

## HOSPITALISATION, ASSISTANCE AND REPATRIATION

### EMERGENCY HOSPITALISATION

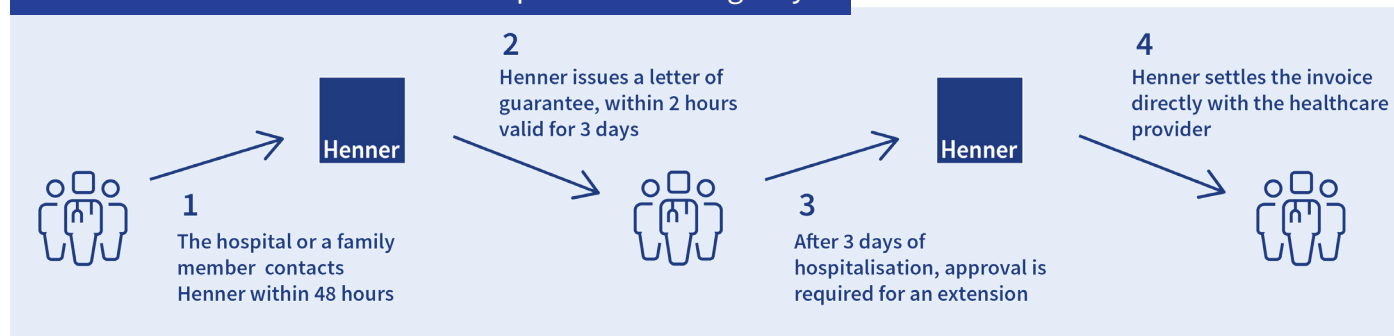
#### What to do in case of an emergency?

For **emergency hospitalisations** (accident, acute disease or any other health and life threatening condition) no prior agreement is necessary. Please ensure that you or a relative notifies the Client Service Team at the earliest convenience about your admission to the hospital (via phone). **A guarantee of payment** will be sent within two hours and will be valid for **3 days**. The Client Service Team can be reached around the clock at: **+33 1 55 62 52 14**.

If an extension of stay is required after these 3 days, please have the hospital contact us so that we can extend the guarantee. Our medical department will require:

- Your contact details;
- The name and full contact details of the healthcare provider;
- The exact nature of the care to be provided and itemised cost breakdown of the anticipated costs;
- The expected admission and discharge date.

#### The insured member is taken to hospital in an emergency



### REPATRIATION AND ASSISTANCE

#### What to do if you need to be repatriated?

Please contact your client service team at: **+33 1 55 62 52 14**. Your dedicated Henner client service team will put you in contact with the assistance provider, who will in turn organise the repatriation.

Please note that the assistance provider will ask for medical information and analyse the request as to ensure that you are “fit to fly”.

The assistance provider is **Allianz Assistance** (also called Mondial Assistance).

Henner will coordinate with the assistance provider and issue an emergency guarantee of payment if necessary.

## SCHEDULED HOSPITALISATION

A prior agreement is only required for scheduled hospitalisations.

### Why is prior agreement necessary?

A prior agreement is required as it is stipulated in the contract with the insurer.

Henner's in-house doctors will review the application and ensure that:

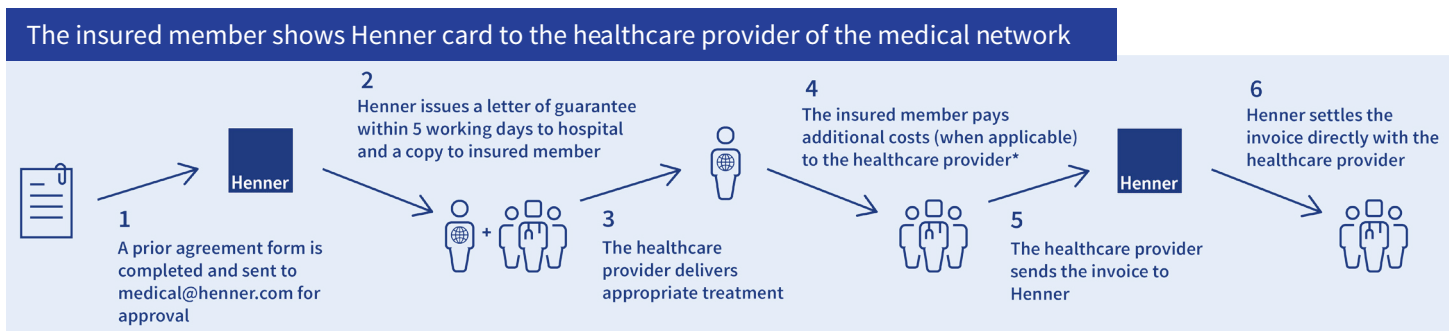
- the proposed hospitalisation is accepted by the international medical consensus,
- the proposed hospitalisation is medically justified,
- the estimated costs are reasonable and customary for the proposed hospitalisation and country.

### How to apply for prior agreement

The prior agreement form must be filled out and signed by the attending practitioner. It should include the diagnosis, the nature of the care to be given and the estimate of costs. We recommend that the form is sent at least 15 days prior to the scheduled date of treatment.

Please send your request by email to: [medical@henner.com](mailto:medical@henner.com). You can put your client service team in copy of the application.

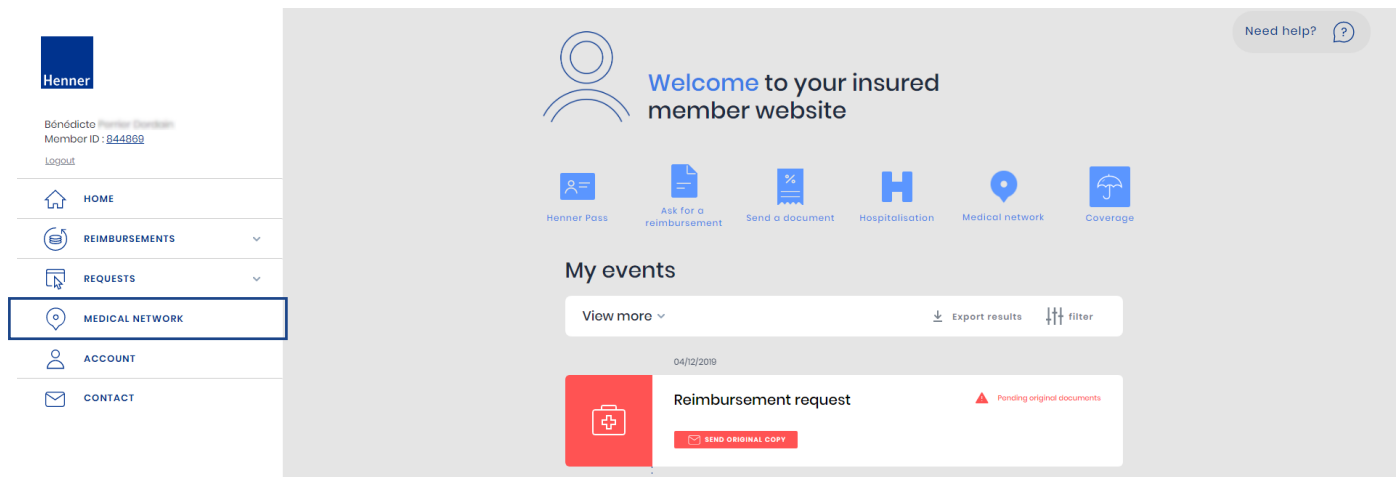
When in doubt, please contact your client service team at: **+33 1 55 62 52 14** or by email: [joho@henner.com](mailto:joho@henner.com)



\*additional costs paid directly by the insured member to the provider, are items not covered by the contract. For example: television, additional meals served to a family member etc.

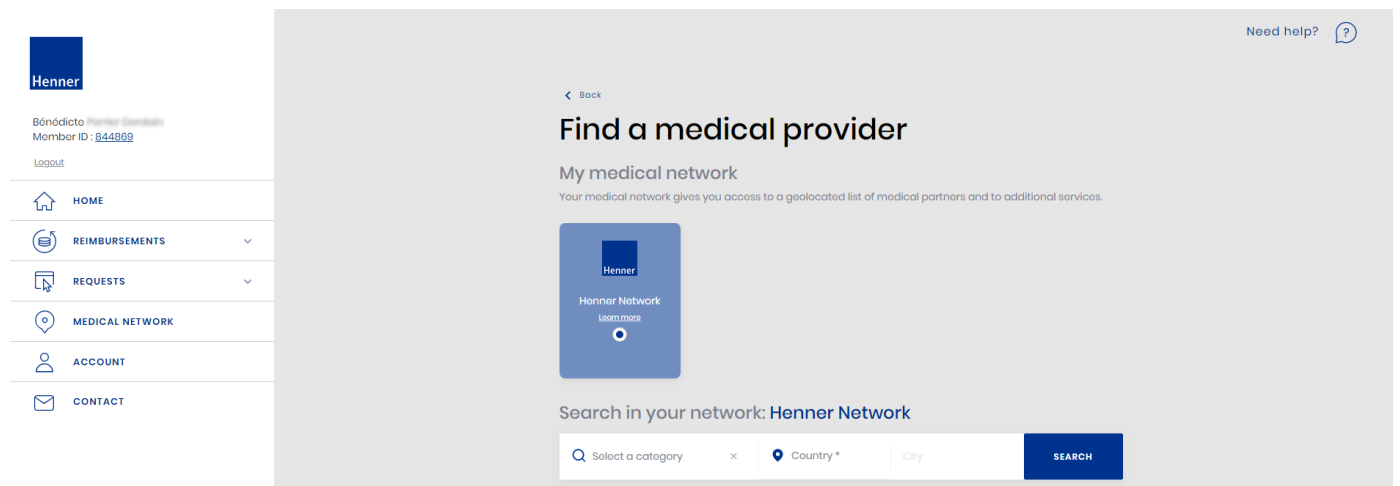
## HOW TO FIND A HEALTHCARE PROVIDER

To find a healthcare provider please log into our website [www.henner.com](http://www.henner.com) using your individual Henner ID number. Once logged in, go to online services and click on “medical networks”:



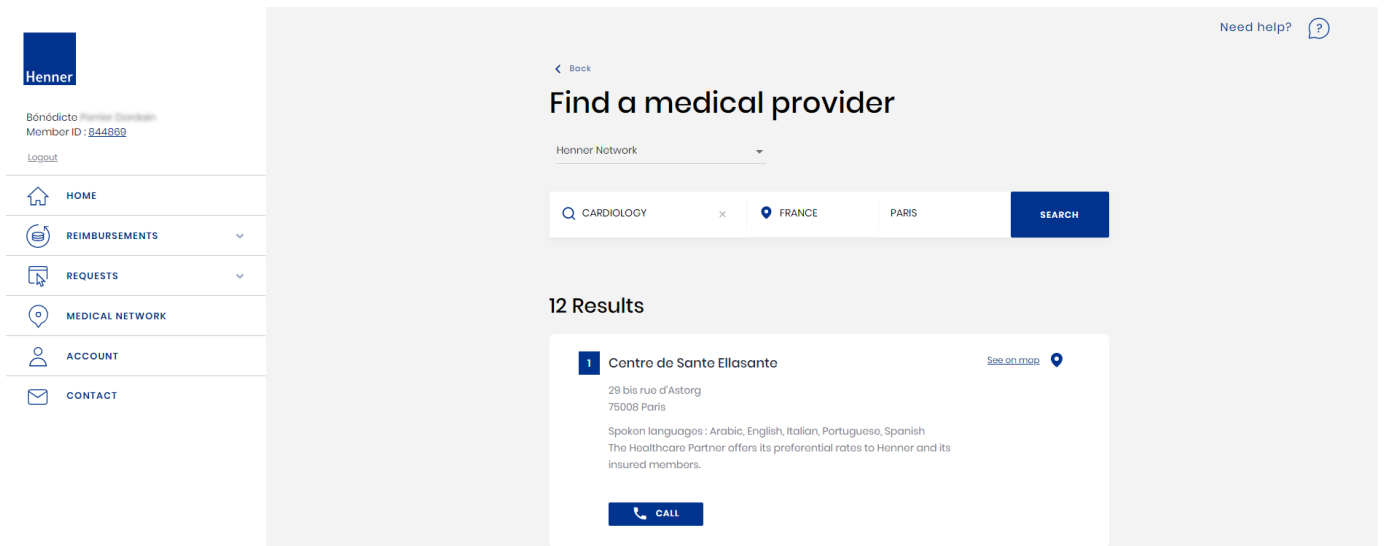
The screenshot shows the Henner member website dashboard. On the left is a navigation menu with the following items: HOME, REIMBURSEMENTS, REQUESTS, MEDICAL NETWORK (highlighted with a blue border), ACCOUNT, and CONTACT. The main content area features a welcome message: "Welcome to your insured member website". Below this are several service icons: Henner Pass, Ask for a reimbursement, Send a document, Hospitalisation, Medical network, and Coverage. A "My events" section is visible, showing a "Reimbursement request" event dated 04/12/2019 with a "SEND ORIGINAL COPY" button and a warning "Pending original documents". A "Need help?" link is in the top right corner.

Our network can help you to select a provider. Members are free to choose a provider outside of our network.



The screenshot shows the "Find a medical provider" page. The navigation menu on the left is the same as in the previous screenshot, with "MEDICAL NETWORK" selected. The main content area has a "Back" link and the heading "Find a medical provider". Below the heading is the text "My medical network" and a description: "Your medical network gives you access to a geolocated list of medical partners and to additional services." There is a blue button labeled "Henner Network" with a "Learn more" link. At the bottom, there is a search bar with the text "Search in your network: Henner Network" and a search form with fields for "Select a category", "Country\*", and "City", followed by a "SEARCH" button. A "Need help?" link is in the top right corner.

Select your country, city and the type of provider you are looking for. Click on **search** to find our full list of partners.



The screenshot displays the Henner user interface. On the left is a navigation menu with options: HOME, REIMBURSEMENTS, REQUESTS, MEDICAL NETWORK, ACCOUNT, and CONTACT. The user is logged in as 'Benedicto' with Member ID 844868. The main content area is titled 'Find a medical provider' and shows search filters for 'CARDIOLOGY', 'FRANCE', and 'PARIS'. A 'SEARCH' button is present. Below the filters, it indicates '12 Results'. The first result is 'Centre de Sante Ellasante' with the address '29 bis rue d'Astorg, 75008 Paris'. It lists spoken languages: Arabic, English, Italian, Portuguese, Spanish. A note states: 'The Healthcare Partner offers its preferential rates to Henner and its insured members.' A 'CALL' button is located at the bottom of the result card.

**NOTE: Direct billing is only guaranteed for in-network providers.**



## DID YOU KNOW?

Henner has more than 59,000 healthcare providers in over 188 countries. Choosing a healthcare provider within Henner's network offers the following advantages:

- A direct settlement agreement is already in place
- Negotiated fees and discounts
- The provider knows Henner

## PRIOR AGREEMENT APPLICATION

## HOSPITALISATION

Hospitalisation expenses will only be reimbursed by Henner if the Medical Advisory Board has granted a prior agreement based on the information in this document, which must be completed by the Physician and sent by post, fax or email to:



Henner Medical Advisor - 14 boulevard du Général Leclerc, CS 20058, 92527 Neuilly-sur-Seine Cedex - France  
Fax : +33 (0)1 85 64 74 15 - Email : [medical@henner.com](mailto:medical@henner.com)

This form must be sent no later than 10 days prior to the date of hospitalisation.

In the event of a medically justified emergency, this form must be sent within 3 days following admission.

**If the Medical Advisory Board approves the hospitalisation, it will issue a guarantee of payment, which will be sent directly to the designated institution.** The Medical Advisory Board will notify the patient in the event of a refusal.

Insured person's surname and first name: .....	ID Number: .....
Patient's surname and first name: .....	
Date of birth: .....	Sex: .....
Is the current prior agreement application directly related to an accident? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If so, please also attach a detailed report describing the circumstances of the accident.	

### » TO BE COMPLETED BY THE ATTENDING PRACTITIONER

Proposed place of hospitalisation (name of institution, address, telephone, fax, e-mail): .....
.....
.....
Attending physician (name, address, telephone, fax): .....
.....
.....
Reason for the hospitalisation / Clinical symptoms presented / Precise medical diagnosis: .....
.....
Nature of the proposed operation and treatment programme: .....
.....
Nature of any additional examinations to be carried out: .....
.....
Length of stay: .....
Date of admission: ..... Number of days: ..... Is this an extension? (y/n) .....
Detailed estimated cost of the hospitalisation: .....
Hospital charges: .....
Physicians' fees: .....
Other expenses: .....

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Physician's seal and signature:
Date :
For medical information: + 33 1 55 62 53 42

Patient's signature:
I hereby authorise my Physician to send the Henner medical advisor all the medical information required for making a decision on my file.

1/ The member's physician is authorised to send the Henner medical advisor all the medical information required for making a decision on the member's file.  
2/ The information will remain confidential. It will only be disclosed to the persons involved in your treatment.

14 boulevard du Général Leclerc, CS 20058, 92527 Neuilly-sur-Seine Cedex - France - Tel.: 01 55 62 90 00