

## Mail 1: Welkom-mail met inlog naar Mijn HollandZorg

**Verzending: één week na aanmelding en goedkeuring van de HollandZorg Flexpolis**

Onderwerp: Your policy schedule and EHIC

## Welcome

Dear Mr or Ms *Name*,

You are now insured with HollandZorg, *the* specialist in healthcare insurance for temporary migrant workers. Under the Flexpolis healthcare insurance, including No Risk I and No Risk II, you are covered for the most necessary care, such as hospital admissions, urgent assistance and the general practitioner (GP).

## All documents kept together

You have an immediate insight into your Flexpolis healthcare insurance via your personal online environment, 'My HollandZorg'. In My HollandZorg, you will find, among other things:

- Your policy schedule. This is your proof of insurance. You can download the policy schedule and save it on your computer.
- Your digital European Health Insurance Card (EHIC). Save the EHIC directly on your phone. You need the digital EHIC for medically necessary care outside the Netherlands and outside your country of residence. In such cases, you should also always call the HollandZorg Emergency Centre on +31 (0) 570 687 112. In the Netherlands, you do not need the health insurance card to see your GP or physician. They need to see your proof of ID and your citizen service number (BSN). We no longer automatically provide a physical pass. Information about this can be found on [our website](#).

## Simply log in to My HollandZorg

To log in to My HollandZorg, you first need to register. For this, you can use your telephone and relation number. After you have registered, you can log in safely using your e-mail address, password and a E-code you will receive in a text message on your phone.

Your HollandZorg relation number is: 123456789.

[Go to My HollandZorg](#)

## Questions

In the next week, we will send you two more e-mails with information to help you on your way. More information about your healthcare insurance can also be found on [our website](#). Questions? Feel free to contact our Customer Service Centre, we would be happy to help. Check our website for contact options.

Kind regards,  
HollandZorg

Frank Johnsen  
Client Director

## Mail 2: over Zorg en Zorgverzekering.

Verzending: 3 dagen na 'Welkom-mail'

Onderwerp: Healthcare at home and abroad

## What is covered under the insurance

Dear Mr or Ms *Name*,

Your HollandZorg Flexpolis, including No Risk I and No Risk II, is a healthcare insurance especially developed for foreigners who come to work in the Netherlands. So what are the specifics of this insurance? We'll explain.

### What is covered under the Flexpolis public healthcare insurance?

The basic health insurance is the same for everyone in the Netherlands. You are insured for the most necessary care, such as hospital admissions, urgent assistance and the general practitioner (GP). Your compulsory and voluntary excess is covered by the Flexpolis No Risk I and No Risk II. You do not pay any excess. An overview of medical treatments that are reimbursed under your Flexpolis healthcare insurance can be found on [our website](#).

### Medical care in your home country

Under the HollandZorg Flexpolis, you are also covered in your home country (if you reside abroad and work in the Netherlands). To that end, you need to show your healthcare insurer in your country of residence a declaration that you are covered by Dutch healthcare insurance (the S1 form). Visit [our website](#) to find out which medical costs are reimbursed in your country of residence. You request the S1 form through your employer. You will then find the S1 form in your personal online environment, 'My HollandZorg'. If you officially live in the Netherlands, the S1 form is of no value abroad.

### Medical care during a temporary stay abroad

If you are outside the Netherlands as well as your home country and you need medical care, the European Health Insurance Card (EHIC) entitles you to a [reimbursement of the cost for necessary medical care](#) during a temporary stay in EU/EEA countries and Switzerland. In these situations, you should always call the HollandZorg Emergency Centre first. Your digital EHIC can be found in 'My HollandZorg'. Save the card on your telephone so you will always have it with you.

### You need a doctor. How does that work in the Netherlands?

If you need medical care in the Netherlands and your life is not in danger, you visit a general practitioner (GP). If necessary, the GP will refer you to other care providers or the hospital. Always show your proof of ID and your citizen service number to enable the GP to check where you are insured. Information about the GP and emergency care can be found on [our website](#).

## Questions

More relevant information about your healthcare insurance can be found under 'customer service' in your personal online environment '[My HollandZorg](#)'. Questions? Feel free to contact our Customer Service Centre, we would be happy to help. Check our website for contact options .

Kind regards,  
HollandZorg

Frank Johnsen  
Client Director

## Mail 3: over Declareren / Gegevens updaten Verzending 4 dagen na mail 2

Onderwerp: Verify your details

### Verify your details

Dear Mr or Ms *Name*,

We recently informed you about your Flexpolis healthcare insurance. Information about this insurance can be found in My HollandZorg. The details in My HollandZorg have to be correct, as this is the only way we can offer you a good service. That is why we are asking you to check your details. Information about logging into My HollandZorg can be found on [our website](#).

### Verify your details

Your policy schedule can be found under 'My health insurance'. Carefully check the details. Please notify us of any incorrect information within two weeks. Your personal details can be found under 'My details'. This is also where you can find your contact details, such as your telephone number, e-mail address and IBAN. Please check these contact details and complete any missing information.

### Only claim with IBAN

Sometimes, your GP or physician gives you an invoice. You can only send us a reimbursement request if we have your IBAN on record. When you are entitled to a reimbursement, we will pay the relevant amount into your account within ten working days. You can claim an invoice via My HollandZorg or the HollandZorg Expense Claim app. Messages about your reimbursements can be found in 'My HollandZorg', under 'My messages'.

### HollandZorg Claims app

The HollandZorg Claims app makes it easier for you to claim an invoice. You enter your details, take a picture of the invoice and submit it with a single mouse-click. Download the HollandZorg Claims app via the App Store or Google Play now.



### Questions

Questions? Feel free to contact our Customer Service Centre, we would be happy to help. Check our website for contact options.

Kind regards,  
HollandZorg

Frank Johnsen  
Client Director