masaAccess

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

Member portal

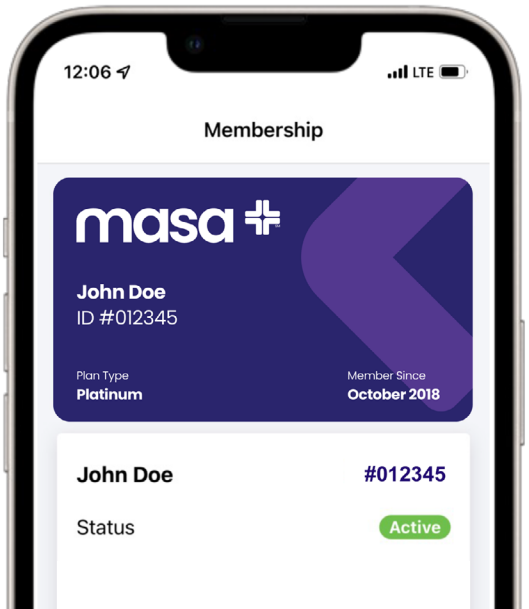
masaaccess.com/member

Claims email

ambulanceclaims@masaglobal.com

Smartphone app

MASA Global



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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 Transport Protection	●		
Emergency Air Ambulance Transport Protection	●		
Hospital to Hospital Ground Ambulance Transport Protection	●		
Hospital to Hospital Ground Ambulance Transport Protection	●		
Repatriation to Hospital Near Home Transport			●
Emergency Water Ambulance Transport Protection	●		
Treat and No Transport	●		
Minor Return Transport Protection	●		
Pet Return Transport Protection	●		
Post-Admission Continued Care Transport Protection	●		
Sick While Away from Home Expense Protection	●		
Patient Return Transport			●
Companion Emergency Transport Protection	●		
Hospital Visitor Transport			●
Mortal Remains Return Transport	●	●	
Vehicle & RV Return			●
Organ Retrieval Transport	●		
Organ Recipient Transport			●