

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 Claims Specialist will review your case and reach out if they need any additional information.

3

Resolution

- Once your request is resolved, 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

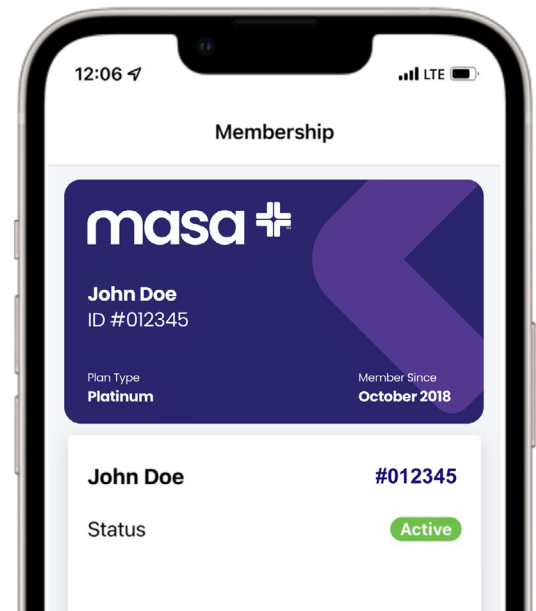
ambulanceclaims@masaglobal.com

Member portal

masaaccess.com/member

Smartphone app

MASA Global



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 Ground Ambulance Coverage	●		
Hospital to Hospital Ground Ambulance Coverage	●		
Repatriation to 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 Air Transportation Coverage			●
Mortal Remains Return Transportation Coverage	●	●	
Vehicle & RV Return Coverage			●
Organ Retrieval Transportation Coverage	●		
Organ Recipient Transportation Coverage			●

WY residents: MASA, Medical Air Services Association, Inc. provides a membership plan and not insurance coverage and the range of discounts for air ambulance services provided under such membership will vary depending on the provider and the services offered. For more information visit www.masaaccess.com, or call 800-643-9023.