

# Practical guidelines for hospitalization

## 1. With the Medi-Card®

### Accommodation expenses at the hospital

When you are admitted to a hospital with a DKV Medi-Card® convention, simply hand over the Medi-Card® at the admissions desk. The hospital will check DKV's website, and if your affiliation is confirmed, the hospital will directly print the hospital admission form (S28/4) with a reference number.

What else do you have to do?

**Simply mention the reason for your admission through our website ([www.dkv.be](http://www.dkv.be) => contact => Déclarations => 'Déclaration Hospitalisation' en ligne) or through our DKV APP ('Déclaration Hospitalisation').**

If you prefer to work with a declaration form in paper, fill in the S28/4 form and send it to us within 5 days.

Besides that, you don't need to do anything or pay anything to the hospital : DKV will settle the invoice with the hospital directly.

## 2. Without the Medi-Card®

### Accommodation expenses at the hospital

Simply mention the reason for your admission on the form S28/1.

Send the form S28/1 back within 5 days!

Reimbursements for inpatient expenses are based on detailed invoices from the hospital which you will send us as soon as possible on reception.

## 3. Pre and post hospitalization and 'critical illnesses'

### Medical expenses in the pre and post hospitalization period and in case of 'critical illness'

#### **To send to DKV**

Medical expenses incurred in the pre and post hospitalization period and directly related to the reason for the admission, as well as the outpatient expenses incurred in case of critical illness, are reimbursed based on copies of the doctor's bills **OR** the detailed reimbursement form from your mutuelle. For outpatient pharmaceutical costs (i.e. curative medication prescribed by the attending physician) you send us the official document supplied by the pharmacist, the so-called "model BVAC" (just ask the pharmacist for this document).

**With your Medi-Card® these BVAC can be sent electronically by the pharmacist through the AssurPharma system (see our website : [www.dkv.be](http://www.dkv.be) => services => Assurpharma). Ask your pharmacist.**

Send in your outpatient expenses as soon as possible.

#### **Definitions:**

**Inpatient expenses** are the medical expenses incurred during an admission to hospital (classic stay or admission to a one-day clinic).

**Pre and post hospitalization expenses** are in fact the outpatient medical costs directly related to the hospitalization and for which reimbursement is limited to a period of 30 days before and 90 days after the hospitalization (distinctive contractual conditions are possible).

**Medical expenses for critical illnesses** are outpatient medical expenses related to the critical illnesses mentioned in the so called list within the Tariff Insurance Conditions of the policy. Hospital admission is not required.