

# Assistance abroad

Unlimited, worldwide coverage  
of medical costs



SUPPORTER OF YOUR

HEALTH



## A word of explanation about your insurance coverage and assistance abroad

With your hospital insurance you also enjoy comprehensive cover abroad. In the event of an **unexpected hospitalization abroad** or a **planned hospitalization** in a **foreign hospital** (after approval by your health insurance) you are entitled to the **following guarantees**:

- + **Reimbursement of medical expenses** following a medical incident abroad (with third-party payment)
- + **Medical assistance** (including communication with the local treating physician)
- + **Repatriation** or **transport** following sickness or accident abroad
- + **Search and rescue costs** up to € 5,000
- + Sending out a doctor on site
- + Dispatch of **medicines, prostheses** and **spectacles** abroad
- + **Cost of repatriation** of your **insured family members** in the event of a health evacuation or death of an insured abroad
- + **Visit** to an insured who is hospitalized abroad
- + **Repatriation** after death of an insured while travelling abroad

### Practical tips

- ▶ **Contact within 24 hours** our **assistance provider** Touring on +32 (0) 2 664 01 70. They are **24h / 24 available and able** to assist you with further advice and assistance.
- ▶ Always have the following information available :
  - The number on your My Healthcare Card
  - The phone number we can reach you on
  - The address where you are staying
- ▶ In the event of an unplanned hospitalization abroad you will be asked to present your **European Health Insurance Card (EHIC)**. With this card you can be sure that you pay the same rate for treatment as in Belgium. **Ask your sickness fund for this card before your departure abroad and keep it with you at all times!**

### Caution

In some countries (Spain, Portugal, Greece ...), certain hospitals **may refuse the EHIC**.

### What should you do if this is the case?

- + First and foremost: **pay nothing on the spot**.
- + **Contact your sickness fund in Belgium**. Their specialists will contact the hospital which refused the EHIC.
- + **Contact also Touring within 24 hours**. Via your hospitalization insurance you benefit from a **third-party payment system** abroad.