



## MASA MTS CLAIMS INSTRUCTIONS

### SUBMITTING A NEW CLAIM

1. Go to [www.masamts.com](http://www.masamts.com).
2. Click on “Member Login” located top right-hand corner and login. If you have not registered ID number already, you will need to do that.
3. Click on the Claims Tab and then click on “Submit New Claim”.
4. Upload Bill/Invoice and other documentation received.

### WHAT’S NEXT?

- ⇒ MASA MTS will need to obtain the following items:
  - Bill/Health Insurance Claim Form (a.k.a. HICFA)
  - Run notes / trip notes
  - Current Explanation of Benefits (EOB)
- ⇒ After receiving all documents and assurance of accurate billing of all responsible insurance policies and completion of all available claims, MASA MTS will work with the provider to settle the claim per the Member Services Agreement.
  - The length of time to settle the claim may vary dependent on many factors including but not limited to the appeals process and responsiveness of the provider to submit.

### CONTACT INFORMATION

For alternative method of submission, the claim may also be faxed to 877-681-2399.

For help submitting a claim or to discuss a claim, please contact the claims department at:

⇒ Email: [ambulanceclaims@masa.global](mailto:ambulanceclaims@masa.global)

⇒ Phone: 954-334-8261