

## Procedure Tasman Insurance

In addition to the insurance terms and conditions, in this document you will find more information about what to do in the most common situations:



- Doctor/dentist visit;
- Hospital visit;
- Death/serious illness family member.

### Doctor/dentist visit

When you go to the doctor or dentist abroad, you have to pay the bill for the consultation yourself (your Tasman policy card cannot be used to arrange the costs directly via the insurance, travel insurance works differently from health insurance in the Netherlands). This also applies to any prescribed medication. You can declare the medical costs that you have paid yourself (always ask for a specified invoice). You do this in the first instance with your health insurer. If this does not reimburse all costs due to limited cover abroad, you can claim the part that is not reimbursed on your Tasman Insurance (provided the costs exceed the one-off deductible of € 75 per insured period). You do not have to contact the emergency center for a doctor's visit. At [www.tasmanverzekeringen.nl](http://www.tasmanverzekeringen.nl) you will find claim forms and more information about claiming costs.

### Hospital visit

If you need to visit a hospital/specialist following a doctor's referral, always contact the Tasman emergency center (24/7 available on +31-20-59 29 187, also collect call available from abroad) . The emergency center must be informed as soon as you expect higher (medical) costs; they can then make payment arrangements with the hospital concerned and arrange for direct payment of the costs. They do this in collaboration and consultation with (the emergency center of) your health insurer. This way you do not have to advance high costs yourself to declare these again afterwards. Note: Call the emergency center before or when you go to the hospital. If it concerns an emergency where this is not possible at the moment, please contact the emergency center as soon as possible afterwards or have someone else call for you to report the situation.

### Death/serious illness family member at home

If there is a serious illness, serious accident or death of a family member in the 1st or 2nd degree (or the death of a family member in the 3rd degree), your Tasman Insurance offers the possibility to come back to the Netherlands for this. Always contact the Tasman emergency center in advance for this, they will then arrange the (cost of) the return trip to the Netherlands. The return trip abroad is also arranged, provided it takes place no later than 1 month before the end date of your insurance. The dates of the outward and return journey will be determined in consultation with you/your parents (NB: According to the rules of the High School program you are not allowed to come home for longer than one week (including the return journey).

#### **Emergency or high medical costs?**

**Call +31-20-59 29 187 (24/7)**

#### **Have the following information ready:**

- **Policy number Tasman policy**
- **The place name**
- **The phone number where you can be reached**