



CITY COUNCIL AGENDA REQUEST

MEETING TYPE

Mayor & Council Meeting

MEETING DATE

11/3/2025

AGENDA ITEM

MASA Access – Medical Transportation Coverage

DEPARTMENT

Human Resources

REQUESTED BY

Haliyma Jones

REVIEWED/APPROVED BY CITY ATTORNEY?

Yes

COST

No Employer Cost associated. This will be a voluntary cafeteria benefit where employees may elect coverage through payroll deduction.

FUNDING SOURCE IF NOT IN BUDGET

N/A

PLEASE PROVIDE A SUMMARY OF YOUR REQUEST, INCLUDING BACKGROUND INFORMATION TO EXPLAIN THE REQUEST

Human Resources is seeking approval to enter into an agreement with MASA Access to offer Medical Transport Coverage as a voluntary employee benefit. This program provides employees with access to emergency medical transportation services—including ground ambulance, air ambulance, and hospital-to-hospital transfers.

PHONE

706-278-9500

WEBSITE

www.daltonga.gov

ADDRESS

300 W Waugh Street
PO Box 1205 Dalton,
Georgia 30722



EMPLOYER BENEFIT AGREEMENT - MEMBERSHIP

Employer Provided & Payroll Deduction

Employer/Organization Name City of Dalton		Contact's Name Haliyama Jones	
Telephone 706-529-2421	Fax	E-Mail hjones@daltonga.gov	
Physical Address 300 W Waugh St		City Dalton	State GA
Mailing Address (if different)		City	Zip Code 30721
Brokerage Name Mark III	Producer's Name Mark Browder	MASA Representative's Name Alex Williams	
Invoicing Contact Name Valerie Brock	Invoicing Email vbrock@daltonga.gov	Eligible Employee Count 405	

This Employer Benefit Agreement ("Agreement"), effective as of 1/1/2026, ("Agreement Effective Date") as further defined below in section 5, by and among City of Dalton ("Employer"), as described above, a(n) Georgia, municipal corporation (State, Entity), and Medical Air Services Association, Inc., an Oklahoma corporation acting through its MASA Medical Transport Solutions division ("MASA") with its principal executive office at 1301 International Parkway, Suite 300, Sunrise, FL 33323. This Agreement supersedes and replaces any and all prior agreements, whether verbal or written, between Employer and MASA (individually, the "Party," collectively, the "Parties") and any of their affiliates concerning the subject matter set forth herein.

WHEREAS, MASA is in the business of providing single individual memberships and family memberships with certain benefits, including, but not limited to, covering a portion of the out of pocket-expenses incurred as a result of an emergent transport situation ("Services"); and

WHEREAS, MASA offers a "Platinum", "Emergent Premier", and "Emergent Plus" membership (collectively, "Memberships") that entitle members ("Members") to certain services and benefits ("Benefits") and Employer desires to offer Memberships to its employees ("Employees") as part of general benefit offering.

NOW, THEREFORE, MASA and Employer agree as follows:

1. Term and Termination. This Agreement shall have a term of one (1) year from Effective Date ("Initial Term"). Thereafter, this Agreement shall automatically renew for additional one (1) year terms (each a "Renewal Term") unless written notice is given by one Party to the other Parties of its intention not to renew the Agreement at least sixty (60) days before the expiration of the then current Renewal Term. Upon the termination of this Agreement, for any reason, it shall be the Employer's obligation to notify Employees of such termination and the impact on their membership coverage.
2. Membership Services Agreement ("MSA"). All Memberships resulting from this Agreement are subject to the terms and conditions of the MSA between MASA and Member Employees. Notwithstanding the terms and conditions of that MSA, those members purchasing the Platinum Membership under the monthly payment option via payroll deduction, "Worldwide Coverage" will be an included benefit without the full annual payment requirement of that respective MSA. All other Worldwide Coverage and Platinum Service Agreement Benefit requirements still apply.

3. Membership Fees & Rates.

Offering	Product	Type	Voluntary Price	Total Invoice
Voluntary	Emergent Plus	Single	\$8.00	\$8.00
Voluntary	Emergent Plus	Family	\$17.00	\$17.00
Voluntary	Platinum	Single	\$22.00	\$22.00
Voluntary	Platinum	Family	\$47.00	\$47.00

4. Member Enrollment. The Employer shall begin the initial enrollment process on 11/10/2025, and shall end initial enrollment process on 11/17/2025, ("Enrollment Period"). Following the Enrollment Period, enrollment may remain open for current and/or new Employees.

The Parties agree that the ongoing method for enrollment management shall be as follows: (select one)

☒ Electronic Data Interchange (EDI)

☐ MASA Compass Portal

Name of Platform: Selerix

In the event that the enrollment will take place digitally via a benefit administration system (or similar digital platform) and the intent is for MASA to receive enrollment files via EDI (or similar type electronic files), it is the responsibility of Employer or their broker to ensure that an EDI connection is established for eligibility communication.

In the event the enrollment will not take place in a manner that MASA will receive an EDI file (or similar type of electronic files) on a regular basis, Employer will have the option to submit enrollment changes via MASA's group management portal or by roster submission. If Employer opts to submit enrollment changes by roster, MASA will provide Employer with a template file used to process enrollments ("Enrollment Roster") to assist Employer in the enrollment process. Employer should populate the Employment Roster and submit the same directly to clientsuccess@masaglobal.com, or via Employer's broker.

Additionally, Employer agrees to ensure proper changes to the enrollment will be submitted timely, whether submitted through a benefit administration system, MASA's group management portal, or by Enrollment Roster. In no event will changes be made effective after Sixty (60) days from the requested effective date of the change. MASA will only reimburse for a correction made to an Employment Roster that is sent to MASA within the Sixty (60) day period from the effective date of the change.

If an Employer does not have an active member for more than a two-year period, MASA reserves the right to cancel this Agreement.

Employer agrees to review the Enrollment Roster of Employees who have indicated a desire to enroll in the Membership and to identify on such Enrollment Roster any Employees who are enrolled in a high-deductible health plan that is compatible with a health savings account under Internal Revenue Code section 223. Employer shall conduct such review both at the time of initial enrollment and before the start of each subsequent plan year of the high-deductible health plan.

Upon enrollment, MASA agrees to provide all new members an MSA, which provides an explanation of MASA benefits and services.

5. Effective Dates. The Agreement Effective Date, which is the date the employer agrees to offer MASA Products, shall be the date which the last Party signs the agreement below. Each Members' benefits become effective as of the Member's membership effective date ("Membership Effective Date"), which must be after the Agreement Effective Date, and the Agreement Effective Date shall run through the of the last surviving membership date. The Membership Effective Date shall be no earlier than the first day of the month following the thirtieth (30th) day after the end of the Enrollment Period, unless prior written approval has been received from MASA. Additionally, for a new Employee or current Employee who enrolls after the Enrollment Period, their Membership Effective Date shall be no earlier than the first day of the month following the thirtieth (30th) day after the enrollment of the new Employee is completed, unless prior written approval has been received from MASA.

For Employees that enroll as a Member during the initial Enrollment Period as defined in Section 3 above, the Membership Effective Date shall be the First day of January.

6. Payment of Fees.

Employer acknowledges and agrees that MASA's Services, Memberships, and obligations under this Agreement shall be contingent on Employer's timely payment of Fees. In the event Employer is delinquent on its payment of Fees, MASA shall have the right to stop providing the Services/Products under this Agreement and terminate this agreement in its entirety. Fees shall be due to MASA monthly and must be paid to MASA within thirty (30) days from the end of each calendar month. Employer is obligated to all Membership Fees & Payment due and owed to MASA, regardless of Employer's selection to remit payment via either Payroll Deduction or Employer Paid. Waiver of such termination rights shall not prevent future enforcement of the same.

- Employer desires MASA to (Employer – Please select one option):

- ☒ Invoice Employer directly
☐ Allow Employer to remit payments via self-bill process

- If Employer works with third-party administrator ("TPA") for payments, please provide TPA contact information for billing purposes:

Name: _____

Email: _____

Phone Number _____

7. Membership Benefits and Requirements. The Parties acknowledge and agree that the Memberships offered by MASA were designed to protect members and their immediate families from the reasonable and customary out-of-pocket expense associated with emergency medical transportation following the primary insurer's reimbursement. Reasonable and customary expenses are determined on a case-by-case basis, considering a variety of factors, including, but not limited to, the primary insurer's determination of reasonable and customary expense and industry practice, based on national and regional norms, among other factors. The Parties acknowledge and agree that Memberships are not represented and/or marketed as a primary level of coverage but rather as a supplement to such coverage; nor is a Membership intended to replace or take the place of primary insurance coverage. By offering and/or providing Memberships to Employees, Employer represents and warrants that Employer also offers health insurance policies and plan options that provide a level of coverage for emergency, ground and air transportation based on reimbursement schedules that are consistent with other levels of coverage within the same policies and plan options and that do not unreasonably cap or otherwise limit reimbursement for emergency ground and air transportation. Failure by Employer to provide and/or maintain such coverage for Employees may be grounds for immediate termination of this Agreement. MASA can only be sold to groups that offer primary insurance to their employees. The Employee, pursuant to the terms and conditions of the respective MSA, acknowledges and agrees that the Services provided are meant exclusively to supplement Employee's health and/or other insurance coverage(s). For that purpose, in the event that Employee fails to carry primary health insurance at time of claim, MASA shall be liable to Employee for no more than 20% of Employee's Out-of-Pocket Expenses, but in no event will MASA pay more than twenty-thousand dollars (\$20,000), per claim on an Emergent Plus. Waiver of such termination rights shall not prevent future enforcement of the same.
8. Tax Consequences and Fiduciary Obligations. Employer acknowledges (1) that MASA shall not be liable for any tax consequences to the Employer or to a Member that may result from the offer and/or provision of the Memberships described in this Agreement to Employees; (2) that Employer is a fiduciary to its' Employees for the administration of all employee benefits.

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the Agreement Effective Date.

MEDICAL AIR SERVICES ASSOCIATION, INC.

("EMPLOYER")

Signature

Signature

Name: Executive, Medical Air Services Association,
Inc.

Name: Authorized Signer, Title

Signature Effective Date

Email

Phone

Signature Effective Date