



# How to use your MASA benefits

**For service coverages call the Transport Team at 800-643-9023 to coordinate the necessary services.**

Service coverages include:

- Returning the patient, a child, pets, or a vehicle home
- Companion transportation
- Hospital visitor transportation
- Organ transport
- Mortal remains transport

**For cost coverage benefits, you must file a claim within 180 days of receiving the ambulance bill.**

1. Write your MASA MTS member number on the front of the ambulance bills.
2. Submit the documents in one of the following ways:
  - **Online** <https://masamts.com/member>
  - **Email** [ambulanceclaims@masaglobal.com](mailto:ambulanceclaims@masaglobal.com)
  - **Fax** 877-681-2399
  - **Mail** MASA Global / ATTN: Claims  
1250 S. Pine Island Road, Suite 500  
Plantation, FL 33324
3. Follow the status of your claim by:
  - Logging into the online portal at <https://masamts.com/member>
  - Downloading the smartphone app on Google Play or App Store
  - Calling the claims department at 954-334-1901

## MASA MTS empowers you to:

- ✓ Never hesitate to call 911 in an emergency
- ✓ Access to coverage for any ambulance, nationwide
- ✓ Have medical transport claims paid in full



Our experience with MASA has been wonderful. We have had two ambulance bills in the past two years and we submitted the balance to MASA and they promptly paid the balance in full with no delay. We have been extremely pleased with their services.

**—Nancy & Daniel, MASA members**

## Call us with your questions:

**Claims**  
**954-334-1901**

**Member Services**  
**877-503-0585**

**Transport Team — 24H**  
**800-643-9023**