

INFORMATION CONCERNING THE REIMBURSEMENT OF REMAINING COSTS IN THE DKV SUPPLEMENTARY TARIFFS **PLUS HEALTH AND EASY HEALTH**

If you have any questions, please contact us directly at: **tel. +352/42 64 64-1** or **e-mail: info@dkv.lu**

Please submit the following information or documents together with your invoices:

1 DRUGS

- Pharmacist's invoice (original)
- Copy of the medical prescription

2 REMEDIES

(E.G., PHYSICAL THERAPY, MASSAGES, LOGOPAEDICS)

- Copy of the medical prescription with indication of the diagnosis
- Original invoice for own share to be covered or
- Proof of reimbursement from the statutory health insurance

3 ALTERNATIVE TREATMENT METHODS

(E.G. OSTEOPATHY, ACUPUNCTURE)

- Original invoice with indication of the diagnosis

4 VISUAL AIDS

- Reimbursement document of the statutory health insurance
- For visual aids without reimbursement by statutory health insurance: original invoice

5 MEDICAL TREATMENT

- Proof of reimbursement from the statutory health insurance or
- Original invoice

6 DENTAL TREATMENT

- Copy of invoice with proof of reimbursement from the statutory health insurance or
- Original invoice

7 REIMBURSEMENT IN CASE OF DENTURES, ORTHODONTIC TREATMENT AND BRACES

Before the treatment begins:

The **therapeutic and cost schedule**, approved by the statutory health insurance **in advance**, with exact indication of the teeth to be treated and the planned treatment.

In case of a rejection of the schedule by the statutory health insurer, we require the corresponding rejection notification.

When the treatment is over:

- Copy of the invoice and reimbursement document of the statutory health insurance or original invoice.

In case of dental treatment that is not covered by the statutory health insurance, e.g. implants, orthodontic treatment, periodontal treatment or similar, we require the X-ray images and, if necessary, the models and a medical report.

8 REIMBURSEMENT OF COSTS IN CASE OF INPATIENT TREATMENT

In case of a **planned inpatient treatment**, DKV Luxembourg S.A. should be informed **in advance** to clarify the assumption of the costs beforehand. Please show your **DKVMedicard** at the patient administration to receive first class treatment. Your DKV will pay the invoices for first class accommodation directly to the hospital. If however you still receive invoices, please forward the originals to us; or, after advance payment by the statutory health insurance, send proof of reimbursement.

Invoices covering additional costs only (e.g. TV rental) must be submitted as originals (showing the diagnosis and name of the patient).

In case of **inpatient treatment abroad**:

If possible, a copy of the medical referral form and the form for medical treatment abroad provided by the statutory health insurance (S2).