

Claims procedure

SWISS HEALTH  INTERNATIONAL

Contact information

(this information will also be mentioned on your ID-card)

For all information with regard to **medical claims**:



Vanbreda International

Medical Claims Center

Tel: + 32 3 217 69 72 (24/24)

E-mail: claims@expatplus.com

Fax: + 32 3 235 83 51

Postal address:

Plantin en Moretuslei 299

(or Postbox 69)

2140 Antwerpen

Belgium

In case of a **medical emergency**:



Mondial Assistance

Alarm Center

Tel: + 32 3 217 69 78 (24/24)

Please give following information:

- **contract n°: 241.675**

- your name

- nature of problem

- patient's name

- your telephone or fax number

- your location

Hospitalisations:

In order to be able to apply a **direct payment** (i.e. hospital sends invoice directly to Vanbreda for settlement), please notify Vanbreda at least 5 days in advance (or before discharge in case of urgent admission).

The list of medical providers who have direct payment agreement with Vanbreda International is available under the heading "**Provider List**" on the website.

Out-patient care:

Out-patient expenses are first to be settled by the employee, who can afterwards claim reimbursement by means of the appropriate **claim form**, accompanied by the original, detailed invoices, the proof of payment and - if possible - a detailed medical report. This claim form is available under the heading "Forms" on the website and can be filled out on line.

For expensive treatment (exceeding **350 USD**), Vanbreda can discuss direct payment on a case by case basis.