



“PrimaCare” compulsory health insurance

What you need to know

You have chosen PrimaCare, the alternative insurance model in which you are free to select the general practitioner you must visit first in the event of a health problem.



GENERAL PRACTITIONER

This doctor will provide medical care or refer you to the relevant specialist or medical facilities.



TREATMENT

or



REFERRAL VOUCHER

or



EMERGENCIES



REFUND



CONSULTATION WITH ANOTHER DOCTOR
OR HEALTHCARE PROVIDER



REFUND



NO REFERRAL VOUCHER ON
THREE OCCASIONS



NO REFUND

If you do not ask your general practitioner for a referral voucher before visiting another doctor or specialist, you will be required to pay for the treatment as from the third breach in one calendar year. In case of repeated breach of the terms and conditions of insurance, you may also be transferred to the standard compulsory health insurance.

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Assurances
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Insurance principles

You are free to designate your general practitioner when you sign up to PrimaCare insurance and consult him/her before any other appointment. If necessary, he/she will refer you to another appropriate healthcare provider by completing a referral voucher (written authorisation) beforehand, which must then be sent to us.

Non-compliance with insurance principles

In the event of a breach of the insurance principles, you will be required to pay for the treatment as from the third breach in one calendar year. In case of repeated breach of the terms and conditions of insurance, you may also be transferred to the standard compulsory health insurance.

Exceptions to insurance principles

You are not required to consult your general practitioner:

- in case of an emergency (though it is preferable to inform your general practitioner of your health problem to ensure that your medical records are kept up-to-date);
- for travels and stays abroad;
- for the following medical benefits:
 - eye treatments;
 - gynaecological check-ups and treatments;
 - treatments related to pregnancy and childbirth;
 - paediatric treatments;
 - dental treatments;
 - follow-up of a chronic disease.

General practitioner

The name of your general practitioner is specified on your insurance policy. Please check that the information is correct and let us know as soon as possible of any comments you may have. If you wish to change your general practitioner, the switch may be made on the first day of the month following your request.



Read more about about PrimaCare

Scan and access online content

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