

# VGZ Ruime Keuze

## Policy Conditions 2016



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# Welcome to VGZ

These are the policy conditions that apply to your supplementary VGZ healthcare insurance. For more information, for example about expense forms or our healthcare insurance packages, please visit [www.vgz.nl](http://www.vgz.nl).

## Good healthcare is shared healthcare

### My VGZ

At My VGZ, you can, for example, change your policy, check the status of your expense forms and pay your premium. Log in with your DigiD and SMS code and discover the options at [www.mijnvgz.nl](http://www.mijnvgz.nl).



### Important information

#### Contact:

Check our contact information on [www.vgz.nl/contact](http://www.vgz.nl/contact).

#### Contracted healthcare

Please find our contracted healthcare providers on [www.vgz.nl/vergelijkenkies](http://www.vgz.nl/vergelijkenkies).

#### Requesting approval

If you would like to know which healthcare service and treatments are subject to our prior approval, please check our policy conditions. Would you like to request our approval? Then download the approval application form from [www.vgz.nl](http://www.vgz.nl). Please print, complete or have completed, sign and send the form to:

VGZ

T.a.v. Machtigingen

Postbus 25150

5600 RS Eindhoven, the Netherlands

#### Easy online expense forms

It is easy to submit expense forms online through [www.mijnvgz.nl](http://www.mijnvgz.nl). Logging in is safe using your DigiD and an SMS code. The amount to be reimbursed will be processed within 10 working days. If you prefer submitting expense forms by post, then please send the original invoice and the expense form to:

VGZ

Postbus 25030

5600 RS Eindhoven, the Netherlands

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# I General Section

## Article 1. Healthcare insured

### 1.1. Contents and scope of the cover

VGZ Ruime Keuze is an in-kind policy of the healthcare insurer, further referred to as 'the healthcare policy'. Pursuant to this healthcare policy, you are entitled to healthcare in kind as set out in these policy conditions. You are entitled to healthcare advice and healthcare mediation.

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#### Healthcare advice and mediation

The Healthcare Advice and Mediation Department advises you to which healthcare provider you can best turn for your care need. If you are experiencing unacceptably long waiting times for, for instance, a visit to the outpatients' department or admission to a hospital, you can also contact the Healthcare Advice and Mediation Department. The Healthcare Advice and Mediation Department is available through our website.

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### 1.2 Medical necessity

You are entitled to healthcare (reimbursement of the cost) as set out in these policy conditions if you are in reasonableness relying on the relevant form and content of healthcare, provided that the form of healthcare is effective and efficient. A key factor in the content and scope of the healthcare form is 'what the relevant healthcare providers tend to offer'. Another factor in the content and scope of the healthcare is the state of science and real statistics and experience. This is determined using the Evidence-Based Medicine (EBM) method. If information on the state of science and practice is not available, the content and form of the healthcare are determined by what is regarded as responsible and adequate care in the relevant discipline.

### 1.3 Healthcare provided by a contracted healthcare provider

The care in kind will be given by a healthcare provider that we concluded an agreement with for the relevant healthcare: a contracted healthcare provider. An overview of contracted healthcare providers is also available from our website, including the healthcare services they can and cannot provide pursuant to their contract with us.

Your healthcare provider must comply with certain conditions. These requirements are mandatory and have been set out in legislation, and medical titles are legally protected for many healthcare providers. This applies, for example, to general practitioners, medical specialists, dentists, healthcare psychologists, physiotherapists and psychotherapists. Relating to healthcare providers for whom such conditions are not set out in legislation, or who are subject to supplementary conditions, please look up the relevant healthcare article to check the requirements that the healthcare provider is subject to.

The healthcare provider receives the fee for the healthcare provided from us directly. This is based on the rate agreed with the relevant healthcare provider.

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We make agreements with healthcare providers on quality, price and service on the healthcare to be delivered. Your interests are our number one priority. And if you select a contracted healthcare provider, that will make a difference in costs for you and us. If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay part of the bill yourself.

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### 1.4. Healthcare provided by a non-contracted healthcare provider

If you selected a healthcare provider that we have not contracted for the relevant care, then part of the bill total may be charged to you. The cost of the (covered) healthcare will be reimbursed up to 80% of the average rates as agreed with the relevant healthcare providers for the relevant forms of healthcare ('average contracted rates'). If no rates were agreed with healthcare providers for the relevant healthcare and Wmg (Healthcare Market Organisation Act) rates apply, the costs are reimbursed up to 80% of the Wmg rates. Part of the bill total may then be charged to you.

**Exception:**

If you are seeing a general practitioner for care set out in Article 11, General practitioner care, that we have not concluded a contract with for this healthcare type, then you are entitled to reimbursement of the healthcare costs up to the Wmg rates applicable.

Please find the maximum reimbursements in the 'List of maximum reimbursements non-contracted healthcare providers'. This list is also available from our website. The maximum reimbursements were determined without factoring in your deductible or personal contribution. These amounts will be set off against the maximum reimbursement.

If there is a case of acute care that is provided by a non-contracted healthcare provider, you are entitled to reimbursement of the costs up to a maximum of the Wmg rates applicable in the Netherlands. If no Wmg rates apply, we will reimburse the costs up to a maximum of the market price perceived as reasonable in the Netherlands. Please inform us about such healthcare as soon as possible.

## 1.5 Submitting invoices

Most healthcare providers send us their invoices directly. If you receive an invoice at home, please complete an expense form and submit it together with the original invoice. Please do not send us a copy or a reminder. We can only process originals. You may submit invoices latest up to three years of the start of your treatment.

Please check that the following details are listed in the invoice:

- your name, address and date of birth;
- type of treatment, the amount per treatment and the date of treatment;
- the name and address of the healthcare provider.

These invoices have to be specified, ensuring that the reimbursements to be paid out can be derived from the specifications directly and without any ambiguity. Any deductible and any statutory personal contribution will be set off against the reimbursement amount. The exchange rates for converting foreign invoices into euros are based on the historical rates on [www.xe.com](http://www.xe.com). This is based on the exchange rate on the date of treatment. Invoices must be in Dutch, English, German, French or Spanish. If a translation is necessary to our discretion, we may request you to provide a certified translation of the invoice. We will not refund the translation expenses.

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### Online expense forms

Online submission of expense forms is easy and quick. Go to [www.mijnvgz.nl](http://www.mijnvgz.nl). You must keep the original invoice for one year after submitting the expense form. We may request the invoices for inspection. If you are unable to show us the invoices, we reserve the right to recover the amounts paid out from you, or settle the amounts with any future reimbursements.

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## 1.6. Punctual provision of care

If a contracted healthcare provider is unable to deliver the relevant service or treatment, or not in time, you are entitled to healthcare mediation. We may grant approval to see a non-contracted healthcare provider for the relevant healthcare. In such cases, we reimburse the costs up to a maximum of the Wmg rates applicable in the Netherlands. If no Wmg rates apply, we will reimburse the costs up to a maximum of the market price perceived as reasonable in the Netherlands.

To determine if healthcare was provided in due time, we take into consideration:

- specific medical factors;
- generally accepted social standards of waiting times on the basis of psycho-social, ethical and social factors.

## 1.7 Direct payment

We reserve the right to pay the cost of healthcare directly to the relevant healthcare providers. Such direct payment cancels your right to reimbursement of the relevant invoices.

## 1.8. Settlement of costs

If we pay the healthcare provider directly, we do not factor in your deductible or personal contribution. These amounts will subsequently be invoiced to you as the policy holder. You have a legal obligation to pay such amounts. We may settle these amounts with any amounts to be paid out to you.

## 1.9. Referral, prescription or approval

For some forms of healthcare, you are required to obtain a referral, prescription and/or prior approval in writing, proving that this healthcare is necessary for you. Details are set out in the relevant healthcare article. A prior referral, prescription and/or prior approval is not required for emergency healthcare, i.e. healthcare that cannot reasonably be postponed.

### **Referral or prescription**

Does the healthcare article set out that you require a referral or a prescription? Then you can request one from the relevant healthcare provider. This is generally the general practitioner.

### **Approval**

In some cases you also require our permission prior to receiving the healthcare. This permission is referred to as prior approval. If you have not obtained prior approval, then you are not entitled to healthcare or to reimbursement of the cost of the relevant healthcare.

If you selected a healthcare provider that we have contracted for the relevant care, you do not require prior approval. Your healthcare provider will in such cases assess if you fulfil the conditions and/or requests prior approval from us on your behalf. Alternatively, you may submit a request for approval to us. Please find our address on the cover sheet of the policy conditions.

If you selected a healthcare provider that we have not contracted for the relevant care, you need to personally submit the request for approval to us.

If you have approval for insured healthcare, this also applies if you transfer to a different healthcare insurer or if you received approval from your previous insurer.

## **1.10. Deriving rights**

You are entitled to healthcare (reimbursement of the cost) if the healthcare was provided during the term of your healthcare insurance policy.

Should these policy conditions refer to a year or calendar year, the actual date of treatment or date on which the healthcare was provided as stated by the healthcare provider will determine the year or calendar year to which the relevant costs should be allocated. If a treatment falls in two calendar years and the healthcare provider may charge the cost as a single amount (for example the Diagnosis and Treatment Combination), we will reimburse these costs if the treatment was started within the term of the supplementary insurance policy and the cost will be allocated to the calendar year of the first treatment.

## **1.11. Exclusions**

You are not entitled to:

- forms of healthcare or healthcare services that are funded pursuant to legal regulations, including the Wlz (Long-Term Healthcare Act), the Youth Act or the Wmo (Social Support Act) 2015;
- reimbursement of personal contributions or deductible payable under the terms of the healthcare insurance, except if and where articles in these policy conditions determine otherwise;
- reimbursement of fees for not appearing at your appointment with a healthcare provider (the 'no show fee');
- reimbursement of fees for written statements, mediation fees charged by third parties without our prior approval in writing, administrative fees or charges incurred by past-due payment of invoices from healthcare providers;
- pay-out on consequential loss claims resulting from our actions or omissions;
- healthcare and reimbursement of healthcare costs caused by or resulting from armed conflict, civil war, uprising, civil disorder, riots or mutiny occurring in the Netherlands, as defined in Section 3.38 of the Wet op het financieel toezicht (Financial Supervision Act);

## **1.12. Right to care and other services as a result of terrorist acts**

If you need healthcare as a result of one or more terrorist events, then the following rule applies. If the total amount of claims submitted within a single year or calendar year for non-life, life or in-kind funeral insurers (including healthcare insurers) according to the Nederlandse Herverzekeringsmaatschappij voor Terrorismeschaden N.V. (Dutch Reinsurance Company for Terrorism-related Claims or NHT) exceeds the maximum amount that this company reinsures annually, you are entitled to only a certain percentage of the cost or value of the healthcare. The NHT determines the exact percentage. This applies for non-life, life and funeral insurers (including healthcare insurers) that are subject to the Financial Supervision Act.

The exact definitions and provisions for the above-mentioned entitlement are included in NHT's Clauses Sheet Terrorism Cover.

If after a terrorist act an additional amount is provided under Section 33 of the Zvw (Health Insurance Act) or Section 2.3 of the Besluit Zorgverzekering (Healthcare Insurance Decree), you are entitled to an additional scheme as set out in Section 33 of the Zvw or Section 2.3 of the Healthcare Insurance Decree.

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### Guarantee pay-out on terrorism-related claims

In order to be able to guarantee that you will receive payment on terrorism-related claims, (almost all) insurers in the Netherlands are party to NHT (the Dutch Reinsurance Company for Terrorism-related Claims). We are also a member. NHT issued regulations that ensure pay-out of at least part of any terrorism-related claim. NHT capped the total amount to be paid out for terrorism-related losses. The maximum amounts to 1 billion euros per year for all insured together. If the total claim amount is higher, each insured that submitted a claim will receive pay-out at an equal percentage of the maximum amount. NHT set out the rules for due processing of loss claims in the Protocol for Processing Claims. In reality, this may mean you are not paid out the full amount claimed. However, you are at least assured that you will receive payment of at least part of your claim.

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## Article 2. General provisions

### 2.1. Basis and contents of the healthcare insurance

The insurance contract was concluded based on the details you submitted in the application form or in writing. After taking out the healthcare insurance policy, you will receive a healthcare policy from us as soon as possible. Furthermore, you will receive a new healthcare policy prior to each new calendar year.

These policy conditions form an integral part of the healthcare policy. The policy schedule will state the persons insured and the healthcare insurance taken out for them.

### 2.2. Scope of application

The healthcare policy is available to all persons subject to mandatory insurance, residing either in the Netherlands or abroad.

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The healthcare insurer operates throughout the Netherlands. If you are subject to mandatory insurance, you may continue this healthcare policy. Persons subject to mandatory insurance residing abroad are also entitled to concluding this insurance.

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### 2.3. Corresponding documents

These policy conditions refer to documents. These documents are an integral part of the policy conditions.

It concerns the following documents:

- Appendix 1 to the Healthcare Insurance Decree;
- Healthcare Insurance Regulations;
- Clauses Sheet Terrorism Cover;
- Premium Appendix;
- List maximum reimbursements non-contracted healthcare providers;
- Landelijk Indicatie Protocol Kraamzorg (LIP - National Indication Protocol Maternity Care);
- Overview of contracted healthcare providers;
- Overview exemption deductible;
- Healthcare Module Prevention Diabetic Foot Ulcers;
- Healthcare Standards Diabetes mellitus, VRM, COPD and Asthma;
- Limitative list of DBCs (Diagnose Behandelings Combinaties, or Diagnosis Treatment Combinations) issued by Zorgverzekeraars Nederland that can be requested in advance;
- Pharmaceutical Care Regulations;
- Reglement hulpmiddelen VGZ (VGZ Medical Aids Regulations);
- Nursing and care personal budget regulations
- Reference guide assessment plastic surgery treatments;
- Dynamic overview mental healthcare.

You can find these documents on our website. Alternatively, you may request these documents from our customer service desk.

## 2.4. Fraud

Fraud (full or partial fraud) results in not receiving any reimbursement and/or recovering any amounts paid out. If you commit fraud, your entitlement to healthcare/reimbursement of healthcare costs lapses. We will claim any amounts paid out from you in a recovery process. You will also be charged the cost ensuing from the fraud audit/inspections.

In the event of fraud, we will register your personal details and the personal details of the accessory/accessories to the fraud and/or fraud partners in our Incidents Register. This Incidents Register is reported to the Dutch Data Protection Authority and is managed by our Security Affairs department.

Your personal details and the personal details of the accessory/accessories to the fraud and/or fraud partners may also be registered in:

- Centrum Bestrijding Verzekeringsfraude (CBV or Centre for Countering Insurance Fraud) of Verbond van Verzekeraars (VvV or Dutch Association of Insurers);
- the external reference register of the CIS foundation (Stichting Centraal Informatiesysteem or Foundation Central Information System).

We may additionally decide on reporting the fraud to the police and other detection agencies.

Fraud with one of our insurance policies will result in termination of your healthcare policy/policies, and we will reserve the right to reject any applications for new supplementary insurance policy/policies for a period of 5 years. We also reserve the right to terminate any supplementary healthcare or other insurance policies. In that event, any applications for supplementary insurance will be rejected for a period of 8 years by any insurer that is a member of Coöperatie VGZ U.A.

## 2.5. Personal details protection

We take your privacy very seriously. Collecting and processing your personal details is necessary for concluding and performing your healthcare insurance and any supplementary policies. We will enter your personal details in our system of insured persons records.

### Processing personal details

Your personal details will be processed for the following purposes:

- for concluding and performing your insurance contracts or financial services;
- for inspections and/or checks among insured, healthcare providers and/or suppliers to ensure the healthcare services have actually been delivered;
- for research into the quality of healthcare delivered as perceived by our insured;
- for statistical analysis;
- for compliance with statutory obligations;
- in the context of the security and integrity of the financial sector (preventing and combating fraud);
- if you participate in a group agreement: for exchanging data with the contract party to the group contract for assessing your entitlement to premium discounts;
- promotion for this insurance and our own and similar services and products, and the associated marketing activities (up to 1 year after terminating the insurance contract).

Processing your personal details is subject to private data legislation, including the Private Data Protection Act, the ZN Code of Conduct for Processing Private Data Healthcare Insurers, the Act general provisions BSN, the Act application of BSN in healthcare, and the Privacy Declaration of Coöperatie VGZ U.A. Please find the above Code of Conduct and the Privacy Declaration on our website.

It is mandatory for us to use your BSN (Social Insurance Number) in our administrative system, and in communications (data exchange) with the healthcare providers. The BSN is also used in data exchange on expense forms. Both are completed on a statutory basis.

We may decide to view your data at CIS Foundation for the security and integrity of the financial sector ([www.stichtingcis.nl](http://www.stichtingcis.nl)).

If you would like to receive more information, view or correct your personal details or submit objections, you can contact the Private Data Protection officer (FG) via the email address listed on our website in the section 'Privacy'.

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### Application of personal details by healthcare providers

If we receive your invoices directly from healthcare providers and pay out to them directly, your healthcare insurance is administered quicker and easier. This may require your healthcare provider to be able to see your type of insurance. For that reason, the healthcare providers may request secure access to your address and policy data and your BSN. They may do so only if they are actually treating you. If you have an urgent reason to not grant healthcare providers access to your address details, please notify us accordingly. We will then ensure that these data are not accessible.

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## 2.6. Notifications

Any notifications sent to the most recent address in our system are deemed to have reached you. If you wish to receive all notifications from us in digital format, please register for 'My VGZ'.

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### Email

Where the policy conditions refer to 'in writing', this also includes 'by email' if you have chosen the email option. 'Address' in that context then also includes 'email address'.

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## 2.7. Membership of the Cooperative Society

Upon acceptance to this healthcare insurance policy/policies, you, as the policy holder, also become a member of Coöperatie VGZ U.A., the cooperative society VGZ U.A., unless you notify us in writing that you do not wish to do so. This Cooperative Society represents the interests of its members in the field of healthcare or other insurance. You may terminate your membership at any time, subject to a one-month notice period. The membership will in any case be terminated on the termination date of the insurance contract.

## 2.8. Cooling-off period

Upon taking out healthcare insurance, you have a 14-day cooling-off period as the policy holder. You are entitled to cancel the insurance policy in writing within 14 days of signing the contract. In that event, the insurance contract is deemed to have never been concluded.

## 2.9. Priority provisions

Insofar as the provisions set out in Title 7.17 of the Dutch Civil Code or in the Zvw have or ought to have an effect on the healthcare policy, these will be deemed to form an integral part of these policy conditions. Insofar as the provisions set out in Title 7.17 of the Dutch Civil Code or in the Zvw are conflicting with the provisions of these policy conditions, the provisions of the Zvw will be leading, followed by the provisions of Title 7.17 of the Dutch Civil Code, followed by the provisions of these policy conditions.

## 2.10. Dutch law

This healthcare insurance contract is governed by Dutch law.

## Article 3. Premium

### 3.1. Basis of premium calculation and premium discounts

The basis of premium calculation is the premium without premium discount for any voluntary deductible and/or a discount as agreed in a group health insurance contract. The premium basis and the premium discount for voluntary deductibles is set out in the premium Appendix as amended annually. Please find this premium Appendix on our website.

The premium basis and premium discounts applicable to you are set out in your policy cover.

### 3.2. Premium discount for group contract

3.2.1. If you participate in a group contract, you will receive a discount on the premium basis.

3.2.2. The premium discount and conditions as set out in the group contract will lapse on the date you can no longer participate in the group contract. From this date onwards, the healthcare insurance is continued on an individual basis.

3.2.3. You may not participate in more than one group contract at the same time.

### 3.3. Premium payable

Premium payment is due from the policy holder. No premium is due for an insured person under age 18 until the first day of the calendar month following the person's 18th birthday. Upon death of an insured, premium is due only up to the date of death. After a change of the insurance policy, we will recalculate the premium as per the effective date of the change.

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#### Example

Someone who turns 18 on 1 July pays premium commencing on 1 August.

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### 3.4. Payment of premium, statutory contributions, deductible and costs

3.4.1. Payment of the premium and domestic and/or foreign statutory contributions must be pre-paid for all insured in advance, unless otherwise agreed. If you pay the premium annually in advance, you will receive a term cash discount on the premium due. The amount of the discount is stated on the policy cover.

3.4.2. You pay the premium, deductible, personal contributions and any reimbursement amounts paid out to you that prove unjustified as agreed with us.

#### No-fee payment options

a. You authorise us for automatic direct debit of the amounts due (see also Article 3.4.3).

b. You are making use of the option to receive a digital invoice through 'My VGZ' free of charge. In that case you are expected to personally ensure on-time payment. Direct online payment via iDeal is an option.

c. Your employer withholds the premium from your salary and transfers it to us. This payment option applies only to the premiums.

These payment options are free of charge.

#### Fees for payment by paper acceptance giro (payment order form)

If you are not making use of the free payment methods to pay your premium, you are charged a € 1.50 administrative fee for all expenses incurred for maintaining, preparing and providing a paper invoice and processing your payment. This also applies if you do not make use of the paper invoice or acceptance giro (payment order form) for payment. You will also receive a paper acceptance giro if the direct debit transaction of your premium cannot be executed, or if you agree on a payment schedule with us with payment per acceptance giro. This is also subject to the € 1.50 fee for paper acceptance giros. If you pay your premiums on a quarterly or annual basis and you selected payment by acceptance giro, this form of payment is free of charge for you.

3.4.3. Your authorisation for direct debit is valid for payment of the premium, the deductible, personal contributions and any reimbursement amounts paid out that prove unjustified. Your authorisation is valid during and, if necessary, after termination of the insurance contract. We will inform you of the amount and date of the direct debit transaction at least 3 days in advance. If you disagree with a processed payment, you can have the payment reversed later. Please contact your bank within 8 weeks of processing the payment. The monthly amount to be collected automatically for your deductible, personal contributions and any reimbursement amounts paid out unjustified is capped at € 220 per month. For any amounts exceeding € 220, you will receive an acceptance giro (payment order form). If we choose to send you an acceptance giro, this form of payment is free of charge for you.

### 3.5. Settlement

You may not settle any amounts due with any amounts payable to you.

### 3.6. Overdue payments

3.6.1. If you do not pay the premium, statutory contributions, personal contributions, the deductible and any reimbursement amounts paid out unjustified in due time, we will send you a reminder. If you do not pay within the reminder period of at least 14 days as specified in the reminder, we may decide to suspend cover of this healthcare insurance policy/policies. In that case you are not entitled to healthcare and reimbursement of healthcare costs from the last premium due date before the reminder. Your obligation to pay the premium will continue during any period of suspension. Entitlement to healthcare (reimbursement of the costs) is restored on the date following the date on which the amount due plus any fees were received.

We reserve the right to terminate the healthcare insurance policy/policies if payments are in arrears. The insurance will not be terminated with retroactive effect in that case.

3.6.2. We may charge any collection fees and statutory interest in the event of arrears.

3.6.3. If you already received a reminder for overdue payment of premiums, statutory contributions, deductibles, personal contributions, reimbursement amounts paid out unjustified or fees, we are not required to send a separate reminder to you if a subsequent invoice is past due.

3.6.4. We reserve the right to settle any arrears in premiums, costs and statutory interest with any healthcare expense forms or other amounts payable to you.

- 3.6.5.** If we terminate the healthcare insurance policy/policies due to overdue payment of the premium, we reserve the right to reject any applications from you for insurance contracts for five years.
- 3.6.6.** If you have payment arrears amounting to two monthly premiums, we offer you as policy holder a payment schedule. This is issued latest within 10 working days of detecting these arrears. Such a payment schedule consists of at least:
- a. - your authorisation for automated direct debit of the new premium due, or;
    - your instructions to your employer, pension fund, social security agency or other third party from which you, as the policy holder, receive periodical premiums to pay the new premiums due directly to us on your behalf;
  - b. agreements on the way you will pay us the amounts due, including interest and collection fees, and in which instalments;
  - c. our commitment that we will refrain from terminating, suspending or postponing your healthcare insurance as long as you have not withdrawn your authorisation or payment order as set out under a., and as long as you fulfil the agreements as set out in the payment schedule.

We will give you 4 weeks to decide on accepting our offer for a payment schedule. We will also inform you relating to the consequences of non-acceptance of our offer, and of your arrears running up to 6 or more monthly premiums; see Article 3.6.8.

You may have insured someone else for one of our healthcare insurance policies. In that case, our payment schedule offer will also include a statement of intent to termination of this insurance policy effective on the date on which the payment schedule becomes effective, subject to the following conditions:

- that the insured has taken out insurance with another healthcare insurance policy latest effective on the same day;
- and that the insured has issued the authorisation or payment order as set out under a. if the new healthcare insurance policy was also concluded with us.

We will send this insured a copy of all documents set out in this Article on the same date these documents are sent to you as the policy holder.

- 3.6.7.**
- a. If you have payment arrears amounting to 4 monthly premiums, we will inform you, as the policy holder, that we intend to register you with Zorginstituut Nederland (Healthcare Institute Netherlands) as set out in Article 3.6.8. If this healthcare policy was concluded for a different person, we will inform this insured accordingly.
  - b. Either you or the insured must notify us latest within 4 weeks if you dispute the existence or amount of the debt. If we receive your dispute in due order and time, we will start an investigation. If we inform you that we decided against adjusting our opinion, you may decide to present your dispute either to SKGZ (Stichting Klachten en Geschillen Zorgverzekeringen; Foundation Complaints and Disputes Healthcare Insurance) or to the competent court.
  - c. If the payment schedule as set out in Article 3.6.6. becomes effective after payment arrears amounting to 4 monthly premiums, we will no longer send you any notifications as set out under a. as long as you pay the new premiums due.

- 3.6.8.** If you, as the policy holder, have payment arrears amounting to 6 or more monthly premiums, we will register you with Zorginstituut Nederland. After the registration confirmation of Zorginstituut Nederland, you are liable to payment of an administrative premium to Zorginstituut Nederland amounting to 130% of the average market premium. Zorginstituut Nederland will collect this premium until you have paid all amounts due, including interest and collection fees. We will refrain from registering you with Zorginstituut Nederland if:
- a. you disputed the premium arrears in due order and in due time, and if we have not yet responded to you with a statement of our opinion;
  - b. if you presented the dispute to SKGZ or the competent court within 4 weeks of us informing you we decided against adjusting our point of view and intend to register your premium debt with Zorginstituut Nederland, and as long as no irrevocable decision has been made regarding the dispute;
  - c. if you registered with a professional administrator for restructuring your debt and you send a copy of a contract in writing aimed at stabilising your financial situation.

Our statement of compliance with Section 18b and the second paragraph of Section 18c of the Health Insurance Act is part of the registration with Zorginstituut Nederland.

- 3.6.9.** We immediately notify both you and Zorginstituut Nederland of the date on which:
- a. the debt pursuant to the healthcare policy was fully paid or declared void;
  - b. the court declared that the statutory debt restructuring regulations for natural persons (WSNP) are applicable to you;
  - c. you will participate in an extrajudicial debt restructuring scheme to which we are a party, negotiated by a professional administrator.

Your liability for payment of the administrative premium to Zorginstituut Nederland will expire on the first day of the month following the aforementioned dates. From this moment on, your liability for payment of the premium to us will be revived.

- 3.6.10.** You are not liable for paying premiums to us on the period as referred to in Section 18d, paragraph 1, or section 18e of the Health Insurance Act.

## Article 4. Other obligations

You have a legal obligation:

- to ask the treating professional to disclose the reason for hospitalisation to our medical advisor;
- to cooperate with our medical advisor or employees in order to obtain the information required for inspection of the actual execution of the healthcare insurance cover;
- to inform us of any facts that mean (or could mean) that expenses may be recovered from third parties with actual or potential liability, and to provide us with all necessary information in this context. You may not make any arrangements with a third party without our prior approval in writing. You must refrain from any actions that may harm our interests;
- you must report any facts and conditions that may be relevant to correct execution of the insurance policy/policies. This includes end of mandatory insurance, start and end of detention, separation or divorce, birth, adoption, or a change in bank or giro account number. We do not bear any risk relating to non-compliance with the above mandatory disclosures.

If you fail to fulfil your obligations and this harms our interests, we reserve the right to suspend your entitlement to healthcare cover.

## Article 5. Changes in the conditions and premium/basis of premium

### 5.1 Amendments to conditions

We reserve the right to change the conditions and the premium/basis of premium of the insurance policy at any time. We will inform you, the policy holder, in writing accordingly. A change in the basis of the premium will only become effective 6 weeks after the date on which you were notified of such changes. A change in the policy conditions will only become effective one month after the date on which you were notified of such changes.

### 5.2. Cancellation right

If we change any conditions and/or the premium basis of the healthcare insurance policy to your disadvantage, you, as the policy holder, have the right to cancel the insurance contract as per the effective date of the change. You may cancel the contract during 1 month after having received notice relating to the change from us. However, you do not have this right to give notice if a change in the insured healthcare cover results directly from amendment of the provisions set out in Sections 11 through 14 of the Zvw.

## Article 6. Inception, term and termination of the healthcare policy

### 6.1. Start date and term

- 6.1.1.** The insurance contract becomes effective on the date on which we receive your application or application form. You will receive a confirmation of receipt stating the date on which we received your application. If you are subject to mandatory insurance and you do not yet have a BSN (social security number), you can still be registered as an insured.
- 6.1.2.** Sometimes we are unable to derive from the application whether or not concluding a healthcare policy with the person to be insured is mandatory for us. In such cases, we will request information from you that would prove that concluding a healthcare policy with you is mandatory. The healthcare policy will only become effective on the day we receive such additional information. You will receive a confirmation of receipt stating the date on which we received your additional information.
- 6.1.3.** If you have a different healthcare policy on the day as set out in Article 6.1.1 or 6.1.2, the healthcare insurance will become effective on the later date you indicated.
- 6.1.4.** If the previous insurance policy is terminated effective 1 January of a calendar year or due to a change in the policy conditions, the new insurance policy will commence at the new insurer as per the termination date of the old insurance policy. In that case you must register with the new healthcare insurer within one month of termination of the previous insurance policy.
- 6.1.5.** If the insurance contract becomes effective within 4 months of the start date of mandatory insurance, the healthcare policy will become effective on that start date.

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### Example

It is mandatory for you to insure your child within 4 months of childbirth, ensuring that your child was insured from the date it was born.

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- 6.1.6.** The Health Insurance Act includes provisions relating to mandatory insurance. It is not mandatory for us to conclude a healthcare policy with or for a person subject to mandatory insurance if that person is already insured pursuant to the Health Insurance Act.

### 6.2. Termination by operation of law

The healthcare insurance terminates by operation of law from the day following the day on which:

- the healthcare insurer is no longer permitted to offer or execute healthcare insurance policies due to a change in or suspension of its licence to operate a non-life insurance business. We will disclose any such changes at least 2 months in advance;
- the insured person dies;
- the insured person's obligation to take out insurance terminates.

You, as the policy holder, have the obligation to inform us of the death of an insured, and of the end of mandatory insurance of an insured, as soon as possible. If you do not notify us of the end of mandatory insurance of an insured and we pay the cost of healthcare to a healthcare provider, we will claim these costs from you. If we conclude that the healthcare insurance cover has terminated, we will send you a confirmation accordingly as soon as possible.

### 6.3. When can you cancel your insurance policy?

- 6.3.1** You, as the policy holder, are entitled to terminate the healthcare insurance policy annually as per 1 January, subject to receiving your notice in writing latest by 31 December of the previous year.

You will then have until 1 February to find another insurer who will insure you with retrospective effect from 1 January.

**6.3.2.** Intermediate

You, as the policy holder, are entitled to intermediate termination of the healthcare insurance policy in writing:

- of another insured if this insured has taken out a different healthcare policy. If you cancel the healthcare policy before the other healthcare policy becomes effective, the termination date will coincide with the start date of the new healthcare policy. If the cancellation notice was received later, the cancellation date will be the first day of the second calendar month after receipt of your cancellation notice;
- in the event of changes to the premium and/or conditions as set out in Article 5.2;
- if you participate in one of our group contracts with your former employer, and you are offered to participate in the group contract of your new employer. You may cancel the healthcare insurance at any time up to 30 days after the new employment commences. In that event, both the cancellation and the registration become effective on the start date of the employment with the new employer if that is the first day of the calendar month, and, if not, on the first day of the calendar month following the start date of the employment.

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### Cancellation for 18th birthday

You may cancel your child's insurance upon his/her 18th birthday. Your child may then conclude his/her own healthcare insurance policy.

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**6.3.3.** Cancellation service

For cancellation of the insurance policy as set out in Articles 6.3.1 and 6.3.2, you may also make use of the cancellation service of the Dutch healthcare insurers. This means that you authorise the insurer of your new healthcare policy to cancel the healthcare policy with the previous insurer.

**6.3.4.** When is cancellation not possible?

If we sent you a reminder for arrears in premium payments, you are not permitted to cancel your healthcare policy during that period until full payment of the premium, interest and collection fees has been received. You may cancel the healthcare policy if we suspended cover or if we confirm your cancellation within 2 weeks.

### 6.4. When are we entitled to cancel, dissolve or suspend the insurance contract?

We are entitled to cancel, dissolve or suspend the insurance policy in writing:

- in the event of past due payments as set out in Article 3.6;
- in the event of fraud (see Article 2.4);
- if you intentionally have not provided any, incomplete or incorrect information or documents that have or could have worked to our disadvantage;
- if you acted with the intention of misleading us or if we would not have entered into a healthcare policy if we had been aware of the true state of affairs. In such cases we reserve the right to cancel the healthcare policy

within 2 months of detection and with immediate effect. In such cases we are not liable for paying out any amounts, or we may reduce the amount to be paid out. We reserve the right to set off such recovery claims against other payments.

### 6.5. Evidence of termination

Upon termination of the healthcare policy, you will receive a termination confirmation with the following details:

- name, address, place of residence and citizen service number (BSN ) of the insured person;
- name, address and place of residence of the policyholder;
- the day on which the healthcare policy terminates;
- whether on that day a deductible applied and, if yes, the amount of this deductible.

Upon termination of mandatory insurance, the end date is also stated in the confirmation.

### 6.6. Insuring non-insured persons

If the Zorginstituut Nederland concluded this healthcare policy on your behalf pursuant to Section 9d, paragraph 1 of the Health Insurance Act, the following applies:

- a. you may deem this healthcare policy null and void if you can demonstrate within 2 weeks both to us and Zorginstituut Nederland that you already have healthcare insurance. This 2-week period starts on the date on which Zorginstituut Nederland informed you that it concluded this healthcare policy on your behalf;
- b. we may lawfully reverse this healthcare policy due to error if you demonstrate that you are not subject to mandatory insurance;
- c. you are not permitted to cancel this healthcare policy during the first 12 months. After these 12 months, the customary termination options as stated in Article 6.3 become effective.

## Article 7. Mandatory deductible

### 7.1. Amount of mandatory deductible

If you are age 18 or older, a mandatory deductible of € 385 per calendar year applies. The cost of healthcare are charged to you up to this amount. If you reach age 18 in the course of a calendar year, the mandatory deductible applies from the first day of the calendar month following the calendar month after your 18th birthday. The amount of the mandatory deductible will then be determined in accordance with the calculation method stated in clause 7.4.

### 7.2. The relevant types of care to which the mandatory deductible is applicable

The mandatory deductible is applicable to all types of care as included in these policy conditions, with the exception of:

- general practitioner care. Please remember that any medications prescribed by the general practitioner do not fall within the scope of general practitioner care. The same applies for laboratory testing related to general practitioner healthcare. Such laboratory testing is conducted by a different healthcare provider at the request of the general practitioner and charged to you. This means that the such healthcare is subject to your mandatory deductible;
- healthcare funded by application of the policy guideline set out pursuant to the Healthcare Market Regulation Act for funding performances of multi-disciplinary healthcare relating to chronic conditions. See Article 12, Healthcare programmes (chain healthcare);
- nursing and care as set out in Article 13;
- obstetric care by an obstetrician, general practitioner or gynaecologist. Please take into consideration that any related costs are not included in the exceptions. This means, for example, that medications, blood tests, pre-natal diagnostics or patient transport are set off against the mandatory deductible;
- maternity care;
- preferred medications as set out in the Pharmaceutical Care Regulations. Please take into consideration that the services of the pharmacy, for example the issue fee, the instructions for a new drug or inhaling instructions, are not exempt from your deductible;
- the contracted healthcare providers for supplying liquid nutrition (dietary preparations), insofar as they supply the liquid nutrition selected as preferred products by us, as set out in the Pharmaceutical Care Rules;
- leased medical aids;
- post-op check-ups of a kidney or liver donor, after the period set out in Article 21, Tissue and organ transplants, under description, item d, has expired;
- transport of a donor as set out in Article 21, Tissue and organ transplants;
- any personal contributions and/or personal payments.

### 7.3 The healthcare providers and healthcare arrangements to which the mandatory deductible is not applicable

We have the option of appointing healthcare providers or healthcare arrangements where you are charged no amount or a smaller amount of mandatory deductible. This also applies to health-promoting or preventive healthcare arrangements to be specified further. This information is set out in the Overview exemption deductible. Please find this overview on our website.

### 7.4 Calculation method of amount of mandatory deductible

If the healthcare policy does not start or end on 1 January, we calculate the deductible as follows:

$$\frac{\text{number of days that the healthcare policy was effective}}{\text{number of days in the relevant calendar year}}$$

Deductible x the number of days in the relevant calendar year  
This amount will be rounded off to the nearest whole euro.

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#### Example

The healthcare policy term is 1 January through 30 January. This is a total of 30 days. The calendar year 2016 has 366 days. The deductible is: € 385 x 30 divided by 366 is € 31.56 and is rounded off to € 32.

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### 7.5 Calculation of mandatory deductible

When calculating the deductible, the costs of care or another service will be allocated to the calendar year in which the care was received. If a treatment falls in 2 calendar years and the healthcare provider may charge the cost as a single amount (for example the Diagnosis and Treatment Combination), these costs will be charged to the deductible of the calendar year in which the treatment started.

## Article 8. Voluntary deductible

### 8.1 Variations voluntary deductible

If you are age 18 or older, you may select a healthcare policy with a voluntary excess amounting to € 0, € 100, € 200, € 300, € 400 or € 500 per calendar year. The cost of healthcare are charged to you up to this amount. Depending on the selected amount of the voluntary deductible, you will receive a discount on the premium basis. The selected voluntary deductible and any discounts are stated on the policy cover.

### 8.2 The relevant types of care to which the voluntary deductible is applicable

The voluntary deductible is applicable to the same healthcare types as set out in Article 7.2.

### 8.3 Calculation method of amount of voluntary deductible

#### 8.3.1 If the healthcare policy does not start or end on 1 January, we calculate the voluntary deductible as follows:

$$\frac{\text{number of days that the healthcare policy was effective}}{\text{number of days in the relevant calendar year}}$$

Deductible x the number of days in the relevant calendar year  
This amount will be rounded off to the nearest whole euro.

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#### Example

You selected a voluntary deductible of € 100. The healthcare policy term is 1 January through 30 January. This is a total of 30 days. The calendar year 2016 has 366 days. The voluntary deductible is: € 100 x 30 divided by 366 is € 8.20 and is rounded off to € 8. The mandatory deductible is € 385 x 30 divided by 366 is € 31.56 and is rounded off to € 32. The total deductible amounts to € 40 (€ 32 mandatory deductible and € 8 voluntary deductible).

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#### 8.3.2 If the healthcare insurance policy does not become effective on 1 January and you had taken out a healthcare policy with us with a different voluntary deductible amount directly prior to this, then the total voluntary deductible is calculated as follows:

- a. each amount of voluntary deductible x the number of days that the voluntary deductible is applicable;
- b. the sum of the amounts stated under a divided by the number of days in the relevant calendar year;
- c. the result of this amount will be rounded off to the nearest whole euro.

### 8.4 Amendments to voluntary deductible

You may change the voluntary deductible annually as per 1 January. In that case, you should forward us the relevant change latest by 31 December of the previous calendar year in writing or via 'My VGZ'.

## 8.5. Calculation of mandatory and voluntary deductible

If a voluntary deductible applies, the healthcare costs will first be deducted from the mandatory deductible and subsequently from the voluntary deductible. The provisions set out in Article 7.5 apply for the calculation of the voluntary deductible amount relating to treatment spread over 2 calendar years.

## Article 9. Abroad

### 9.1. If you are living in or residing in an EU/EER or treaty country outside the Netherlands

If you are living in or residing in an EU/EER or treaty country outside the Netherlands, you are entitled to the following healthcare:

- healthcare in accordance with the statutory insurance package in an EU/EER country or treaty country if applicable to you. This right to healthcare is set out in the EU social security regulations or a social security treaty;
- healthcare provided by a contracted healthcare provider or healthcare institution;
- reimbursement of healthcare costs by a non-contracted healthcare provider. We will reimburse the costs up to a maximum of the amount you would receive if you would select a non-contracted healthcare provider in the Netherlands. Please see Articles 1.4 and 1.6 of these policy conditions.

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#### Please note

In the event of emergency care provided by a non-contracted healthcare provider, you are entitled to reimbursement of the costs up to a maximum of the Wmg rates applicable in the Netherlands or the market-level rates as applicable in the Netherlands. In the event of foreseeable healthcare where a contracted healthcare provider knows or expects that it cannot be delivered or not in time, we may reimburse the healthcare costs for a non-contracted healthcare provider up to a maximum of the Wmg rates applicable in the Netherlands or the market-level rates as applicable in the Netherlands.

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#### European health card (EHIC)

On the reverse of your healthcare card, you can find the EHIC. If you travel to an EU/EER country or Switzerland, this card entitles you to necessary medical care abroad. The EHIC is also valid for travel to Australia. In Australia it will entitle you to emergency medical care. You may use this EHIC only if you are insured with us. If you use this EHIC abroad, while you know or could reasonably know that it is no longer valid, the cost of healthcare will be charged to you.

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### 9.2. If you are living in or residing in a non-EU/EER country or non-treaty country

If you are living in or residing in a non-EU/EER country or non-treaty country, you may choose healthcare in your country of residence or temporary residence and select:

- healthcare provided by a contracted healthcare provider or healthcare institution;
- reimbursement of healthcare costs by a non-contracted healthcare provider. We will reimburse the costs up to a maximum of the amount you would receive if you would select a non-contracted healthcare provider in the Netherlands. Please see Articles 1.4 and 1.6 of these policy conditions.

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#### Please note

The costs of treatment abroad may be higher than the cost of the same treatment in the Netherlands. We will reimburse the costs up to a maximum of the amount you would receive if you had the treatment in the Netherlands. Please take into consideration that you will likely have to pay for a (large) part of the bill yourself if you are having treatments abroad.

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### 9.3. Requirement of approval for care abroad

Are you considering treatment abroad? If you are hospitalised in a hospital or a different institution for 1 or more nights, you will require our prior approval. You do not require prior approval if you are unexpectedly hospitalised and the treatment cannot reasonably be postponed until you have returned to your country of residence. If you are taken in for 1 or more nights, you must call, or have someone call, our emergency response unit. Please find the emergency response telephone number on both your health card and our website.

### 9.4. Referral and/or approval requirements

If you require approval for making use of healthcare (Article 9.3) and also a specific referral, prescription and/or approval, you can find the details in the relevant healthcare provisions (also see Article 1.9).

## Article 10. Complaints and disputes

### 10.1. Do you have a complaint? Please submit your complaint to the Complaints Management department

You may rest assured that we organise everything carefully relating to your healthcare insurance policy. However, one hundred percent satisfaction is not always achievable. We are open to hearing your complaints and suggestions. It is easy to submit your complaint via the online complaints form on our website. If you do not have the option of digital submission of your complaint, please feel free to submit your complaint in writing to the Complaints Management department, PO Box 1256, 5602 BG in Eindhoven, the Netherlands. The Complaint Management department acts on behalf of the board.

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#### Tips for submission of a complaint

- Please indicate in as much detail as possible what happened, what you are dissatisfied with, and what you think is the best solution.
- Please attach all relevant documents. Please do not send any originals with your complaint. After all, you may still need the originals.
- If you are unable or unwilling to submit your complaint, you can have someone else do this on your behalf and designate a proxy. However, for data protection reasons, we will require your permission in writing to deal with such a proxy. We cannot process the complaint until receiving your permission.

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You will receive a response from us within 30 days. If you are not satisfied with the decision or if you have not received any response within 30 days, please feel free to submit your complaint or dispute to SKGZ (Foundation Complaints and Disputes Healthcare Insurance), PO Box 291, 3700 AG Zeist, the Netherlands, [www.skgz.nl](http://www.skgz.nl). Alternatively, you may submit the dispute to the competent court of law.

### 10.2. Complaints about our forms

If you feel one of our forms is superfluous or complicated, please submit your complaint via our website. Alternatively, you may submit your complaint in writing to the Complaints Management department, Postbus 1256, 5602 BG in Eindhoven, the Netherlands.

You will receive a response to your complaint about our forms from us within 30 days. If you are not satisfied with the decision or if you have not received any response within 30 days, please feel free to submit your complaint or dispute to the Dutch Healthcare Authorities (Nederlandse Zorgautoriteit) for the attention of the Informatielijn/het Meldpunt, Postbus 3017, 3502 GA Utrecht, the Netherlands, email: [info@nza.nl](mailto:info@nza.nl). The website of the Dutch Healthcare Authorities, [www.nza.nl](http://www.nza.nl), sets out how to submit a complaint about forms.

# II. Healthcare Provisions

## MEDICAL CARE

### Article 11. General practitioner care

#### Description

You are entitled to:

1. medical care as offered by general practitioners including the associated laboratory tests. This also includes health advice, counselling for quitting smoking, pre-conception healthcare (pregnancy wish visit) and foot care if you have diabetes mellitus type 1 or 2.

Counselling for quitting smoking is defined as:

- short treatments, such as one-off short counselling sessions for quitting smoking;
- intensive forms of treatment aimed at behavioural change (in a group or as an individual).

Pre-conception healthcare (pregnancy wish visit) is defined as:

- advice on healthy nutrition;
- advice on intake of folate acid;
- advice on intake of vitamin D;
- advice on quitting smoking, alcohol and drugs, if necessary with active counselling to realise this;
- advice on using medication;
- advice on treatment of existing conditions and previous pregnancy complications;
- advice on infectious diseases and vaccinations;
- tracking risks based on your health history and offering genetic counselling if you are not (yet) pregnant.

The aforementioned foot care for diabetes mellitus is defined as:

- annual foot screening consisting of a review of the medical history, a risk assessment and determining the care profile;
- from care profile 1 upwards: annual specific foot examination and advice on adequate footwear, foot care advice and advice relating to managing load and capacity;
- from care profile 2: more frequent, specific foot examination, check-ups and diagnostics, treatment of skin and nail problems, foot shape and position deviations and other risk factors.

These foot treatments do not include foot care such as removing hard skin for purely cosmetic or personal care reasons and general nail care such as clipping nails.

The aforementioned care profiles stated above are set out in the Healthcare Module Prevention Diabetic Foot Ulcers. Care profiles give insight into the foot care required based on a risk classification of patients with diabetes mellitus. The Healthcare Module is available from our website. Your general practitioner can tell you which care profile applies to you.

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#### Foot care as part of a healthcare programme

If you have diabetes mellitus type 2, and you are receiving healthcare through a healthcare programme as set out in Article 12, you are not entitled to the foot care as described in this Article.

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2. medical specialist care bordering on the medical domain of the general practitioner with respect to which we made agreements with your general practitioner. Examples of such healthcare include:
  - regular or minor surgery interventions;
  - ECG diagnosis (heart images);
  - lung function test (spirometrics);
  - Doppler test (testing the blood flow in the vascular system);
  - MRSA screening (screening for Meticillin Resistant Staphylococcus Aureus);
  - audiometrics (hearing system testing);
  - placing and removing a contraceptive. If you are age 21 and up, you are not entitled to reimbursement of a contraceptive, excepting for treatment of endometriosis or menorrhagia (if suffering from anaemia);
  - varicose veins injections (varices sclerosant);
  - therapeutic injections.

### Authorised healthcare providers

General practitioner or third parties who are medically qualified. Under the medical responsibility of a general practitioner, this care may also be administered by a doctor's assistant, medical receptionist, social worker, nurse practitioner (NP), physician assistant (PA) or practice assistant (GGZ).

The general practitioner care as set out in the description in item 2 can only be charged by your general practitioner subject to a contract with us. Your general practitioner can provide more details. For placing or removing a diaphragm, you may also choose an obstetrician who has a contract with us for this service. Your obstetrician can provide more details.

Relating to the foot care set out in this Article, you may select a podotherapist who is a member of the Nederlandse Vereniging van Podotherapeuten (NVvP, Dutch Association of Podotherapists) and as such also has a registration in the Quality Register Paramedics.

The podotherapist will prepare the treatment plan and will determine which part of the treatment may be performed by a medical pedicure or pedicure with a certificate for Diabetic Feet who is registered in ProCert's Quality Register for Pedicures (KRP) if collaborating with the podotherapist.

An overview of contracted healthcare providers is also available from our website. The partnerships between podotherapists and pedicures are available from our website.

If you are seeing a general practitioner for care set out in the description under item 1 with whom we have not concluded a contract for this healthcare type, then you are entitled to reimbursement of the healthcare costs up to the Wmg rates applicable.

If you selected a healthcare provider other than the general practitioner with whom we have not concluded a contract for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

### Authorised foot care providers

The foot care may be provided in the practice space of your healthcare provider or in a hospital, nursing home or convalescence home. If the healthcare provider treating you feels this is medically necessary, the care or treatment may be provided at home.

### Notes

1. For foot care as part of the diabetes mellitus type 2 care programme, please refer to Article 12, Healthcare programmes.
2. For specialist medical care, please refer to Article 15, Specialist medical care.

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### VGZ Health Line

If you have any questions on your health, you can ask your general practitioner. Alternatively, you can call the VGZ Health Line. The VGZ Health Line is a medical advice line. You can talk to an experienced nurse. Based on a number of specific questions, this nurse determines the seriousness of your complaints and then gives you an advice, independently or in consultation with a general practitioner. This advice may range from a self-care advice ('the best thing might be to take a paracetamol tablet') to the advice to see your general practitioner immediately. The VGZ Health Line is available 24 hours per day, 7 days per week for health advice. The telephone number is available from our website.

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## Article 12. Healthcare programmes (chain healthcare)

### Description

You are entitled to one of the following healthcare programmes (chain healthcare):

1. diabetes mellitus type 2 (DM type 2);
2. vascular risk management (VRM; this is about managing the risk of cardiovascular conditions);
3. chronic obstructive pulmonary disease (COPD; this is a group of lung conditions, such as chronic bronchitis and lung emphysema);
4. asthma (if you are age 16 or older).

All healthcare elements of the healthcare programme must comply with the healthcare standard for Diabetes mellitus, VRM, COPD or Asthma. Please find the relevant healthcare standards on our website.

The healthcare programmes are funded in accordance with the policy guideline of the Dutch Healthcare Authority for funding performances of multi-disciplinary healthcare relating to chronic conditions.

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### Healthcare programmes (chain healthcare)

Healthcare programmes are specifically developed to organise healthcare for chronic patients better in terms of quality and effectiveness in a region. The healthcare providers closely work together within a healthcare group, ensuring that the healthcare you need is better aligned. The healthcare programme is subject to an integral rate designed to fund all healthcare within the programme. This is why you can only select healthcare providers that are a member of a contracted healthcare group for healthcare services within the healthcare programme.

### Healthcare group

The healthcare group is a partnership of healthcare providers with various disciplines, with a general practitioner in charge. Together, they provide chain healthcare. In addition to the general practitioner, healthcare is also delivered by a nurse, physician's assistant, dietician, podotherapist or pedicure.

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### Authorised healthcare providers

A contracted healthcare group. An overview of contracted healthcare groups is also available from our website. Alternatively, you can ask your general practitioner for the available healthcare programmes and the healthcare group you can contact.

If you select a non-contracted healthcare group for one of the above-mentioned healthcare programmes, you are not entitled to reimbursement.

If you are not making use of a healthcare programme or healthcare programmes are not available in your area, you are entitled to healthcare provided by individual healthcare providers pursuant to the relevant healthcare provisions, including general practitioner care (Article 11) and dietetics (Article 29).

### Notes

Medical specialist care does not fall within the scope of the healthcare programme (chain healthcare). For this type of care, please refer to Article 15, Specialist medical care.

## Article 13. Nursing and care

### Description

You are entitled to nursing and care as nurses generally provide this, such without hospitalisation. This healthcare includes coordination, detection, prevention, instruction and supporting independent management and independence level of the clients, the client system and case management. The healthcare is related to the need of medical care as set out in Article 2.4 of the Healthcare Insurance Decree, or a high risk of needing such care.

Insured under age 18 are entitled to care only in the case of care required due to complex somatic problems or a physical disability with:

- permanent supervision being required, or;
- 24/7 healthcare needing to be available nearby and such healthcare is related to one or more specific nurse-administered treatments.

### Personal Budget (pgb)

You may be entitled to nursing and care in the form of a personal budget (pgb). This requires our prior approval. The Nursing and Care Personal Budget Regulations set out the terms and conditions that apply to having a pgb. The Nursing and Care Personal Budget Regulations are available from our website.

### Authorised healthcare providers

Nursing specialist, nurse, health care worker level 3 and healthcare worker in individual nursing healthcare (VIG staff).

An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

### Referral letter required from

1. general practitioner or medical specialist: for palliative terminal healthcare;
2. paediatrician: for nursing and caring for insured persons under age 18 (intensive care for children);
3. medical specialist: for specialist medical care, nursing at home. The healthcare is provided under the responsibility of the medical specialist.

### Notes

1. You are entitled to this healthcare only if you have an indication for nursing and caring and a treatment plan was prepared for you. The indication is prepared by a nurse, level 5. The nurse consults with you to prepare a healthcare plan in compliance with the guidelines of the occupational group Nursing & Caring in the Netherlands. The treatment plan describes the healthcare you need in terms of nature, scope and duration, and the goals set.
2. The indication for nursing and caring for insured persons under age 18 due to complex somatic problems or a physical disability (intensive care for children) will be provided under the responsibility of a paediatrician in the hospital. The paediatric nurse, level 5, consults with the parents and paediatrician to prepare a treatment plan. The treatment plan describes the healthcare you need in terms of nature, scope and duration and the goals set.

## Article 14. Obstetric care and maternity care

### 14.1. Obstetric care

#### Description

You are entitled to obstetric care, including prenatal and postnatal care, as offered by obstetricians. Obstetric care includes the use of a delivery room if the delivery takes place in a hospital or birth clinic due to medical necessity.

This care also comprises:

- pre-conception healthcare (pregnancy wish visit):  
if you wish to get pregnant, you can make use of pre-conception healthcare. Article 11 under the description in item 1 indicates the elements included in this type of care;
- counselling:  
if you are pregnant and you are considering pre-natal screening for hereditary disorders, you will generally require an extensive consultation with your general practitioner, obstetrician or medical specialist. During this visit, you will receive information on the content and scope of pre-natal screening. This consultation visit is referred to as counselling. You are then well equipped to make a decision on such screening. This refers primarily to the routine ultrasound examination (twenty weeks) and the combination test;
- the combination test, the non-invasive pre-natal test (NIPT) and the invasive diagnostics if you have a medical indication. You are also entitled to an NIPT if a combination test shows that you have a significant risk of having a child with a chromosome anomalies. You are also entitled to invasive diagnostics if a combination test shows that you have a significant risk of having a child with chromosome anomalies;
- twenty-week ultrasound (anomaly scan, SEO in Dutch):  
the anomaly scan can be used to check if your baby may have a physical anomaly, such as spina bifida, for example. This test is called the Structural Ultrasound Test (SEO in Dutch, second trimester). This test takes place around the twentieth week of pregnancy.

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### Prenatal screening

#### The combination test, NIPT and invasive diagnostics (chorionic villus testing or amniocentesis)

If your medical history indicates an elevated risk of a child with Down syndrome, Edwards syndrome or Patau's syndrome (trisomy 21, 18 or 13), you are entitled to diagnostics.

#### If you do not have a medical indication

If you do not have a medical indication for increased risk, you may decide on a combination test or NIPT at your own expense.

- If the combination test shows that you have a significant risk of having a baby with a chromosomal anomaly, you are entitled to an NIPT or invasive diagnostics.
  - If the NIPT shows that you have a significant risk of having a baby with a chromosomal anomaly, you are entitled to invasive diagnostics.
-

### Authorised healthcare providers

Obstetrician or general practitioner with further training and who specialises in physiological obstetrics.

The combination test and the twenty-week ultrasound examination may only be performed by a care provider with a permit pursuant to the Wet op het bevolkingsonderzoek (Population Screening Act), or a healthcare provider with a partnership agreement with a Regional Centre for Prenatal Screening. As soon as there is a medical indication, the examination may be performed without such a permit. You can select a university centre for the NIPT and a centre for pre-natal diagnostics for the invasive diagnostics.

An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

### Notes

For obstetric care provided by a gynaecologist, please refer to Article 15, Specialist medical care.

## 14.2. Maternity care

### Description

You are entitled to nursing as offered by maternity assistants to the mother and child in connection with a delivery, during a period of no more than 10 days counting from the day of the delivery.

### Authorised healthcare providers

A qualified maternity assistant or a nurse working as such.

An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

### Personal contribution

You are charged a statutory personal contribution amounting to:

- € 4.20 per hour for maternity care at home or in a contracted birth clinic;
- € 16.50 per day for both mother and child if the delivery takes place in a contracted hospital or birth clinic without medical necessity. In addition to the personal contribution, you are charged the cost difference between the rates charged by the contracted birth clinic or the hospital, and the maximum reimbursement of € 119 per day, for both post-natal and neonatal care.

### Notes

1. We determine the number of maternity care hours based on the Landelijk Indicatie Protocol Kraamzorg (LIP - National Indication Protocol Maternity care). You are entitled to at least 24 hours up to a maximum of 80 hours, divided over a maximum of 10 days. The maternity organisation indicates the number of hours required. Please find this protocol on our website.
2. Did you select a non-contracted maternity assistant or nurse? Please send a copy of the following with your invoice for maternity care:
  - the indication in accordance with the Landelijk Indicatie Protocol Kraamzorg (LIP - National Indication Protocol Maternity care);
  - if a maternity assistant provided the care: the Maternity Assistant Certificate.These copies can be requested from the relevant maternity care organisation and/or the independent maternity assistant or nurse.
3. For every day of hospitalisation during which maternity care was provided in hospital for some part, we will deduct the average number of hours of maternity care (this is the number of indicated hours of maternity care divided over 10 days) per day from the number of maternity care hours as indicated.
4. If more than one healthcare institution (for example hospital and maternity care organisation) has charged maternity care for the same day, you are also entitled to maternity care on this 'double day'.

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### Please note

Request maternity care at least 5 months prior to the expected due date via our website. Then you can be assured that your request will be processed in time.

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## Which obstetric care and maternity care is included in your healthcare policy?

Delivery and maternity care at home	
Delivery at home	Yes. For assistance by the maternity assistant during home delivery (partus assistance), a personal contribution of € 4.20 per hour applies.
Maternity care at home	Maximum of 10 days counting from the delivery date. Subject to a personal contribution for maternity care amounting to € 4.20 per hour.
Delivery and maternity care with medical necessity in contracted birth clinic or hospital	
Delivery in contracted birth clinic or hospital with medical necessity	Yes.
Maternity care in a contracted birth clinic	Maximum of 10 days counting from the delivery date. Subject to a personal contribution for maternity care amounting to € 4.20 per hour.
Maternity care in hospital after delivery with medical necessity	Yes. This is not subject to a personal contribution.
Delivery and maternity care without medical necessity in contracted birth clinic or hospital	
Delivery without medical necessity for stay in a contracted birth clinic	Yes. The maximum reimbursement for mother and child together amounts to € 205 per day.
Delivery and maternity care in hospital without medical necessity	This reimbursement is calculated as follows: - Maximum reimbursement is 2 x € 119 per day: € 238 per day - Less: personal contribution is 2 x € 16.50 per day: € 33 per day <u>€ 205 per day</u>  The difference between the rates charged by the contracted birth clinic or the hospital and the maximum reimbursement of € 205 per day is charged to you personally.
Maternity care in a contracted birth clinic	Maximum of 10 days counting from the delivery date. Subject to a personal contribution for maternity care amounting to € 4.20 per hour.

### Medical necessity

Your obstetrician or general practitioner providing obstetric care determines whether or not there is a medical necessity for hospitalisation in a hospital or birth clinic.

**Please note:** the costs of hospitalisation are reimbursed only if you have the child in a contracted birth clinic or hospital.

The amount charged to you personally may be reimbursed if you have supplementary insurance. For more details, please refer to the conditions of your supplementary insurance policy.

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## Article 15. Specialist medical care

### Description

You are entitled to medical care as generally offered by a medical specialist including the associated laboratory tests, medications, bandaging and medical aids. Specialist medical care also includes:

- care provided by a thrombosis unit;
- second opinion from a medical specialist; This is subject to a referral from the healthcare provider treating you. This may concern the relevant general practitioner, obstetrician or medical specialist. The second opinion must relate to the medical care that you discussed with your first healthcare provider. You are required to return to your original healthcare provider with the second opinion, as the first person will remain the leading provider in your treatment;
- dialysis in a dialysis centre, hospital or at home;
- chronic intermittent respiration and the required equipment;
- counselling for quitting smoking. This includes one-off short advice for quitting smoking.

Specialist medical care also comprises:

- a. up to 1 January 2016, treatment of chronic a-specific low back complaints (complaints for which no clear cause can be found), with application of anaesthesiological pain-management methods, insofar as you are participating in research as outlined below;

- b. up to 1 January 2017, treatment of therapy-resistant hypertension (elevated blood pressure) with application of percutaneous renal denervation, insofar as you are participating in research as outlined below;
- c. up to 1 January 2017, treatment of a cerebral infarct with application of intra-arterial thrombolysis if you participate in the randomised multi-centre study 'Multicenter Randomized Clinical trial of Endovascular treatment for Acute ischemic stroke in the Netherlands (MR CLEAN)' or if you participate in observational research into this healthcare type as outlined below;
- d. up to 1 January 2018, treatment based on transluminal endoscopic step-up approach of an infected pancreatic necrosis, insofar as you are participating in research as outlined below;
- e. up to 1 January 2018, treatment based on autologous stem cell transplants for severe therapy refractory morbus Crohn, insofar as you are participating in research as outlined below;
- f. up to 1 January 2019, treatment of colon carcinoma with adjuvant hyperthermic intraperitoneal chemotherapy (HIPEC), insofar as you are participating in main research as outlined below;
- g. up to 1 July 2019, treatment with belimumab of adult patients with active auto-antibody-positive systemic lupus erythematosus with a high degree of disease activity and a history of therapy resistance to the standard treatment, insofar as you are participating in the research into the effectiveness of this healthcare type, or observational research into this healthcare type as outlined below, which are stated in the advice issued by the Healthcare Institute on 29 April 2015;
- h. up to 1 July 2019, treatment with tumour-infiltrating lymphocytes of metastasised melanoma irresectable stage IIIc and stage IV insofar as you are participating in research as outlined below;
- i. up to 1 April 2020, mammary reconstruction after breast cancer with autologous fat transplants, insofar as you are participating in main research as outlined below;
- j. from 1 January 2016 through 1 January 2020, treatment of lumbosacral radicular syndrome for lumbar hernia with percutaneous transforaminal endoscopic discectomy, insofar as you are participating in research as outlined below;

Research is defined as:

- main research into the effectiveness of the healthcare funded by the Dutch organisation for healthcare research and healthcare innovation (ZonMw); and/or
- supplementary national observational research into the healthcare set up and performed in collaboration with the main research if you:
  1. fulfil all criteria relating to the content of the healthcare, but you do not fulfil other criteria for participation in the research; or
  2. you have not participated in the main research and the inclusion before the main research was completed; or
  3. have participated in the main investigation without having received the healthcare and participation to the main research is completed for you.

The Minister of Public Health, Wellbeing and Sport has the option of classifying healthcare as conditionally admitted healthcare four times per year.

The above list may not be up to date. It merely indicates the status as per 1 January 2016 insofar as known at the moment of preparing and printing these policy conditions.

For the most recent list, please refer to Article 2.2 of the Healthcare Insurance Regulations.

The Healthcare Insurance Regulations are available from our website.

You are not entitled to:

- a. treatments with uvuloplastic surgery for snoring;
- b. treatments aimed at sterilisations (for both male and female);
- c. treatments aimed at reversing sterilisations (for both male and female);
- d. treatments aimed at circumcision;
- e. treatment of plagiocephaly and brachycephaly without craniosynostosis with a cranial band;
- f. fertility-related care if you are a woman age 43 or older, unless this concerns an in-vitro fertilisation attempt that was started before reaching age 43.

#### Authorised healthcare providers

Medical specialist. The care may also be provided by a clinical physician audiologist, geriatric medical specialist, emergency aid physician, sports doctor, specialist nurse or physician assistant if the indicated care falls within the area of expertise of that healthcare provider.

#### Please note

The healthcare providers were contracted based on quality criteria for good healthcare. This means that certain specialist medical healthcare is purchased only from healthcare providers who fulfil these criteria.

If you want to see a list of the healthcare providers that we contracted for certain healthcare types, please refer to our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

#### **Referral letter required from**

General practitioner, specialist nurse, physician assistant, emergency aid physician, audiologist, company doctor, youth healthcare doctor, sports doctor, geriatric medical specialist, doctor for mentally handicapped, dentist, obstetrician, ophthalmologist, medical specialist or dental surgeon.

#### **Approval**

Some treatments are subject to prior approval if specific conditions apply. Such treatments are included in the Limitative list of DBCs (Diagnose Behandelend Combinaties, or Diagnosis Treatment Combinations) issued by Zorgverzekeraars Nederland that can be requested in advance; Please refer to our website to see this list. The approval procedure is set out in Article 1.9 of these conditions.

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#### **Which type of care is subject to prior approval?**

Some treatments in the context of Ophthalmology, Otorhinolaryngology, Surgery and Dermatology are subject to prior approval because specific conditions apply.

<b>Ophthalmology:</b>	refractory surgery (eye laser treatments or lens implants aimed at reducing dependency on spectacles or contact lenses), eye lid corrections.
<b>Otorhinolaryngology:</b>	ear treatments and treatment of nasal shape deviations.
<b>Surgery:</b>	gynaecomasty (breast formation in men), mammary hypertrophy (abnormal breast size), abdominal wall corrections.
<b>Dermatology:</b>	benign (non-malignant) tumours, pigment disorders, vascular dermatosis (wine spots).

If in doubt, we recommend contacting us to check if prior approval is required for any treatment.

Your medical specialist must notify you that you need to pay the cost of healthcare personally unless prior approval was issued.

#### **Please note**

Any treatments with a plastic surgery nature are always subject to prior approval. For details, please refer to Article 20, Plastic and/or reconstructive surgery.

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#### **Notes**

1. The equipment and accessories used to measure coagulation times of your blood fall within the scope of medical aids, see Article 34, Medical aids and bandaging.
2. Please find more information on home dialysis on our website.
3. The Healthcare Scheme may exclude certain forms of care as offered by medical specialists.
4. For specialist medical care provided by a general practitioner, see Article 11, General practitioner care.
5. For care as generally offered by psychiatrists/neurologists and clinical psychologists, see Article 25, Specialist mental health care (GGZ).
6. For oral care provided by a dental surgeon, see Article 30, Dental care and dental surgery.

## **Article 16. Rehabilitation**

### **16.1. Rehabilitation**

#### **Description**

Your right to medical care as referred to in Article 11 (General practitioner care) and Article 15 (Specialist medical care) during rehabilitation includes: examination, advice and treatment of a combined medical-specialist, paramedical, scientific-behavioural and technical rehabilitation nature, exclusively if and insofar as:

- this care is indicated as the most efficient for you to prevent, reduce or overcome a handicap resulting from impairments or restrictions in the ability to move or a handicap which is the result of a disorder of the central nervous system leading to limitations in communication, cognition or behaviour, and;
- this care enables you to achieve or maintain a degree of independence which, given your restrictions, is reasonably possible.

The rehabilitation as set out above also includes:

- the quick scan as part of early interventions for long-term a-specific complaints of the position and locomotion apparatus. A-specific complaints refers to complaints for which no clear cause can be found;
- cancer rehabilitation. This healthcare is aimed at functional, physical, psychological and social problems relating to cancer, including post-treatment healthcare and rehabilitation that is part of the oncology healthcare. This concerns advice and counselling where necessary relating to managing the disease, recovery, improving and maintaining health condition. Cancer rehabilitation must be aimed at all phases you may be in (diagnosis - treatment - aftercare).

#### **Authorised healthcare providers**

Multi-disciplinary team of experts attached to a rehabilitation establishment or hospital under the guidance of a medical specialist. The quick scan as set out above must be performed with the rehabilitation doctor in charge. An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

#### **Referral letter required from**

General practitioner, company doctor or medical specialist.

## **16.2. Geriatric rehabilitation**

### **Description**

Your right to geriatric rehabilitation includes integral and multi-disciplinary rehabilitation healthcare such as geriatric medicine specialists generally offer in the context of vulnerability, complex multi-morbidity (simultaneous presence of 2 or more conditions) and reduced learning and training ability, aimed at reducing the function limitations to such extent that it enables returning to the home situation. You are entitled to geriatric rehabilitation for a maximum of 6 months. In special cases, we may allow for a longer rehabilitation period.

You are entitled to this healthcare only if:

1. the healthcare is consecutive within a week to hospitalisation as set out in Section 2.12 of the Healthcare Insurance Decree (see Article 35, Stay), where the hospitalisation was not preceded by a stay as set out in Section 3.1.1 of the Long-term Healthcare Act;
2. you have an acute condition that caused acute mobility disorders or reduced independence, and you received prior medical specialist care for the same condition. The geriatric assessment is performed by a (clinical) geriatrist or geriatric internist at the first aid department or during an emergency visit at the geriatric polyclinic. The geriatric rehabilitation must be consecutive within a week to the geriatric assessment, also if you were not hospitalised.
3. the healthcare is initially paired with hospitalisation as set out in Section 2.12 of the Healthcare Insurance Decree.

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### **Geriatric rehabilitation**

Geriatric rehabilitation is aimed at vulnerable elderly people undergoing special medical treatment. For example due to a stroke, bone fracture or a replacement joint. Such elderly clients need a multi-disciplinary rehabilitation programme adjusted to their individual rehabilitation possibilities and training pace, taking any other conditions into consideration (complex multi-morbidity). The aim is to help them return to their home situation and continued participation in society.

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#### **Authorised healthcare providers**

Multi-disciplinary team of experts relating to geriatric rehabilitation with a geriatric medical specialist in charge. An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

## Article 17. Genetic research

### Description

Your right to medical care as set out in Article 15 (Specialist medical care) in the context of genetic research includes: research into and testing of genetic disorders by means of family tree research, chromosome testing, biochemical diagnostics, ultrasound testing and DNA testing, genetic counselling and the psycho-social counselling associated with this form of care. If required for the advice to you, the research will also include research with regard to persons other than yourself. In that case those persons may also receive advice.

### Authorised healthcare providers

Centre for genetic counselling. This is an institution admitted as such and holds a licence for the application of clinical genetic research and genetic counselling.

An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

### Referral letter required from

General practitioner or medical specialist.

## Article 18. In-vitro fertilisation (IVF) and other fertility treatments

### 18.1. In-vitro fertilisation (IVF)

#### Description

Your right to healthcare as set out in Article 15 (Specialist medical care) in the context of in-vitro fertilisation (IVF), includes the first, second and third IVF attempts for each intended pregnancy as a maximum, subject to the condition that you are age 42 or younger. If you started with a first, second or third IVF attempt, you may complete this attempt after your 43rd birthday with cover of your healthcare policy. If you are under age 38, you are entitled only to the first and second IVF attempts if 1 embryo is placed each time.

A realised pregnancy is defined as an ongoing pregnancy of at least 10 weeks from the date of the follicular puncture. Fertilisation of the egg cell takes place immediately consecutive to the puncture. For cryos (cryo-preserved embryos), a term of at least 9 weeks and 3 days after from the implantation date applies to define an ongoing pregnancy.

An IVF attempt, being healthcare in accordance with the in-vitro fertilisation method, comprises:

- a. the maturation of egg cells in the woman's body by means of hormonal treatment;
- b. acquiring mature egg cells (follicular puncture);
- c. the fertilisation of egg cells and cultivation of embryos in the laboratory;
- d. the implantation (once or several times) in the womb of one or two embryos in order to cause pregnancy.

An IVF attempt does not count until successful follicular puncture has been performed in phase b (acquiring mature egg cells). Only attempts completed or broken off beyond this point will count as attempts. Placing the embryos obtained from a previous treatment phase (whether or not cryopreserved) is part of the IVF attempt with which the embryos were acquired. If any embryos remain after an ongoing pregnancy was achieved, you are entitled to having the embryos placed pursuant to Article 18.2, Other fertility treatments.

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#### When are you entitled to another 3 IVF attempts?

After an ongoing (realised) pregnancy or (successful) childbirth, either with or without IVF, another right to 3 attempts for a new pregnancy wish arises in the event of undesired infertility. Also after having a new partner, another right to an IVF treatment process of 3 attempts arises in the event of double infertility.

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### Authorised healthcare providers

Gynaecologist in an institution licensed to this end.

An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

**Referral letter required from**  
Gynaecologist or urologist.

**Notes**

If an IVF treatment, including an ICSI treatment (intracytoplasmic sperm injection), is based on egg cell donation, the above IVF conditions also apply. You are not entitled to the egg cell donation (reimbursement of the cost).

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**IVF treatment abroad**

Your eligibility for reimbursement of the cost of IVF treatment depends on your personal situation, for example your age and how long you have attempted to become pregnant. If you want to have IVF treatment abroad, please contact us prior to your decision. Please find our telephone number on our website.

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## 18.2. Other fertility treatments

**Description**

With regard to other fertility treatments, your right to medical care as referred to in Article 15 (Specialist medical care) includes: gynaecological or urological treatments and fertility-enhancing surgery. This healthcare also includes artificial insemination and intra-uterine insemination. If you are age 43 and up, you are not entitled to fertility-enhancing treatments.

**Authorised healthcare providers**

Gynaecologist or urologist.

An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

**Referral letter required from**

General practitioner or medical specialist.

## Article 19. Audiological care

**Description**

With regard to audiological care, your right to medical care as referred to in Article 15 (Specialist medical care) includes care in connection with:

- hearing tests;
- advice about the hearing aid to be purchased;
- information about the use of the equipment;
- psycho-social care if required in connection with problems with impaired hearing;
- assistance in making a diagnosis in cases of speech impediments and language development disorders in children.

**Authorised healthcare providers**

Multi-disciplinary team of experts attached to an audiology centre under the responsibility of a medical specialist. The audiological centre must be duly accredited under the Wet toelating zorginstellingen (Care Institutions (Eligibility) Act).

An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

**Referral letter required from**

General practitioner, audiologist, company doctor or medical specialist.

**Notes**

1. For Hearing aids, please refer to Article 34, Medical aids and bandaging.
2. For diagnostics of language development disorders in children and young adults up to age 23, please refer to Article 22, Sensory disability care.

## Article 20. Plastic and/or reconstructive surgery

**Description**

Your right to medical care as referred to in Article 15 (Specialist medical care) includes treatment of a plastic surgery nature only if this serves to correct:

1. abnormalities in appearance accompanied by demonstrable physical functional disorders;
2. disfigurement caused by a disease, an accident or a medical procedure;
3. paralysed or weakened upper eyelids which are the consequence of a congenital deformity or a chronic disorder present at birth;
4. congenital deformities in connection with lip, jaw and palate clefts, deformities of the facial bones, benign proliferations of blood vessels, lymphatic vessels or connective tissue, birthmarks and deformities of the urinary tract and sexual organs;
5. primary sexual characteristics where transsexuality has been established.

You are not entitled to:

- a. treatment of paralysed or weakened upper eyelids other than in cases of congenital deformity or a chronic disorder present at birth;
- b. abdominal liposuction;
- c. surgical insertion and replacement of a breast prosthesis other than after a full or partial breast amputation;
- d. surgical removal of a breast prosthesis without medical indication.

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**Information about plastic surgery treatments**

Please find more details on this type of healthcare in the 'Reference guide assessment plastic surgery treatments'. This reference guide was prepared by the Vereniging van artsen (Doctors Association), tandartsen en apothekers werkzaam bij (zorg)verzekeraars (VAGZ - Dentists and pharmacists working with healthcare insurers), Zorgverzekeraars Nederland (ZN, Healthcare Insurers Netherlands) and Zorginstituut Nederland (Healthcare Institute Netherlands). This reference guide is available from our website.

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**Authorised healthcare providers**

Medical specialist.

An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

**Referral letter required from**

General practitioner, company doctor, medical specialist or dental surgeon.

**Approval**

You require our prior approval. The application must be accompanied by an explanation from your medical specialist. The approval procedure is set out in Article 1.9 of these conditions.

## Article 21. Tissue and organ transplants

### Description

Your right to medical care as referred to in Article 15 (Specialist medical care) includes tissue and organ transplants, exclusively if the transplant procedure is performed in an EU or EER member state. If the transplant procedure is performed in a different country, you are entitled to reimbursement of the cost of such healthcare only if the donor is your spouse, registered partner or relative in the first, second or third degree and the relevant person resides in that country.

The care mentioned in this clause also includes reimbursement of the costs of:

- a. specialist medical care in connection with the selection of the donor;
- b. specialist medical care in connection with the surgical removal of the transplant material from the selected donor;
- c. the examination, preservation, removal and transport of the post-mortem transplant material in connection with the intended transplant;
- d. the care of the donor arranged in these policy conditions for a maximum period of thirteen weeks, or in the case of a liver transplant for a maximum period of six months, after the date of discharge from the institution in which the donor was hospitalised for selection or removal of the transplant material insofar as this care is associated with this hospitalisation;
- e. the transport of the donor in the lowest class of a means of public transportation within the Netherlands or, if required on medical grounds, transport by car within the Netherlands, in connection with the selection, hospitalisation and discharge from the hospital together with the care as referred to under d;
- f. the transport to and from the Netherlands of a donor residing abroad, in connection with a transplant of a kidney, a liver or bone marrow with regard to an insured person in the Netherlands plus other costs involved in the transplant which are related to the fact that the donor resides abroad. The cost of staying in the Netherlands and any loss of income is not eligible for reimbursement.

If the donor concluded a healthcare policy, the cost of transportation referred to under e and f will be charged to the donor's healthcare insurer.

### Authorised healthcare providers

Medical specialist.

An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

## Article 22. Sensory disability care

### Description

You are entitled to sensory disability care. This type of healthcare is defined as multi-disciplinary healthcare relating to a visual impairment, auditive impairment or communicative impairment due to a language development disorder, or a combination of the above impairments and disorders. This healthcare is aimed at learning how to manage, reverse or compensate for the disability, with the purpose of optimising independence in daily life.

### Authorised healthcare providers

Institution specialised in treating people with a sensory disability, with a multi-disciplinary treatment team.

Healthcare relating to a visual impairment: the ophthalmologist or healthcare psychologist has final responsibility for healthcare delivered and the healthcare plan. The clinical physician or other disciplines may also bear this responsibility. The activities of the clinical physician or other disciplines are limited in that case to the healthcare as set out in Section 2.5a of the Decree Healthcare Insurance, and the requirements and conditions imposed on sensory disability healthcare.

Healthcare relating to an auditive impairment or communicative impairment due to a language development disorder: the healthcare psychologist has final responsibility for healthcare delivered. The orthopedagogue or other disciplines may also bear this responsibility. The activities of the orthopedagogue or other disciplines are limited in that case to the healthcare as set out in Section 2.5a of the Decree Healthcare Insurance, and the requirements and conditions imposed on sensory disability healthcare.

An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

**Referral letter required from**

Medical specialist or general practitioner. Referral to healthcare relating to an auditive or communicative disability may also be performed by a clinical physician-audiologist in an audiology centre.

## Article 23. Stop Smoking programme

**Description**

You are entitled to healthcare in accordance with the Stop Smoking programme. This Stop Smoking programme comprises healthcare focusing on behavioural change. You are also entitled to medications if prescribed as part of the programme, to support behavioural change. You may attend the programme in a group or as an individual. The objective of the programme is for you to quit smoking. You may attend a Stop Smoking programme maximum once a year.

**Authorised healthcare providers**

Healthcare providers who work in compliance with the Healthcare Module Stop Smoking.

An overview of contracted healthcare providers is also available from our website.

The medications may only be supplied by the National Pharmacy. Please find more information on the National Pharmacy on our website.

If you selected a healthcare provider that we have not contracted for the relevant care, If you buy the medications from a pharmacist or dispensing general practitioner that we have not contracted for the relevant medications, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

## MENTAL HEALTH CARE (GGZ)

### Article 24 . General basic mental healthcare for insured persons age 18 and older

**Description**

If you are age 18 and older, you are entitled to generalist basic GGZ (mental healthcare) as generally offered by psychiatrists and clinical psychologists. This healthcare includes diagnostics and short-term, generalist treatment of non-complex psychological conditions/disorders. Together with the treating healthcare professional, you prepare a treatment plan, agreeing on the healthcare you require and the expected term of treatment. Your healthcare professional then determines the healthcare you are entitled to.

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**Generalist basic GGZ**

The generalist basic GGZ is aimed at people with a light to moderate, non-complex psychological problem or disorder, or people with chronic, stable but low-risk problems.

Generalist basic GGZ is always provided on an ambulatory basis. This means you frequently visit your healthcare provider for treatment. Alternatively, the healthcare provider may treat you at home or in combination with a digital form of treatment.

The treatment (intervention) must comply with the state of science and real statistics and experience. Please find information on the treatments that are in compliance with these requirements in the dynamic GGZ overview on our website. Alternatively, contact your healthcare provider for more information.

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You are not entitled to:

- treatment of adjustment disorders;
- assistance in work-related or relationship problems;
- psycho-social assistance;
- treatment for learning disorders;
- self-help;
- leading towards healthcare;
- prevention and service provision;
- psychological assistance relating to physical conditions;
- intelligence tests.

#### **Authorised healthcare providers**

Leading treatment professional GGZ: psychiatrist, clinical psychologist, clinical neuropsychologist, psychotherapist, geriatric specialist, addiction doctor with KNMG profile registration, clinical geriatric medical specialist, healthcare psychologist, paediatric or youth psychologist, ortho-paedagogist generalist or specialist GGZ nurse.

The paediatric or youth psychologist must be registered as such with the Nederlands Instituut van Psychologen (NIP) (Dutch Professional Association of Psychologists).

The ortho-paedagogist generalist must be registered as such in the register of the Nederlandse Vereniging van pedagogen en onderwijstkundigen (NVO) (Netherlands Association of Educationalists).

The paediatric or youth psychologist and the ortho-paedagogist generalist may only perform the leading role in treatment in healthcare provided to insured between age 18 and 23.

The specialist GGZ nurse works within in a healthcare group and may be the leading treatment professional only for chronic healthcare.

Co-treatment professional GGZ: some of the healthcare may be provided by a co-professional under the final responsibility of the leading treatment professional. A co-treatment professional must have an occupation listed in the GGZ DBC occupational table as issued by the Dutch Healthcare Authority.

An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

#### **Referral letter required from**

General practitioner, company doctor, medical specialist, psychiatrist, geriatric medical specialist, doctor mental disabilities or street doctor.

A street doctor is a medical doctor registered with an association of street doctors, for example the Dutch Straatdokers Groep (Street Doctors Group), and only in the area where he/she works as a doctor. The street doctor may issue referrals only if the client does not have a general practitioner.

## **Article 25. Specialist GGZ for insured age 18 and older**

### **Description**

If you are age 18 or older, you are entitled to medical care as generally offered by psychiatrists and clinical psychologists, including the associated medication, medical aids and bandaging. This healthcare includes diagnostics and specialist treatment of complex psychological conditions/disorders.

Counselling activities may be part of the medical care if these are an integral part of your treatment. Such activities must in that case ensue from the treatment plan and be necessary to achieve the treatment objective. Also, the activities must be performed under direct management of the treating professional. Your treating professional receives feedback on such activities. For such activities, expertise at the level of the treating professional is necessary. This may include a paramedical, medical or behavioural science expertise.

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### Specialist mental health care

Specialist mental healthcare is about diagnostics and specialist treatment of (highly) complex psychological conditions. Treatment takes place within a multi-disciplinary context.

Specialist mental health care may be provided on an ambulatory basis for most psychological conditions. This means you frequently visit your healthcare provider for treatment. Alternatively, the healthcare provider may treat you at home or in combination with a digital form of treatment. In some situations, hospitalisation in a GGZ institution is a medical necessity. For details, please refer to Article 35, Hospitalisation.

The treatment (intervention) must comply with the state of science and real statistics and experience. Please find information on the treatments that are in compliance with these requirements in the dynamic GGZ overview on our website. Alternatively, contact your healthcare provider for more information.

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You are not entitled to:

- treatment of adjustment disorders;
- assistance in work-related or relationship problems;
- psycho-social assistance;
- treatment for learning disorders;
- self-help;
- leading towards healthcare;
- prevention and service provision;
- psychological assistance relating to physical conditions.

### Authorised healthcare providers

Leading treatment professional GGZ: psychiatrist, clinical psychologist, clinical neuropsychologist, psychotherapist, geriatric specialist, clinical geriatric medical specialist, addiction doctor with KNMG profile registration, or specialist GGZ nurse.

The geriatric medical specialist and clinical geriatric medical specialist may be the leading treatment professional only for healthcare to elderly persons within a GGZ institution.

The addiction doctor with KNMG profile registration may be the leading treatment professional only for addict healthcare within a GGZ institution.

The specialist GGZ nurse may be the leading treatment professional only for chronic healthcare within a GGZ institution.

Healthcare within a GGZ institution is provided by a multi-disciplinary team of experts. The leading treatment professional has final responsibility for the healthcare provided.

Co-treatment professional GGZ: some of the healthcare may be provided by a co-professional under the final responsibility of the leading treatment professional. A co-treatment professional must have an occupation listed in the GGZ DBC occupational table as issued by the Dutch Healthcare Authority.

An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

### Referral letter required from

General practitioner, company doctor, medical specialist, psychiatrist, geriatric medical specialist, doctor mental disabilities or street doctor.

A street doctor is a medical doctor registered with an association of street doctors, for example the Dutch Straatdokters Groep (Street Doctors Group), and only in the area where he/she works as a doctor. The street doctor may issue referrals only if the client does not have a general practitioner.

If you received GGZ healthcare pursuant to the Youth Act and you had your 18th birthday, then you will need a new referral.

### Approval

You require prior permission only for specialist GGZ with hospitalisation (see Article 35, Stay). You may apply for approval using the Form for Specialist mental health care with hospitalisation. This form is available from our website. The address to send the application to is included in the first section of the conditions. The approval procedure is set out in Article 1.9 of these conditions.

## PARAMEDICAL CARE

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### **If you suffer from Parkinson and you require physiotherapy, speech therapy or occupational therapy...**

Then you can see specialist healthcare providers that are members of ParkinsonNet.

You can then be assured of adequate healthcare, as these healthcare providers are specifically trained to provide expert counselling and healthcare to persons suffering from Parkinson disease. Such healthcare providers are a member of a national network. This means:

- you can receive optimal treatment at home or close to home;
- that the member healthcare providers collaborate and exchange knowledge, including your Parkinson nurse and neurologist.

This allows for better alignment of the healthcare you need. For more information on ParkinsonNet, please visit our website.

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## Article 26. Physiotherapy and Cesar/Mensendieck remedial therapy

### **Description**

You are entitled to healthcare as generally offered by physiotherapists and remedial therapists.

Up to age 18:

- from the first treatment onwards, you are entitled to treatment of conditions requiring long-term or chronic treatment. These are specified in the List of conditions for physiotherapy and remedial therapy (Appendix 1 to the Healthcare Insurance Decree). Please take into consideration that the duration of treatment is limited according to this list in some cases;
- if you have a condition that is not specified in the List of conditions for physiotherapy and remedial therapy, you are entitled to a maximum of 9 sessions per condition per calendar year. If you still have problems with the relevant condition after these 9 treatments, you are entitled to another series of maximum 9 sessions for such a condition. In total, you are entitled to a maximum of 18 treatments per condition per calendar year.

Age 18 and older:

- you are entitled to the first 9 treatments for pelvic physiotherapy in the context of urine incontinence;
- from the 21st treatment onwards, you are entitled to treatment of conditions requiring long-term or chronic treatment. These are specified in the List of conditions for physiotherapy and remedial therapy (Appendix 1 to the Healthcare Insurance Decree). Please take into consideration that the duration of treatment is limited according to this list in some cases.

The cost of the first 20 treatments for each condition is charged to you personally. The amount for these treatments charged to you personally may be reimbursed if you have supplementary insurance. For more details, please refer to the conditions of your supplementary insurance policy.

You are not entitled to:

- occupational curative care or reintegration processes ;
- treatments and treatment programmes with the aim of improving physical condition, such as medical training therapy, physio fitness, movement exercises for seniors, movement exercises for obese persons and cardio training.

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### **Chronic List**

The list of conditions for physiotherapy and remedial therapy is also referred to as the 'Chronic List'. This name is not fully appropriate, as not all chronic conditions are listed. Listed conditions include certain conditions of the nervous system or the locomotor system, certain vascular and lung-related conditions, lymph oedema, soft tissue tumours and scar tissue on the skin. In some cases it also includes treatment of a condition after hospitalisation to accelerate recovery. Are you uncertain if your condition is listed? Please contact us in advance. Please find our telephone number on our website.

Please find the List of conditions for physiotherapy and remedial therapy (Appendix 1 to the Healthcare Insurance Decree) on our website. Alternatively, contact us by telephone to request a copy of the list. Please find our telephone number on our website.

Please find the healthcare that is covered in the schedule below:

Description	Up to age 18	Over age 18
Pelvic physiotherapy for urine incontinence	9 treatments with possible extension by a maximum of 9 extra sessions. In total, you are entitled to a maximum of 18 treatment sessions.	9 treatments (from the 1st treatment)
Your condition is on the List of conditions <b>Please note:</b> for some conditions the number of treatments covered is limited	full	from the 21st treatment
Your condition is not on the List of conditions	9 treatments with possible extension by a maximum of 9 extra sessions. In total, you are entitled to a maximum of 18 treatment sessions.	no cover

#### Authorised healthcare providers

Physiotherapist, geriatric physiotherapist, remedial gymnastics teacher/masseurs, remedial therapist Cesar/Mensendieck, paediatric physiotherapist, paediatric remedial therapist Cesar/Mensendieck, manual therapist, oedema therapist or pelvic physiotherapist. Oedema therapy may also be performed by a skin therapist.

The geriatric physiotherapist, paediatric physiotherapist, manual therapist, oedema therapist and pelvic physiotherapist must be registered in the CKR (Central Quality Register) of the Royal Dutch Association for Physiotherapy. The paediatric remedial therapist Cesar/Mensendieck must be registered in the Quality Register Paramedics (KP); The skin therapist must be registered in the Quality Register Paramedics (KP).

An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

#### Where may the care be provided?

The care may be provided in the practice space of your healthcare provider or in a hospital, nursing home or convalescence home. If the healthcare provider treating you feels this is medically necessary, the care or treatment may be provided at home.

#### Approval

You require our prior approval only if you are treated for a condition specified in the List of conditions for physiotherapy and remedial therapy (Appendix 1 to the Healthcare Insurance Decree). You will require a statement from your general practitioner, company doctor or medical specialist demonstrating that you need treatment for a condition specified in this List. The approval procedure is set out in Article 1.9 of these conditions.

## Article 27. Speech therapy

#### Description

You are entitled to healthcare as generally offered by speech therapists if this care serves a medical purpose and recovery or improvement of the speech function or the power of speech can be expected from the treatment. The Hanen Parent Course is also covered.

You are not entitled to speech therapy treatment due to:

- dyslexia;
- impaired language development in connection with a dialect or a different mother tongue;
- speaking in public;
- the art of declamation.

### **Authorised healthcare providers**

Speech therapist.

For most speech therapy treatments, no additional specialisation is required.

The healthcare that may be provided only by a specialist speech therapist is:

- a specific (individual) session for patients with stammering indication, pre-verbal speech therapy indication and/or aphasia indication;
- treatment in accordance with the Hanen Parent Programme; or
- the Group Treatment Integral healthcare for Stuttering (IZS).

Specific stammer therapy may also be given by a stammer therapist registered with the Nederlandse Vereniging voor Stottertherapie (NVST - Dutch Association for Stammer therapy).

An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

### **Where may the care be provided?**

The care may be provided in the practice space of your speech therapist or stammer therapist or in a hospital, nursing home or convalescence home. If the healthcare provider treating you feels this is medically necessary, the care or treatment may be provided at home.

## **Article 28. Occupational therapy**

### **Description**

You are entitled to healthcare as generally offered by an occupational therapist on the condition that this care aims to encourage or restore your self-care and the ability to cope, up to a maximum of 10 treatment hours in each calendar year.

### **Authorised healthcare providers**

Occupational therapist.

An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

### **Where may the care be provided?**

The care may be provided in the practice space of your healthcare provider or in a hospital, nursing home or convalescence home. If the healthcare provider treating you feels this is medically necessary, the care or treatment may be provided at home.

## **Article 29. Dietetics**

### **Description**

Your right to dietetics includes healthcare as generally offered by dieticians, if this healthcare has a medical purpose, and up to a maximum of 3 treatment hours per calendar year.

Dietetics is defined as education with a medical purpose and treating patients with diet-related therapy, focusing on eliminating, reducing or compensating for diseases or complaints that are related to or can be influenced with nutrition.

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### **Dietetics as part of a healthcare programme**

If you have diabetes mellitus type 2, COPD (chronic obstructive pulmonary disease), increased vascular risk or asthma, and you are receiving healthcare through a healthcare programme as set out in Article 12, then dietetics for these or related conditions are provided via this healthcare programme.

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### Authorised healthcare providers

Dietician.

An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

## ORAL CARE

### Article 30. Dental care and dental surgery

#### 30.1. Dental care for insured persons under the age of 18

##### Description

If you are under age 18, you are entitled to healthcare as generally offered by a dentist. The care includes the following provisions/treatments:

1. check-ups (periodical preventive dental examination); once annually. If necessary, you are entitled to such check-ups more than once per year.
2. incidental visit;
3. removing plaque;
4. fluoride treatment from the date the first element of the adult teeth has broken through, twice annually. If necessary, you are entitled to such treatment more than once per year;
5. sealing (sealing pits and grooves in teeth and molars);
6. gum treatment (periodontal treatment);
7. anaesthetics;
8. root canal treatment (endodontic treatment);
9. fillings (restoration of teeth and molars with plastic materials);
10. treatment after maxillary complaints (gnathological treatment);
11. full dental prosthesis for upper and/or lower jaw, plate prosthesis or frame prosthesis (removable prosthetic devices);
12. crowns, bridges and implants to replace if it concerns replacement of one or more permanent incisor or canine teeth that have not grown or are missing due to an accident;
13. specialist dental surgery with the exception of the insertion of dental implants. You are entitled to having implants placed only relating to the healthcare as set out under the description of item 12;
14. X-ray examinations. You are not entitled to X-ray examinations for orthodontic care.

##### Authorised healthcare providers

Dentist, dental surgeon, prosthodontist or dental hygienist. The dentist or dental hygienist may work in an institution for paediatric dental care.

An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

##### Approval

You require our prior approval only for crowns, bridges and implants as set out under the description in item 12. The approval procedure is set out in Article 1.9 of these conditions.

#### 30.2. Dental and orthodontic care in special cases

##### Description

Specialist dentistry is dental care for people with a specific condition. Such dental care takes more time and more expertise. You are entitled only to special dentistry if you can retain or obtain a dental function equivalent to the dental function you would have had if you would not have incurred the relevant condition.

You are entitled to healthcare as generally offered by dentists and orthodontists which is necessary:

1. if you have a severe impairment in development or growth, or have acquired a deviation in the dental/maxillary/mouth system. You are also entitled to having an implant applied plus the build-up if used for affixing a removable dental prosthesis. You are entitled to such care only if you have a very severely lapsed toothless jaw;
2. if you have a non-dental physical or mental condition;
3. if you must undergo a medical treatment and this treatment would have inadequate results without such special dentistry. This generally concerns eliminating inflammation in the mouth. Examples of eliminating inflammation in the mouth are treatment of the gum, extracting teeth or molars, or administering antibiotics.

You are entitled to orthodontic care only if you have a very severe developmental or growth impairment in your mouth or teeth, where treatment in team context is required.

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#### **Please note**

Having a few adult teeth or molars missing due to a hereditary disorder is a frequent occurrence. You are entitled to special dentistry if you have at least 6 teeth and molars missing (this does not include wisdom teeth).

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#### **Dentures on implants**

If you have a full dental prosthesis (dentures) for a long time, your jaw may lapse so severely that your dental prosthesis hardly has any grip. In such a case, implants can be a solution. This generally concerns 2 implants in the lower jaw with 2 buttons or a rod screwed in that serve to click on the dentures. The dentures remain removable. If you want a non-removable dental prosthesis or screwed bridge rather than removable dentures, the cost is not covered.

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#### **Authorised healthcare providers**

Dentist associated with a Centre for specialist dentistry, orthodontist or dental surgeon. A Centre for specialist dentistry is a centre associated with a hospital or university for providing dental treatment in special cases in which treatment requires a team approach and/or special expertise.

An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

#### **Personal contribution**

You are due a statutory personal contribution if you are age 18 or older concerning healthcare that is not directly related to the indication for special dentistry. The personal contribution is equivalent to the amount that may be charged if special cases do not require dental care.

For a dental prosthesis (removable full dentures) in the context of the special dentistry, you will be charged a statutory contribution of € 125 per jaw. This personal contribution also applies to a dental prosthesis prepared for implants.

#### **Referral letter required from**

Dentist, orthodontist or a dental surgeon.

#### **Approval**

You require our prior approval. The approval procedure is set out in Article 1.9 of these conditions.

### **30.3. Dental surgery for insured persons age 18 and older**

#### **Description**

If you are age 18 and older, you are entitled to dental surgery and associated X-rays as generally offered by dentists. You are not entitled to surgery treatment of gums (periodontal surgery), applying implants and non-complex extractions.

**Authorised healthcare providers**

Dental surgeon.

An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

**Referral letter required from**

General practitioner, company doctor, dentist, midwife, medical specialist or dental surgeon.

## Article 31. Prosthetic devices for insured persons of 18 and older

**Description**

If you are age 18 or older, you are entitled to a removable full dental prosthesis for the upper and/or lower jaw. You are also entitled to and filling up (re-basing) and repair of such dental prosthesis.

**Authorised healthcare providers**

Dentist or prosthodontist.

An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

**Personal contribution**

You are charged a statutory personal contribution amounting to 25% of the cost. You are not charged any personal contribution for repairing and re-basing your dental prosthesis.

**Approval**

You require our prior approval:

1. if the total cost (including the technology expenses) of the dental prosthesis exceeds:
  - € 675 for an upper or lower jaw;
  - € 1,350 for an upper and lower jaw jointly;
2. if you want to replace your dental prosthesis within 5 years of acquiring them.

The approval procedure is set out in Article 1.9 of these conditions.

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**Personal contribution dental prosthesis**

You are entitled to a dental prosthesis (dentures) for the upper and/or lower jaw. You will pay a personal contribution of 25% of the cost. The cost of extracting teeth and molars are not eligible for reimbursement, but may be reimbursed if you have a supplementary (dental) cover.

You are entitled to an implant for dentures if you have a severely lapsed toothless jaw. For details, please refer to Article 30.2. In such a case, you will pay a personal contribution of € 125 per jaw rather than 25% of the cost.

**Please note:** in addition to a personal contribution, a deductible may apply.

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### Article 32. Medications

#### Description

Your entitlement to pharmaceutical care comprises delivery of medications or advice and counselling as pharmacists generally offer for medication assessment and responsible use of drugs.

This care also comprises:

- issuing a drug subject to prescription;
- issuing a drug subject to prescription with an instruction talk if the drug is new to you;
- instructions for a medical aid to be used for a drug subject to prescription;
- medication assessment of chronic use of drugs subject to prescription.

#### Registered medications

With the exception of active ingredients for which we listed preferred medications, you are entitled to delivery of drugs registered as preferred by the Minister of Health, Welfare and Sport. Please find the list of drugs registered as preferred by the Minister in Appendix 1 of the Healthcare Insurance Scheme. Some of these medications are subject to a number of additional conditions. You are entitled to such medications only if you fulfil such conditions. Please find the list of such medications and the associated conditions in Appendix 2 of the Healthcare Insurance Scheme.

#### Preferred medications

We may designate the drugs listed in Appendix 1 of the Healthcare Insurance Scheme as preferred medications. Please find a list of such medications in the Pharmaceutical Care Regulations. If we designate certain medications for active substances with a specific administration method, with the exclusion of other drugs with the same active ingredient and specific administration method, you are entitled to our preferred medications. If you do not use the preferred medications, the drugs you selected are in principle not covered. Only if your doctor indicates that treatment using the preferred drug is not medically responsible in your case, you are entitled to select a different medication.

We reserve the right to amend the list of preferred medications at any time. You will be notified accordingly. Please find a list of such preferred medications in the Pharmaceutical Care Regulations on our website.

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#### Preferred medications policy (preferred policy)

Preferred means to have a preference for certain items. For medications, this means that we have a preference for lower priced drugs. We can designate a certain product as preferred within a group of equivalent drugs (with the same active ingredient). Please find a list of such preferred drugs in the Pharmaceutical Care Regulations. The mandatory and voluntary deductible do not apply to these medications. Please take into consideration that the services of the pharmacy, for example the issue fee, the instructions for a new drug or inhaling instructions, are not exempt from your deductible.

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#### Self-care drugs

You are entitled to self-care drugs if you are to use such medications for a period longer than 6 months. You are entitled only to laxatives, calcium tablets, anti-allergy substances, anti-diarrhea substances, substances for emptying your stomach and substances against dry eyes that are included in Appendix 1 of the Healthcare Insurance Scheme. In the first 15 days, the cost of the drugs is charged to you.

#### Non-registered medications

You are entitled to non-registered medications in the event of rational pharmaco therapy. Rational pharmaco therapy is treatment with a drug in a form suitable for you of which the effectiveness and action are determined based on scientific research and testing, and which is also the most economical for the healthcare policy.

You are entitled to the following non-registered drugs:

- pharmacy preparations;
- drugs that your doctor specifically orders for you from a manufacturer with a manufacturer licence as referred to in the Medications Act;
- drugs that are not available in the Netherlands, but are imported at the request of the doctor who is treating you. You are entitled to such medications only if you have a rare condition with an incidence of less than 1 in 150,000 in the Netherlands.

You are not entitled to:

- pharmaceutical care in the cases indicated in the Healthcare Insurance Scheme;
- pharmaceutical care relating to a medication not covered by insurance;
- education on pharmaceutical self-management for a patients group;

- advice pharmaceutical self-care;
- advice use of medications subject to prescription during travel;
- advice risk of disease when travelling;
- preventive travel kit of medications and vaccinations;
- medications for research as referred to in Section 40, third paragraph under b, of the Wet op de geneesmiddelen (Medications Act);
- drugs that are equivalent or virtually equivalent to a registered medication not on the Preferred list of the Minister of Health, Welfare and Sport;
- medications as referred to in Section 40, third paragraph, under f, of the Medications Act.

#### Authorised healthcare providers

Pharmacist or dispensing general practitioner.

An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

#### Personal contribution

Some drugs are subject to a statutory personal contribution.

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#### Personal contribution medications

The Minister of Health, Welfare and Sport determines which drugs are covered by the Health Insurance Act and which drugs are subject to a personal contribution. If you must pay part of the cost of a medication, this personal contribution does not count towards your deductible. For more information, please check our website. Alternatively, contact your pharmacist for more information.

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#### Prescription

General practitioner, midwife, dentist, orthodontist, medical specialist or a dental surgeon.

#### Approval

Some of these medications are subject to a number of additional conditions. These conditions are set out in Appendix 2 of the Healthcare Insurance Scheme. Some of the drugs listed in Appendix 2 are subject to prior approval. Please find a list of such medications in the Pharmaceutical Care Regulations. We reserve the right to amend the list of preferred medications at any time. You will be notified accordingly. To apply for approval, your doctor may download and complete a doctor's statement from [www.znformulieren.nl](http://www.znformulieren.nl).

If you selected a pharmacist or dispensing general practitioner that we have contracted for the relevant care, then you can hand in the form completed by your doctor with the prescription. Your pharmacist assesses your compliance with the conditions. If you do not wish to submit the form directly to your pharmacy for privacy reasons, you may choose to directly send or have sent the form to us.

If you selected a pharmacist or dispensing general practitioner that we have not contracted for the relevant care, you should request prior approval by submitting the doctor's statement to us directly. The address is available in the first section of the conditions and from our website.

#### Notes

1. Medications included in Appendix 5 of the Policy Regulation Performances and Rates specialist medical care of the Dutch Healthcare Authority are reimbursed exclusively as part of specialist medical care.
  2. Pharmaceutical counselling during hospitalisation, day treatment or polyclinic visits and pharmaceutical counselling in the context of discharge from hospital are reimbursed exclusively as part of specialist medical care.
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#### Contraceptives

If you are under age 21, you are entitled to reimbursement of contraceptives, including the contraceptive pill, a contraceptive rod, diaphragm, ring or cervical cap. Some items are subject to a personal contribution.

If you are age 21 and up, you are entitled to contraceptives only if these items are used to treat endometriosis or menorrhagia (if suffering from anaemia). If you are not entitled to such reimbursement, you may be reimbursed for the cost of the contraceptive if you have supplementary insurance. For more details, please refer to the conditions of your supplementary insurance policy.

Irrespective of your age, you are entitled to having a contraceptive such as a diaphragm or implanon rod placed or removed by a general practitioner if on the contracted list or by a medical specialist. For placing or removing a diaphragm, you may also choose an obstetrician who has a contract with us for this service.

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## Article 33. Dietary preparations

### Description

You are entitled to polymeric, oligomeric, monomeric and modular dietary preparations.

You are entitled to such dietary preparations only if adjusted regular nutrition and other special nutrition products are not working for you, and you are:

- a. suffering from a digestive disorder;
- b. suffering from a food allergy;
- c. suffering from a resorption disorder;
- d. suffering from disease-related malnutrition or cachexia or risk of malnutrition or cachexia as indicated based on a validated screening instrument; or
- e. you are reliant on this product in accordance with the guidelines accepted by the relevant professional groups in the Netherlands.

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### Preferred liquid nutrition (preferred products)

We may select preferred products for some groups of liquid nutrition that you are entitled to based on this Article.

This means we will prefer liquid nutrition at a lower price (of a certain manufacturer or brand).

Please find a list of such preferred liquid nutrition in the Pharmaceutical Care Regulations on our website. We reserve the right to amend the list of preferred liquid nutrition at any time. You will be notified accordingly.

### Your benefit

If you have selected a contracted healthcare provider and you are using the preferred liquid nutrition we selected, you enjoy a benefit, as this is not subject to any mandatory and voluntary deductible. You may also choose liquid nutrition that is not preferred by us. But this is subject to your mandatory and voluntary deductible.

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### Authorised dietary preparations providers

Pharmacist, dispensing general practitioner or a preferred healthcare provider. You can obtain tube feeding only from Mediq Tefa, Sorgente, MediReva, Medizorg/Eurocept and Linde Homecare.

An overview of contracted and preferred healthcare providers is also available from our website.

If you selected a pharmacist or dispensing general practitioner that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

**Please note:** if you obtain tube feeding from a healthcare or other provider other than Mediq Tefa, Sorgente, MediReva, Medizorg/Eurocept or Linde Homecare, then you are not entitled to reimbursement of the cost.

If you are buying a dietary preparation in a general store such as a supermarket or chemist, you are not entitled to reimbursement.

### Approval

You require our prior approval. To apply for approval, the doctor or dietician who is treating you may download and complete a Dietary Preparations Statement from our website.

If you selected a healthcare provider that we have contracted for the relevant care, you can submit the Dietary Preparations Statement as completed by your doctor or dietician. Your healthcare provider will assess your compliance with the conditions. If you do not wish to submit the form directly to your healthcare provider for privacy reasons, you may choose to directly send or have sent the form to us. If you selected a healthcare provider that we have not contracted for the relevant care, you may request prior approval by sending or having sent us the Dietary Preparations Statement directly. The address is available in the first section of the conditions and from our website.

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### Dietary products (no cover)

A dietary product is a nutrition product with an adjusted formula. Examples are gluten-free or low-sodium products. We do not refund such products.

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### Article 34. Medical aids and bandaging

#### Description

You are entitled to functional medical aids and bandaging as set out in the Healthcare Insurance Decree and the Healthcare Insurance Scheme. In the Medical Aids Regulations we set out further conditions for obtaining such medical aids. The Healthcare Insurance Decree, the Healthcare Insurance Scheme and the Medical Aids Regulations are available from our website. Certain groups of medical aids are included in the Healthcare Insurance Scheme with a functional description. This means that the healthcare insurer can determine which medical aids are covered in the Medical Aids Regulations. If you want a medical aid that is part of the group of functional descriptions of medical aids, but the specific medical aid is not included in the Medical Aids Regulations, you may submit an application form to us.

Most medical aids and bandaging are given to you under direct ownership. If you receive a medical aid as such, you simply own the medical aid permanently. Other medical aids are generally leased out to you. Lease means that you may use the medical aid as long as you need and as long as you remain insured with us. You can conclude a lease contract with us or with the healthcare provider. This contract sets out your rights and obligations. Leased medical aids can be obtained only from a contracted healthcare provider.

The following information is available from the Medical Aids Regulations:

- whether you will lease or own the medical aid;
- the quality standards the healthcare provider must meet;
- whether or not you require a referral, and, if yes, who issues it;
- if you require our prior approval (for first procurement, repeat or repair);
- term of use of the relevant medical aid. This term of use is indicative. If required, you may ask us to extend;
- maximum number of pieces to be delivered. Such numbers are indicative. If required, you may ask us to extend;
- specific details such as maximum reimbursement amounts or statutory personal contributions.

You will receive the medical aids ready for use. If applicable, you receive the medical aid including the first batteries, chargers and/or user instructions.

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#### Information relating to contracted healthcare providers

We make agreements with healthcare providers on quality, price and service. If you selected a healthcare provider that we have contracted for the relevant care, you may expect a quality product and excellent service. Also, you do not need to apply for approval or advance any amounts. We will directly pay the healthcare provider.

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#### Authorised medical aids and bandaging providers

A healthcare provider for medical aids.

An overview of contracted healthcare providers is also available from our website.

If you selected a healthcare provider that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

The Medical Aids Regulations specify if this healthcare provider must meet certain quality standards.

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#### Incontinence Care Service for women

With this service, you will be able to make a key step towards a possible solution for undesired urine loss - in a short time, and with the assistance of an incontinence nurse. After completing a digital questionnaire, you will receive a medical conclusion with recommendations online. The digital questionnaire is available from: [www.incontinentiezorgservice.nl](http://www.incontinentiezorgservice.nl). Subsequently you can make use of personal assistance from an incontinence nurse. This type of care is provided in your home.

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#### Lease

If you selected a healthcare provider that we have not contracted for the relevant care, and it concerns leased equipment, the reimbursement amounts to a maximum of 80% of the average cost per user per year. The amount of the average cost is equivalent to the costs that we would have paid for providing a leased medical aid.

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#### Personal contribution/maximum reimbursement

The Medical Aids Regulations set out the statutory personal contribution and maximum reimbursement amounts, if any, for the relevant medical aids.

### Referral letter required from

The Medical Aids Regulations set out which medical aids require a referral. This referral letter must include the indication.

### Approval

Initial procurement of a medical aid or bandaging is always subject to our approval. We will assess your compliance with the conditions. We assess if you need the medical aid or bandaging. We will also review if the medical aid is effective and not unnecessarily costly. In the Medical Aids Regulations, you can find for each medical aid if you require prior approval for replacement or repair of the relevant medical aid.

If you selected a healthcare provider that we have contracted for the relevant care, Your healthcare provider will assess your compliance with the conditions. Some medical aids are subject to our assessment of your application. In such cases the healthcare provider will forward your application to us.

Alternatively, you may submit a request for approval to us.

If you selected a healthcare provider that we have not contracted for the relevant care, In such cases you must apply for our prior approval personally. Please forward the quotation for the medical aid and the explanation of the prescribing healthcare provider together with your application.

The address to send the application to is included in the first section of the conditions.

### Notes

1. Take good care of the medical aid. Within the normal average term of use, you will receive approval for replacement of a medical aid only if the current medical aid is no longer adequate. You may submit an application for replacement within the term of use, modification or repair to us with a motivation.
2. You may obtain approval for a second piece of the medical aid if you are reasonably relying on it.
3. Leased medical aids may be subject to inspection. If, in our opinion, you are not or no longer reasonably relying on the medical aid, we may claim the medical aid from you.

## STAY IN AN INSTITUTION

### Article 35. Stay

#### Description

You are entitled to hospitalisation for 24 hours or longer if required on medical grounds in connection with obstetric care, specialist medical care, specialist mental health care and specialist dental surgery as included in these policy conditions, during an uninterrupted period of no more than 1095 days as described in Article 2.12 of the Healthcare Insurance Decree. A stay also includes the necessary nursing, care and paramedical care.

#### Which institutions are covered for stays

The hospitalisation may take place in a hospital, in a psychiatric ward of a hospital, in a GGZ mental healthcare institution, or in a recovery/rehabilitation institution in compliance with the requirements pursuant to the Care Institutions (Eligibility) Act.

An overview of contracted healthcare providers is also available from our website.

If you selected an institution that we have not contracted for the relevant care, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

#### Subject to prescription by

Obstetrician, medical specialist, psychiatrist or dental surgeon. They will determine whether or not hospitalisation is a medical necessity due to medical healthcare, or a medical necessity due to specialist surgery as set out in Article 30.3, Dental surgery for insured persons age 18 and older.

#### Approval

You require our prior approval if indicated in the relevant healthcare article.

#### Notes

Interruptions of no more than thirty days are not regarded as interruptions, but these days do not count towards the calculation of the 1095-day (3-year) period as set out in this Article under description. Interruptions for weekend and holiday leave do count towards the calculation of the 3-year period.

# Article 36. Transport by ambulance and seated transport of the patient

### Description

You are entitled to:

1. transport by ambulance required on medical grounds as referred to in Section 1, first subsection, of the Tijdelijke Wet ambulancezorg (Temporary Ambulance Healthcare Act), over a distance of no more than 200 km, single journey:
  - a. to a healthcare provider or institution for healthcare, of which the cost is fully or partially covered under the healthcare insurance policy;
  - b. to an institution where you will stay with the costs fully or partially covered pursuant to the Wlz;
  - c. if you are under age 18, to a healthcare provider or institution where you will receive mental healthcare, of which the cost is fully or partially covered under the competent Council of Mayor and Councillors pursuant to the Youth Act;
  - d. from a Wlz institution as set out in this Article under description, item 1b, to:
    - a healthcare provider or institution for examination or treatment that is fully or partially covered by the Wlz;
    - a healthcare provider or institution for measuring and fitting a prosthesis that is fully or partially covered by the Wlz;
  - e. to your home or a different residence if your home does not reasonably allow for the required healthcare if you come back from one of the healthcare providers or institutions as referred to in this Article under description, items 1a through d;
2. seated transport of the patient over a distance of no more than 200 km, single journey. Seated transport of the patient includes transport of the patient by car, other than by ambulance, or transport in the lowest class of a means of public transport to and from an institution or home as referred to under 1.

You are exclusively entitled to such transport in the following situations:

- a. you need to undergo kidney dialyses;
- b. you need to undergo oncological treatments with chemotherapy or radiotherapy;
- c. you are only able to move about in a wheelchair;
- d. your vision is restricted to such an extent that you are not able to move about without assistance.

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### When are you eligible for seated transport based on a visual impairment?

Your visual impairment must be such that you are not capable of travelling by public transport. This is determined by your visus (how sharp you can see) and your visual field (angle of your vision). You are entitled to seated transport if the visus in both your eyes is below 0.1 or if your visual field is impaired to less than 20 degrees. Some people have a combination of low visus and a very serious visual field impairment. In such cases, individual assessments are required to assess your right to transport.

- e. if you are under age 18 and you rely on care due to complex somatic problems or due to a physical disability as set out in Article 2.10 of the Healthcare Insurance Decree (intensive paediatric care);
- f. if, in connection with the treatment of a long-term illness or disorder, you must rely on transport for a long period of time and not supplying or reimbursing this transport would be predominantly unfair to you (hardship clause). This hardship clause is granted on an annual basis.

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### When may you apply for a hardship clause?

If the outcome of the sum 'number of consecutive months (maximum 12) that transport is necessary X number of times per week X number of km, single journey' exceeds or is equal to 250. For instance: you had to go to hospital twice per week for 5 months. The single journey was 25 km. In this case, you may apply for the hardship clause, as 5 months x 2 times per week x 25 km makes 250.

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The transport of the patient as included in this Article also includes the transport of someone assisting the patient if assistance is necessary or if the patient is under the age of 16. In special cases we may allow for transportation of 2 assistants.

### **Authorised ambulance transport and seated transport of the patient providers**

1. Transport by ambulance: a licensed ambulance service.
2. Seated transport of the patient:
  - taxi driver/company;
  - public transport company. Reimbursement is based on public transport pass, 2nd class.
  - private transportation using a private car, of yourself or family care providers (family members, people from the immediate environment): reimbursement of € 0.30 per km. The distance is calculated based on the quickest route as provided by the ANWB route planner. The two single journeys (there and return) are calculated separately.

An overview of contracted healthcare providers is also available from our website.

If you make use of an ambulance or taxi company that we have not contracted, then please take into consideration that you will likely have to pay a part of the bill yourself. For more information, please check Articles 1.4 and 1.6 of these policy conditions.

### **Personal contribution**

You are charged a statutory personal contribution amounting to a maximum of € 98 per calendar year for seated transport of the patient. This is not subject to a personal contribution.

### **Subject to prescription by**

General practitioner or medical specialist. Seated transportation of a patient as stated under description, item 2 (intensive paediatric care) is subject to prescription of the paediatrician.

Transportation by ambulance in cases of emergency is naturally not subject to prescriptions.

### **Approval**

You require our prior approval only for seated transport of the patient. You may request approval using the form Medical Declaration for Seated Transport of the Patient. This form is available from our website.

### **Notes**

1. If we grant you permission to go to a certain healthcare provider or institution, the 200-km limitation does not apply.
2. In cases where transport of the patient by ambulance, car or a public means of transport is not possible, we may allow the transport of the patient to take place by another means of transport to be designated by us.

## **HEALTHCARE MEDIATION**

### **Article 37. Healthcare advice and mediation**

#### **Description**

You are entitled to mediation for care in the event of an unacceptably long waiting time for treatment by a care provider who may provide this care according to this healthcare insurance policy. You may use the services of our Healthcare Advice and Mediation department for such mediation services. The Healthcare Advice and Mediation Department is available through our website.

You may also approach this department for general questions on care, such as relating to looking for a care provider with a certain area of expertise or help in navigating through the care sector. We will be happy to review the options with you.

If no solution can be offered or if the healthcare via this solution cannot be provided in due time, you are allowed to make use of a healthcare provider not contracted to us. You are entitled to reimbursement of this non-contracted healthcare provider up to the maximum of the Wmg rates applicable in the Netherlands. If no Wmg rates apply, we will reimburse the costs up to a maximum of the market price perceived as reasonable in the Netherlands.

## III. Definitions

**Acute healthcare:** if acute healthcare or crucial healthcare can be classed as is set out in the Availability Contribution Wmg Decree. This concerns ambulance services, emergency aid, acute obstetric services, crisis assistance mental healthcare. If it concerns healthcare provided abroad, then acute healthcare also includes any healthcare that cannot reasonably be postponed until your return home.

**Group health insurance contract:** a group healthcare insurance contract (group contract) concluded between the healthcare insurer and an employer or legal entity with the object of offering associated participants the option of obtaining a healthcare insurance policy and any supplementary covers under the conditions as set out in this contract.

**Diagnose Behandelend Combinatie (DBC or Diagnosis Treatment Combination):** by means of a DBC code, which is determined by the NZa (Dutch Healthcare Authorities), a DBC describes the closed and validated regimen of medical specialist care and specialist mental health care (second-line curative mental health care). This includes the full process of the diagnosis as made by the healthcare provider up to the ensuing treatment (if any). The DBC regimen begins at the moment that the insured person registers with the care need, and ends at the end of the treatment or after 120 days for medical specialist care and after 365 days for specialist mental healthcare.

**Personal contribution:** a fixed amount/share of the rights to care or reimbursement of the costs of care referred to in these policy conditions which the insured person him/herself must bear before a right to the remaining part of the care or reimbursement of the costs thereof exists.

**Deductible:**

1. mandatory deductible: an amount towards the costs of care or other services as referred to in or pursuant to Section 11 of the Zvw which will be borne by the insured person;
2. voluntary deductible: an amount towards the costs of care or other services as agreed between you, as the policy holder, and the healthcare insurer, as set out in or pursuant to Section 11 of the Zvw, that is payable by you.

**European Union and EEA Member State:** includes the following countries other than the Netherlands in the European Union: Austria, Belgium, Bulgaria, Cyprus (the Greek area), the Czech Republic, Denmark, Estonia, Finland, France (including Guadeloupe, French Guyana, Martinique, St. Barthélemy, St. Martin and La Réunion), Germany, Greece, Hungary, Ireland, Italy, Croatia, Latvia, Lithuania, Luxembourg, Malta, Poland, Portugal (including Madeira and the Azores), Romania, Slovakia, Slovenia, Spain (including Ceuta, Mellilla and the Canaries), Sweden and the United Kingdom (including Gibraltar). Under convention provisions Switzerland is considered as equivalent to these countries. EEA countries (Member States who are a party to the Agreement on the European Economic Area) are also included: Iceland, Liechtenstein and Norway.

**Fraud:** the intentional commission or attempted commission of forgery, deception, injuring the rights of debt collectors or title holders and/or misappropriation in the process of entering into and/or performing an insurance contract or healthcare insurance contract, with the objective of obtaining a benefit, reimbursement or performance to which the party is not entitled, or obtaining insurance cover under false pretences.

**Birth clinic:** first-line birth clinic for facilitating natal care (i.e. healthcare during childbirth) and postnatal/neonatal care (healthcare during the first 10 days after delivery), of which the management and operations are performed by healthcare providers of first-line natal healthcare. The management and operations of the first-line birth clinic may also be performed by healthcare providers other than first-line obstetricians, such as maternity care institutions.

**GGZ:** Mental Healthcare.

**GGZ institution:** an institution providing medical care pertaining to a psychiatric condition, and that is licensed as such under the Care Institutions (Eligibility) Act.

**Institution:**

1. an institution as referred to in the Care Institutions (Eligibility) Act;
2. a legal entity with its primary place of business abroad providing care in the country concerned according to the social security system existing in that country or which is aimed at providing care to specific groups of public officials.

**In writing:** where the policy conditions refer to 'in writing', this also includes 'by email'.

**Approval (authorisation):** approval in writing for receiving certain care provided to you by or on behalf of the healthcare insurer, prior to receiving the relevant healthcare service.

**You:** policy holder and/or insured.

**Stay (hospitalisation):** a stay of 24 hours or longer.

**Treaty country:** a country not being a Member State of the European Union or the EEA, with which the Netherlands has entered into a social security convention including provisions for rendering medical care. This includes the following countries: Australia (for holidays/temporary stay), Bosnia-Herzegovina, Cape Verde Islands, Macedonia, Morocco, Serbia-Montenegro, Tunisia and Turkey.

**Insured:** a person whose risk of needing medical care as referred to in the Zvw is covered by a healthcare insurance policy and who is stated as such on the policy cover as issued by the healthcare insurer.

**Policy holder:** the person who concluded an insurance contract with the healthcare insurer. These policy conditions refer to the policy holder and the insured as 'you'. Provisions referring only to the policy holder specifically state this in the relevant article.

**Statutory insurance:** a person who is subject to mandatory insurance pursuant to the Zvw; the person must take out a healthcare insurance or have this taken out.

**Policy Conditions VGZ Ruime Keuze/policy conditions:** the healthcare insurer's model contract as referred to in Section 1j of the Zvw.

**VGZ Ruime Keuze:** a healthcare insurance taken out by the policyholder with the healthcare insurer for a person subject to statutory insurance. These policy conditions refer to the VGZ Ruime Keuze as 'the healthcare policy'.

**Wlz:** Long-term Healthcare Act.

**Wmg rates:** rates as established by or pursuant to the Wet marktordening gezondheidszorg (Wmg or Healthcare Market Organisation Act).

**Hospital:** an institution for specialist medical care that is duly licensed under the Wet toelating zorginstellingen (WTZi or Care Institutions (Eligibility) Act). Hospital stays of 24 hours or longer are covered.

**Healthcare:** care, healthcare or other services.

**Healthcare provider:** the natural person or legal entity providing healthcare professionally as set out in Section 1, preamble and paragraph c, section 1 of the Wm. Healthcare provider also includes all treatment professionals who are involved in delivering healthcare at the healthcare provider's risk and expense.

**Healthcare provisions:** provisions related to certain healthcare. See Section II, Healthcare Provisions.

**Healthcare Policy:** the instrument in which the healthcare insurance taken out by the policyholder with the healthcare insurer is laid down. The Healthcare Policy consists of a policy cover and these policy conditions.

**Zorgverzekeraar, VGZ, the healthcare insurer:** VGZ Zorgverzekeraar N.V. (VGZ Healthcare Insurer, VGZ) with its registered office in Arnhem, Chamber of Commerce number: 09156723. The healthcare insurer is registered in the Insurers Register of AFM (Financial Markets Authorities Netherlands) and DNB (the Dutch Central Bank), licence number: 12000666. The healthcare insurer is part of Coöperatie VGZ U.A. These policy conditions refer to the healthcare insurer as 'we' and 'us'.

**Healthcare insurance:** a non-life insurance or healthcare non-life insurance contract concluded between a healthcare insurer and a policy holder for a person subject to mandatory insurance as set out in Section 1 paragraph d of the Health Insurance Act, of which these conditions form an integral, inseparable part.





[www.vgz.nl](http://www.vgz.nl)

for more information and contact information

Good healthcare is shared healthcare



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