MEDI-LINK

PLANNED ADMISSION OR ONE DAY HOSPITALISATION

DO YOU KNOW IN ADVANCE THAT YOU OR YOUR FAMILY MEMBER WILL BE HOSPITALIZED?

Contact Medi-Link as soon as possible to report your planned admission.

We can tell you right away if the hospital you have chosen will allow us to work with Medi-Link. Also, your claims file will be opened immediately.

The decision as to whether or not your file can be accepted under the terms of the policy is never communicated by phone. Indeed, each file is subject to a medical evaluation by the consulting physician. His decision is always confirmed in writing.

For that reason, don't wait too long to contact us. We seek to finalize your file in time so that the hospital can still be advised before your admission as to whether Medi-Link applies.

YOUR ADMISSION FILE HAS BEEN EVALUATED. WHAT'S NEXT?

MEDI-LINK HAS BEEN ACCEPTED	MEDI-LINK HAS NOT BEEN ACCEPTED
You receive a letter of acceptance at your home address	You receive a letter of non-acceptance at your home address
The hospital receives written confirmation on the first workday following acceptance of Medi-Link	The hospital receives written confirmation on the first workday following non-acceptance of Medi-Link
You do NOT need to pay any advance to the hospital upon admission	The hospital may request you to pay an advance upon admission
The hospitalisation invoice is sent directly by the hospital to Medi-Link	The hospitalisation invoice is sent directly by the hospital to you, the patient - insured
Medi-Link pays the entire hospitalisation invoice to the hospital	You must pay the hospitalisation invoice to the hospital yourself
Costs not covered by the policy and exemptions, if any, are claimed back from you	You can still hand over your hospitalisation invoice to Vanbreda if non-acceptance of Medi-Link was not due to the reason "not covered by the policy"

WHAT IF WE DO NOT HAVE SUFFICIENT INFORMATION TO MAKE A DECISION?

Your file remains **"PENDING"** until we have additional information relating to the reported admission.

You receive a letter requesting additional information (e.g. a medical report from the doctor treating your case)

Ø   As long as your file remains **"PENDING"**, Medi-Link can not be applied.
    See above: " **MEDI-LINK HAS NOT BEEN ACCEPTED**"

We receive the additional information in time (= before the date of admission) -> the file is re-evaluated: Medi-Link is accepted or not.

Ø   See above: **"MEDI-LINK HAS BEEN ACCEPTED"**

or

Ø   See above: " **MEDI-LINK HAS NOT BEEN ACCEPTED**"

We do not receive the additional information in time (= after the date of admission) -> Medi-Link can not be applied anymore.

Ø   See above: " **MEDI-LINK HAS NOT BEEN ACCEPTED**"

Ø   <u>**Remark**</u>: Your admission could not be processed by Medi-Link since we did not have sufficient information. However, this non-acceptance of Medi-Link does not exclude compensation under the group policy. You can still provide us with the missing information. We will continue to treat your application following the traditional procedure.

EMERGENCY ADMISSION

YOU OR A FAMILY MEMBER ARE (IS) URGENTLY ADMITTED TO THE HOSPITAL?

You or a relative/acquaintance contact(s) Medi-Link as soon as possible to report the emergency admission.

If the emergency admission takes place at night or during a weekend: contact Medi-Link as soon as possible, every workday from 8:30 AM to 5:00 PM. You can also report the admission any time by using the website www.medi-link.be.

Advise the hospital that, through your hospitalisation insurance, you are eligible for the third-party payment arrangement Medi-Link and that you have contacted Medi-Link and are awaiting their decision. **Attention:** the hospital may request an advance as long as we have not accepted Medi-Link!

Medi-Link gives your file priority treatment and informs the hospital of the decision as soon as possible.

Ø   See above: **"MEDI-LINK HAS BEEN ACCEPTED"**
    or
Ø   See above: "**MEDI-LINK HAS NOT BEEN ACCEPTED**"