



**MAIL:** 1250 S Pine Island Rd, Suite 500, Plantation, FL 33324  
**CALL:** 1-800-423-3226  
**FAX:** 1-817-416-2326  
**EMAIL:** info@MASAglobal.com  
**WEB:** www.MASAglobal.com

## MASA SERVICES ALERT – COVID-19

**MASA can transport COVID-19 cases, some restriction may apply.**

Please be aware that:

- Members who are COVID-19 positive and who have been cleared for transfer (Medical Necessity has been established) will be transferred appropriately.
- No traveling companions or family members will be allowed to accompany patient transported for COVID-19.
- Should a member be quarantined by a hospital, a government or any other regulatory entity exercising jurisdiction and that medical facility, government or regulatory entity will not allow the transfer, transport will not be permitted.
- Patient must obtain acceptance at receiving hospital before transport will be scheduled.
- If a Member is hospitalized for suspected COVID, MASA will follow the Member's care and make the transfer should they be cleared for transfer by MASA's medical director.
- MASA must comply with all government orders, quarantine regulations, and border closures.
- MASA must comply with all necessary permit requirements and quarantine restrictions so transport times may be delayed accordingly.

MASA would like to remind our Members to follow all CDC guidelines, especially when traveling. MASA will continue to follow all governmental restrictions imposed and accordingly there may be an interruption in services beyond MASA's control. MASA will not be able to service countries and territories designated LEVEL 4 or listed as a do not travel location on the Department of State's Travel Alert website. Please check the Department of State's Travel Alert website for any country you plan to travel to. You may also call our Membership Services Department to discuss any plans or concerns at 800-643-9023.

MASA will update its Rules and Regulations for all COVID-19 cases as CDC guidelines and government restrictions and/or changes are imposed.

Sincerely,  
*Nichole S. Pacella*  
Nichole S. Pacella  
SVP Claims & Transport

