

MASA® Emergent Plus

Strengthen your emergency medical transportation protection



Membership includes:



Emergency Ground Ambulance Transport Protection²

If you ever need an emergency ground ambulance, MASA will pay for your eligible out-of-pocket expenses.



Emergency Air Ambulance Transport Protection²

If a first responder or doctor says air transport is medically necessary during your serious emergency, MASA will pay for your eligible out-of-pocket flight expenses.



Hospital to Hospital Ground Ambulance Transport Protection²

If your doctor orders a ground ambulance to move you to another hospital for specialized care, MASA will pay for your eligible out-of-pocket expenses.



Hospital to Hospital Air Ambulance Transport Protection²

If your doctor orders an air ambulance to transfer you to a different hospital with the necessary level of care, MASA will pay for your eligible out-of-pocket expenses.



Repatriation to Hospital Near Home Transport²

After a hospital stay more than 100 miles away from home, MASA will help arrange and pay for air or ground transportation so you can return home to recover.

About MASA

Founded in 1974, Medical Access & Service Advantage (MASA®) is the leading Emergency Transportation protection built to enhance healthcare plans by protecting against out-of-pocket costs associated with emergency medical transport. Today, as a global organization with 14 international locations and services in all 50 states and Canada, MASA serves more than 2 million members with emergency and non-emergency transportation cost-reimbursement services and so much more.

masaAccess

² United States and Canada

This material is for informational purposes only and does not provide any coverage. Not all MASA products and services are available to residents of all states. The benefits listed, and the descriptions thereof, do not represent the full terms and conditions applicable for usage and may only be offered in some memberships or policies. Premiums and benefits vary depending on the plan selected. For additional information and disclosures about MASA plans, visit <https://info.masaglobal.com/disclosures>



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

3

Resolution

- Once your request is closed, 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

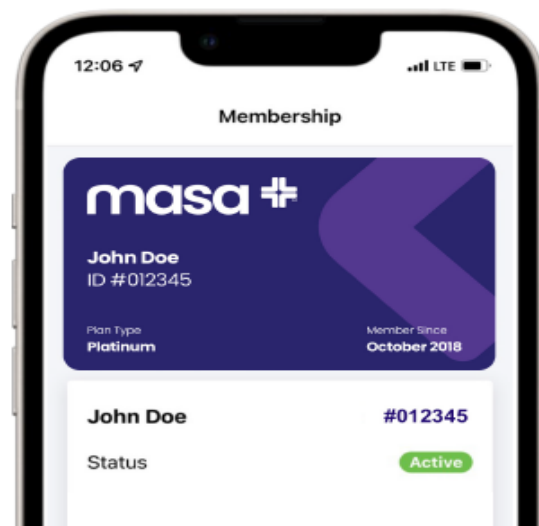
ambulanceclaims@masaglobal.com

Member portal

masaaccess.com/member

Smartphone app

MASA Global





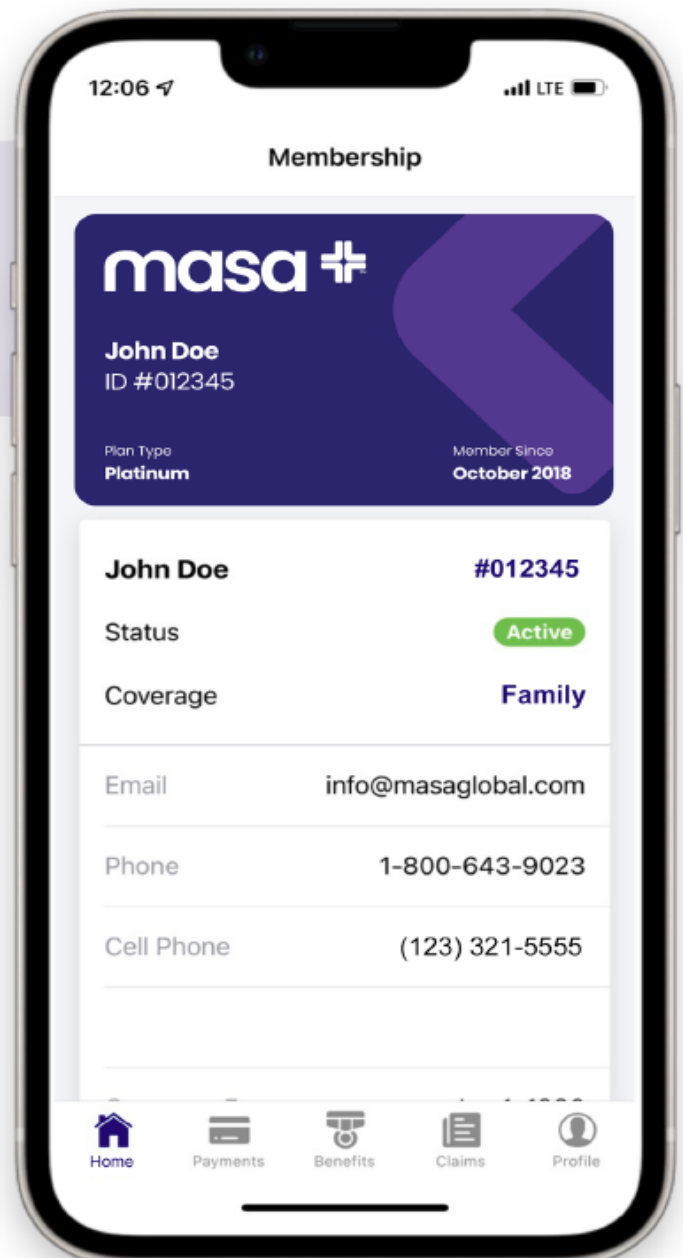
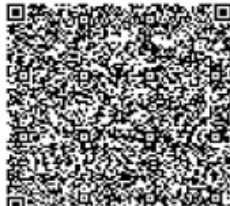
Download the MASA mobile app today!

Registration is easy with your member ID.

- ✓ Access your digital ID cards.
- ✓ View plan documents and benefits.
- ✓ View your claims history.

You now have access to emergency transportation solutions in the palm of your hand. The MASA App allows you to check and update your membership information, view payment history, immediately access benefits and to view up-to-the minute claims processing information, along with many more exciting features to come.

This one stop shop is a must have app for all MASA Global members, while at home or traveling.





The reality of emergency transportation in the U.S.

With the cost of transportation increasing and access to emergency care decreasing, employers and employees are feeling the impact.

Cost



\$69K

average cost for air ambulance ¹



\$2K

average cost for ground ambulance ¹



+35%

billed cost increase over past 5 years, while utilization has remained flat ²

Did you know?

All EMS bills include codes for mileage and ride severity. But bills can expand with **24+ additional codes** for things like: ³



Life support services



Disposable supplies



IVs and more

Access



100+

hospitals have closed in the last 5 years, even as the need for care increased during the pandemic ³



1 in 8

hospitals are currently at risk of closing ³



Ride time

increases as hospitals close, and facility proximity moves farther away from home ³

Impact



1 in 15

U.S. families require an ambulance each year ²



1 in 3

caregiving families require an ambulance each year ²



65+

cohort increases dramatically over next few years, leading to increase in cost and utilization, too ²

Did you know?

An ambulance ride occurs once for every 7 pairs of eyeglasses or contacts worn. ²



Reach out to your MASA Sales Director.

Sources:
1. MASA claims data compiled in Jan. 2024
2. Milliman data compiled Dec. 2023
3. CherryStone Hill Consulting, 2024

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About MASA

Founded in 1974, MASA® continues to expand on its mission to connect members with care. As an organization with 17 international locations and coverage that extends to the U.S. as well as worldwide, MASA serves 2 million+ members with emergency and non-emergency transportation benefits and so much more.

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