

# How to file a claim

Members can submit claims online, via email, fax, or by mail. There is no waiting period to file a claim for emergency transportation, however you must submit within 180 days of receiving the ambulance bill. For benefit coverage details, be sure to review your MASA member services agreement or policy.

1. Collect the following documents for your submission:
  - Ambulance bills
  - Run notes or trip notes from the ambulance company
  - Health insurance claim form, also called "HICFA"
  - Explanation of Benefits (EOB), from primary health insurance
2. Write your MASA MTS member number on the ambulance bills
3. 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
4. Follow the status of your claim through:
  - Online portal at <https://masamts.com/member>
  - Smartphone app on Google Play or Apple Store
  - Claims department 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**