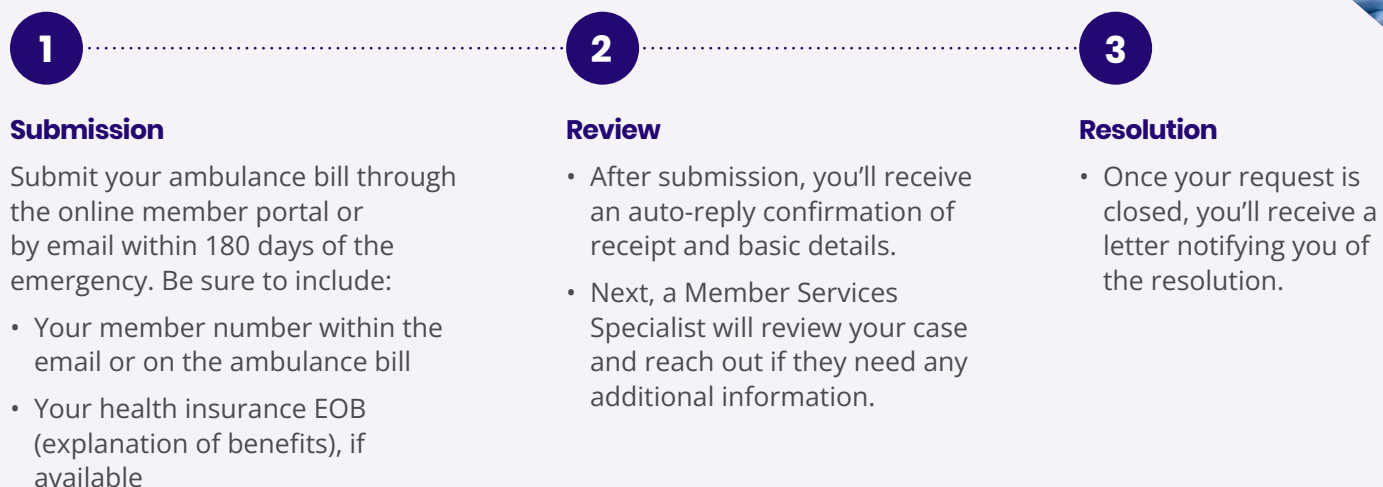


# How to access MASA

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



## 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

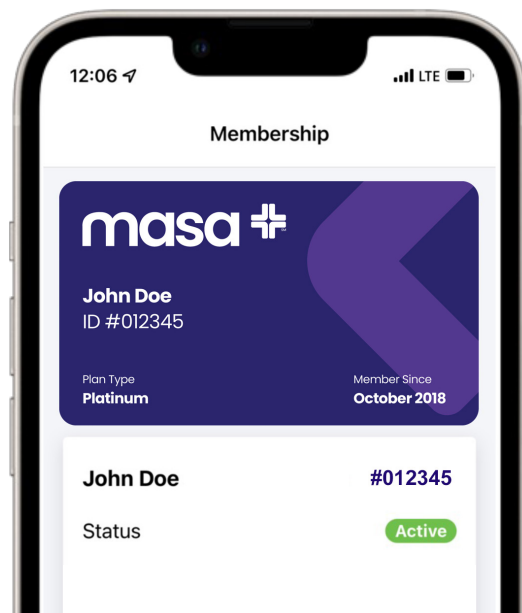
ambulanceclaims@masaglobal.com

### Member portal

[masaaccess.com/member](https://masaaccess.com/member)

### Smartphone app

MASA Global



## When to access MASA

Refer to the table below to understand when and how to utilize your protections and services.

Benefit	Request payment after the event	Optional support during the event	Support required during the event
Emergency Ground Ambulance Coverage	●		
Emergency Air Ambulance Coverage	●		
Hospital to Hospital Ambulance Coverage	●		
Repatriation to a Hospital Near Home Coverage			●
Minor Return Transportation Coverage			●
Pet Return Transportation Coverage			●
Post-Admission Continued Care Transportation Coverage	●		
Sick While Away from Home Expense Protection	●		
Patient Return Transportation Coverage	●	●	
Companion Emergency Transportation Coverage	●		
Hospital Visitor Transportation Coverage	●	●	
Mortal Remains Transportation Coverage	●	●	
Vehicle & RV Return Coverage			●
Organ Retrieval Transportation Coverage	●		
Organ Recipient Transportation Coverage			●