

## INFORMATION CONCERNING THE REIMBURSEMENT OF REMAINING COSTS IN THE DKV TARIFF COMPLETE HEALTH

If you have any questions, please contact us directly at: **tel. +352/42 64 64-1** or **e-mail: [info@dkv.lu](mailto:info@dkv.lu)**

Please submit the following information or documents together with your invoices:

### 1 DRUGS

- Medical prescription
- Pharmacist's invoice (original)

### 2 REMEDIES

(E.G., PHYSICAL THERAPY, MASSAGES, LOGOPAEDICS)

- Medical prescription with indication of the diagnosis
- Original invoice of the treatment provider

### 3 ALTERNATIVE TREATMENT METHODS

(E.G. OSTEOPATHY, ACUPUNCTURE)

- Original invoice with indication of the diagnosis

### 4 VISUAL AIDS

- Optician's original invoice

### 5 MEDICAL AND DENTAL TREATMENT

- Original invoice with indication of the treatment received

### 6 REIMBURSEMENT IN CASE OF DENTURES AND ORTHODONTIC TREATMENT

#### Before the treatment begins:

The **therapeutic and cost schedule** with exact indication of the teeth to be treated and the planned treatment.

#### When the treatment is over:

- Original invoice

In case of special dental treatment, e.g. implants, orthodontic treatment in adults, periodontal treatment or similar, we require the X-ray images and, if necessary, the models and a medical report.

### 7 REIMBURSEMENT OF COSTS IN CASE OF INPATIENT TREATMENT

In case of a **planned inpatient treatment**, DKV Luxembourg S.A. should be informed **in advance** to clarify the assumption of the costs beforehand. Please show your **DKVMedicard** at the patient administration to receive first class treatment.

Your DKV will pay the invoices directly to the hospital. If you nevertheless receive any invoices, please transfer them to DKV in the original form with indication of the diagnosis.

#### In case of **inpatient treatment abroad**:

If possible, a copy of the medical referral form and the form for medical treatment abroad provided by the statutory health insurer (if any).

If costs have been settled via a statutory health insurance, we also ask you to submit the reimbursement document of the statutory insurer for settlement with us. For this purpose, it is sufficient to submit copies of the pertaining invoices. In individual cases, e.g. with vision aids or dentures, an initial settlement with the statutory insurance may minimise a possibly remaining deductible.

The members of our claims department will readily answer any questions you may have!