

# CLAIMS REIMBURSEMENT FORM

for reimbursement of your medical and hospital bills



When submitting medical documents from abroad by post, please always note our EORI number DE295600038415981 on the envelope.

To request reimbursement, please complete the form below.

In the event of a claim, please fill out one reimbursement form per insured person and send it to us in one of the following ways:

**By post**

BDAE Holding GmbH  
 Kühnehöfe 3  
 22761 Hamburg



**Digital per Webupload**

[webupload.bdae.com](http://webupload.bdae.com)  
 (Invoices up to max. 1.000 euros)



**Digital per Service Portal**

[www.bdae.com/service-portal](http://www.bdae.com/service-portal)  
 (Invoices up to max. 1.000 euros)



## Details of the insured person

Surname			Date of birth (dd/mm/yyyy)	
First name(s)				
Complete address		Phone		
		Fax		
		E-mail		

## Bank account for reimbursement

Account holder				
IBAN				
BIC/SWIFT				
Account number		Bank code		
Bank				
Address of the Bank				

Place, date

Signature (of the insured person or the legal representatives)

## Information on additional active health insurance coverage (not dormant or covered to an entitlement insurance)

Does the insured person have any other health insurance?	<input type="checkbox"/> yes	If yes, please provide the following information:	Insurance name	
	<input type="checkbox"/> no		Insurance number	
If you are covered by a statutory health insurance: Do you have private supplementary insurance for inpatient stays?	<input type="checkbox"/> yes	If yes, please provide the following information:	Insurance name	
	<input type="checkbox"/> no		Insurance number	
Do you have any other health or repatriation return insurance with foreign coverage?	<input type="checkbox"/> yes	If yes, please provide the following information:	Insurance name	
	<input type="checkbox"/> no		Insurance number	
Have you submitted another reimbursement request to another agency (e.g., statutory or private health insurance, allowance office, etc.)?	<input type="checkbox"/> yes	If yes, please provide the following information:	Insurance name	
	<input type="checkbox"/> no		Insurance number	
Start of the stay abroad of the insured person: (dd/mm/yyyy)				

### For fast and smooth service processing, please adhere to the following guidelines!

#### The following info must be included in the receipts of the treatment providers:

1. Name and date of birth of the treated person
2. Name of disease (diagnosis)
3. The details of the individual services with the respective costs
4. Dates of treatment
5. Name and address of the practitioner

You can simply send us all receipts in German and English. For receipts in other languages, please attach a translation.

#### Invoices for pharmaceuticals

The prescription must be confirmed by the stamp of the pharmacy inclusive of the date. Please attach the respective invoice of the treating physician. If this is not possible, please have the physician stated the diagnosis on the prescription. In the event that the pharmacy issues a separate invoice for medicines, please attach the prescription to such invoice.

In principle, secret substances (substances whose composition is not made public), nutrients, tonics, non-prescription degreasers and laxatives, cosmetics, mineral waters and bath additives - even if prescribed - are not considered medicines.

#### Aids and appliances

(Please check whether these benefits are insured in your product!)

Only physical medicine applications are considered remedies.

Remedies and aids must always be prescribed by a specialist. Please send us the prescriptions together with the invoices - provided you have the corresponding insurance coverage.

#### Important

Invoices up to an amount of 1,000 euros can be sent to us easily and securely via our web upload or via the service portal. Please send us the original invoices for amounts of 1,000 euros or more. Always make a copy for your records.

In the case of inpatient hospital treatment, please send us a guarantee of payment from the hospital immediately after admission.

Fax: +49-40-30 68 74-90.



- Please enter the services claimed for reimbursement in the table overleaf or have the attending physician complete it.
- Please also enter the data of the treated person.
- Please number the supporting documents consecutively. Please do not staple or tack attachments.

