


# Accessing healthcare in the Netherlands



To provide you with a local and efficient service in the Netherlands, we have selected CZ as partner to administer your healthcare policy on our behalf within the Netherlands. CZ is a local Dutch insurer availing of one of the most extended network of medical providers.

Allianz Care's members can call our multilingual Helpline, available 24/7 on:

 +353 1 630 1301

 Toll free from the Netherlands:  
00 80066302302

 [client.services@e.allianz.com](mailto:client.services@e.allianz.com)

For your convenience our contact details are included on the back of your insurance card.

Allianz Care's Helpline will be able to confirm if you are covered for specific treatment in the Netherlands under your Allianz Care policy. CZ as an administrator will deal directly with local medical providers to coordinate the direct settlement of all eligible costs.



Outside the Netherlands Allianz Care will look after your medical needs directly.





## How can I access healthcare in the Netherlands?

### 1 Select a GP and a pharmacy

Although not compulsory, getting registered with a General Practitioner and with a pharmacy will make your life easier. Two examples on how this can help you:

-  The GP can email your subscription to the pharmacy where you can collect your medicine free of charge.
-  Any visit to a specialist would require a GP referral.

You have two options to locate a medical provider:

-  Search online on the CZ provider finder (Dutch only): [zorgvinder.cz.nl/](http://zorgvinder.cz.nl/)
-  Search online on the Allianz Care's provider finder (available in six languages): [www.allianzcare.com/en/support/health-and-wellness/provider-finder.html](http://www.allianzcare.com/en/support/health-and-wellness/provider-finder.html)

### 2 Make an appointment with the medical provider selected

Identify yourself with:

- your insurance card
- ID card
- your "BSN" (burgerservicenummer/Dutch social security).

For your convenience this number is also included on your insurance card.



Cards issued before June 2018



Cards issued from June 2018

Please note that the GP might ask you the name of the insurance company, policy/ID number for insurance verification (this would be Allianz Care's policy details). Please mention CZ as local administrator for faster recognition. The provider has a duty to check "Vecozo" to find your registration. Please note it might take up to 3 weeks from your date of arrival in the Netherlands before your registration is visible in "Vecozo".

If you have any difficulties, please show the "letter to care provider" (in Dutch) at the end of this document to your provider.

### 3 Treatment payment


CZ normally arranges the direct settlement of all eligible medical expenses (out-patient as well as in-patient). CZ will also take care of any Treatment Guarantee should this be needed locally.

If you are asked to pay for your treatment in advance you have two options:

-  Ask the medical provider to call the Allianz Care Helpline or CZ Helpline to arrange the direct payment.
-  Pay for your visit and claim your medical costs from Allianz Care through MyHealth Digital Services. Simply provide a few key details, take a photo of your invoice(s) and press 'submit'. Further information is available at [www.allianzcare.com/en/myhealth.html](http://www.allianzcare.com/en/myhealth.html)

Alternatively, you can also claim your treatment costs by completing and submitting a Claim Form along with all supporting documentation by email, fax or post (details on the form).

All our forms are available for download at:

 [www.allianzcare.com/en/support/member-resources/claim-forms.html](http://www.allianzcare.com/en/support/member-resources/claim-forms.html)

Further information about our claims process can be found on the Terms and conditions section of your Benefit Guide.

You should not have to pay for any treatment up front, unless the costs relate to something not covered under your healthcare policy or your registration has not been properly processed yet in Vecozo.

### Receiving statements or invoices at home

After receiving a treatment in the Netherlands you may receive an invoice at home if your provider is independent from the CZ network (e.g. laboratories, dentist, physiotherapist, etc.) and do not hold details of your insurance policy. If you receive an invoice at home, please inform Allianz Care's Helpline (contact details below).

Allianz Care will then liaise directly with CZ to settle all outstanding, eligible costs.

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### Brief naar zorgverleners / Letter for the care providers

Geachte zorgverlener,

CZ heeft met Allianz Care afspraken gemaakt over de administratieve afhandeling van de zorgkosten van haar verzekerden die in Nederland wonen. De door u in rekening gebrachte zorgkosten worden op dezelfde manier in behandeling genomen als voor andere CZ basis-verzekerden. U kunt de rekening dan ook rechtstreeks naar CZ sturen.

Naast de gebruikelijke identiteitsmiddelen beschikken deze verzekerden over een gecombineerde Allianz Care - CZ Zorgpas. Op basis van het hierop aangegeven burger servicenummer en de AGB code CZ Groep kunt u in VECOZO checken of uw patient daadwerkelijk verzekerd is. Voor de volledigheid treft u onderstaand een voorbeeld van een Allianz-CZ pas aan.