



How to access MASA



Securian Financial's accident insurance includes access to emergency transport protection through MASA. If you're enrolled in accident insurance and experience a covered medical emergency requiring emergency transport, you may be eligible to have your out-of-pocket transport costs covered by 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.

How to request payment

1 Submission

Submit your ambulance bill through MASA's online member portal or by email after the emergency. Be sure to include:

- Your member number within the email or on the ambulance bill
- Your health insurance explanation of benefits (EOB), if available

2 Review

- After submission, you'll receive an auto-reply confirmation of receipt and basic details.
- Next, a MASA 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 MASA membership benefits in your member portal, through their member app, or by calling Member Services.

The MASA Transport Team is available 24/7/365 to assist with specialized transports like mortal remains return transportation.

Member Services

833-411-6272 (MASA)

Member portal

masaaccess.com/member

Claims email

securianclaims@masaglobal.com

Smartphone app

MASA Global

Emergency Transport Protection powered by MASA is provided through a membership program. In Florida, Emergency Transport Protection is powered by MASAF. Where applicable, Emergency Transport Protection is offered through Obsidian Insurance Company, with its principal place of business at 1330 Avenue of the Americas, Suite 23A, New York, NY 10019. Coverage is not available in all states and is subject to the company underwriting guidelines and the issued policy. Policy forms and policy terms may vary by state and territory.

MASA and Obsidian are not affiliates of Securian Financial Group, Inc.

This material is for informational purposes only and does not provide any coverage. 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. Out-of-pocket amounts vary based upon circumstances, primary coverage, and changes in federal and state laws. For a complete list of benefits, premiums, terms, conditions, and restrictions, please refer to the applicable member services agreement or policy for your state.

MASA MTS utilizes third-party transportation service providers and does not own or lease any vehicles. MASA, MASA Global, MASA MTS and MASA TRS are registered service marks of MASA Holdings, Inc., a Delaware corporation and an affiliated company with Medical Air Services Association, Inc. (MASA), Medical Air Services Association of Florida, Inc. (MASAF), and MASA Insurance Services, Inc. (MISI).

Accident insurance is issued by Securian Life Insurance Company, a New York authorized insurer headquartered in St. Paul, MN. Product availability and features may vary by state. Securian Life Insurance Company is solely responsible for the financial obligations under the policies or contracts it issues. Products are offered under policy form series 23-32590 or a state variation thereof.

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