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Sent: Friday 28 August 2020 17:18

To: Lucía B <benjaminsen90@hotmail.com>

Subject: Payment of medical expenses

Since the Coronavirus epidemic began, the Embassy has been operating with reduced staff and employees have been working from home. At the moment only essential tasks are carried out, that is, many tasks that are normally done we no longer do, and judging by the high infection numbers we assume that this will continue in a similar way for a long time. That is why we have come to the conclusion that **the embassy will no longer be able to provide the service of advancing expenses related to medical consultations**. The embassy will inform Hospital Alemán that they will not be able to send the invoices to the embassy for your medical expenses, unless previously agreed.

The aforementioned change does not affect hospitalizations, since we understand that it can be difficult to face the high cost, even if it is later reimbursed.

From now on you must pay the invoices directly and then request a refund from Helfo. Refunds ordered electronically are resolved quickly. You can read more at helsenorge.no and helsenorge.no/helfos-skjemaer and if you need help with this we are at your disposal (digitally).

Best regards,



Mona Budal

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