



## WHAT MASA MEMBERS HAVE TO SAY

“Last year at open enrollment I signed up for the ambulance coverage thinking I will never need it, but what will it hurt to have extra coverage. Then in February, I went to the [local] ER and had to be moved to [another hospital]...I emailed the claim to MASA and within 2 weeks the claim was paid...**You never know what will happen and when you will need it.**” - Lisa S.

“I am thankful for having MASA prior to needing an ambulance to transport me... MASA has **eased my mind** knowing all expenses were being taken care of.” - Bill C.

“Keep up the wonderful work that you are doing. This has been the first time we have used your services and are **truly grateful** with one less bill to be paid.” - Jean

“On April 20, 2015 I had a hemorrhagic stroke. My family used the MASA Emergency Air Transportation and later the Transportation for Recuperation near our home. Having MASA gave us a **‘Peace of Mind’**. We appreciate how you worked with us, you were there.” - Jafus M.

“I have been thinking for days on what words I can use to convey our sentiments upon receipt of your letter telling us the Wendell’s two claims were paid in full.... **MASA delivered just as they said they would.** From the first call I made to your representative initiating the land and air ambulance claims to the follow up call to make sure MASA and we were on the same page with information, **I can’t say enough good things.** Your claims representatives were professional, courteous, caring and just a pleasure to interact with despite the circumstances. We, honestly, purchased this service not ever expecting to use it, but life likes to throw curve balls at us. It was the best money we have spent. **I sing MASA’s praises** to anyone and everyone who will listen because **MASA is a company that can be trusted to do what they say they will do.**” - Mary F.

“All I had to do was send the bill which was never paid by Medicare and Tricare For Life — and the rest is history. When MASA received that bill, **it was paid and all amounts owed satisfied.**”  
- Mrs. Dan D.

**Any Ground. Any Air. Anywhere.**™