

Claim for reimbursement of medical expenses

What documents should be send?

Treatments in Luxembourg



INVOICES WITH DIRECT IMMEDIATE PAYMENT (PID)

Statutory health insurance statement

available via MyGuichet.lu on the same day if you have agreed to digital transmission

Do not submit any PID invoices from the doctor

INVOICES WITHOUT DIRECT IMMEDIATE PAYMENT (PID)

Claim for reimbursement to the statutory health insurance

after full payment of the practitioner's invoice



COSTS COVERED BY THE STATUTORY HEALTH INSURANCE

Statutory health insurance statement



COSTS NOT COVERED BY THE STATUTORY HEALTH INSURANCE

Original invoices

labelled with the social security number or the DKV Luxembourg insurance number



DENTAL TREATMENTS

Statutory health insurance statement
+
Copy of the invoices



MEDICATION AND BANDAGES

Pharmacy receipt
labelled with name of the person receiving treatment

Treatments abroad



COSTS COVERED BY THE STATUTORY HEALTH INSURANCE

CNS statement
+
Copy of the invoices



COSTS NOT COVERED BY THE STATUTORY HEALTH INSURANCE

Original invoices

labelled with the social security number or the DKV Luxembourg insurance number



MEDICATION AND BANDAGES

Pharmacy receipt
labelled with name of the person receiving treatment

Cases requiring a prior consent



DENTAL PROTHESES (DENTURES, BRIDGES, INLAYS, CROWNS) OR FOR ORTHODONTIC TREATMENT

Request for prior authorisation from DKV Luxembourg
Dentist's quote + prior agreement from the statutory health insurance



HOSPITALISATIONS

PLANNED

Request for prior authorisation from DKV Luxembourg

UNFORESEEN

Inform DKV Luxembourg as soon as possible

To be avoided



Do not submit any proof of payment



Do not submit any accompanying letters or cover sheets, EXCEPT for explanations of the treatment important for billing purposes



Do not highlight any text



Do not stick any post-its on the documents



Do not use adhesive strips, staples or other fasteners

How to transmit?

Via easyAPP

Quick and easy digital submission



By post

DKV Luxembourg S.A.
11-13, rue Jean Fischbach
L-3372 Leudelange

For questions about
reimbursements
and cost coverages
claims@dkv.lu
T +352/42 64 64-1