

You are being hospitalized: WHAT TO DO?

- If a scheduled admission, call ahead to 0800 90 068 with your AssurCard at hand (number is also on the back of your AssurCard) to register the admission. At the time of the check in, show your AssurCard at the registration desk (not via the kiosks AssurCard!). If you do have coverage, the invoice will then be sent to KBC directly.
- Are you suddenly hospitalized, please call as soon as possible to AssurCard to record the admission and then go to the registration desk with your AssurCard to report it.
- For most policies all costs related to hospitalization made 30 days before and 90 days after the hospitalization, are also eligible for reimbursement.
- For purchased medication ask your pharmacist a certificate for the hospitalization insurance and give us the original certificate.
- Certificates/receipts of consultations have to be sent to your mutuel insurance and then forward the original transcript you will receive with the difference to us or to your health insurance KBC.
- Even if the bills of the hospital have an attached green form, you must offer it first to the mutuel insurance and provide us with the original invoice of the hospital, together with the differential state of the mutuel insurance.