



How can you report a hospital stay and get reimbursed for expenses?

Hospitalisation

How do you report a hospital admission?

Inform us of your hospital admission using the [Vanbreda app](#) or [web portal](#).

When do you report a hospitalisation?

Notify us as soon as you know the date of your planned hospital admission or outpatient treatment. In the event of an unexpected emergency hospitalisation, report it as soon as possible. If you're pregnant, please let us know the estimated due date.

What to do in case of serious illness?

Has your serious illness been recognised? If so, we'll reimburse your outpatient expenses, even if you haven't been admitted to hospital (including day admissions).

Would you like to apply to have your serious illness recognised? Send us the declaration along with a medical report from your doctor using [this form](#).

Manage everything quickly and easily online.

Download the Vanbreda app or sign up through our online portal at app.vanbreda.be.

Still have questions?

You'll find answers to the most frequently asked questions at app.vanbreda.be/support.

Want to report a hospital admission or submit costs on someone else's behalf?

Go to app.vanbreda.be.

Reimbursement of your costs

How do you submit costs?

Send us your expenses through [Vanbreda app](#) or the [web portal](#).

Once you're logged into your digital Vanbreda environment, you can immediately follow up on your requests and check your payments. You can always submit your expenses right away, so you don't need to wait.

What documents do we need from you?

- Hospitalisation through Medi-Link (third-party payer scheme)? In that case, the hospital will send us your hospital bill directly.
- Outpatient hospital bills or hospitalisation without Medi-Link? Then please provide us with a copy of all pages of your bill.

Getting reimbursed for medication

- Your pharmacist will scan the AssurPharma barcode in your app. Your expenses are then sent directly to us digitally. Please note: always use the correct barcode (linked to the correct family member and coverage).
- You can also provide us with your BVAC certificate. Your pharmacist will print this for you. Then simply upload the certificate through the Vanbreda app or the web portal.

Getting reimbursed for outpatient consultations, tests and treatments

- Send us the proof of payment you receive from your doctor or healthcare provider, or the certificate from your health insurance fund (individual statements).

What will be reimbursed?

Your reimbursement depends on your insurance policy. Check the policy details of your plan in the Vanbreda app or using the [online portal](#). You can also request your policy terms and conditions at app.vanbreda.be/support.

You can easily find the details of your reimbursements in the Vanbreda app or through the [web portal](#).