

Dear Patient,

Because our billing procedure may differ from what you are used to, we believe it is important to clearly explain the process used by Medische Kliniek Velsen.

Please read this attached document / step-by-step guide carefully.

You are receiving this invoice because Medische Kliniek Velsen does not have contracts with Dutch health insurance providers. As a result, we are not allowed to submit your invoice directly to your insurer. However, the care you received is **covered** under your **basic health insurance**.

To help you through the reimbursement process, we have outlined the steps below:

Step 1: Invoice from Medische Kliniek Velsen

Submit the invoice you received by post to your health insurer for reimbursement (please include both the front and back of the invoice).

Important: You do not need to pay the invoice at this stage.

Step 2: Reimbursement statement from your health insurer

After submitting the invoice, your health insurer will send you a reimbursement statement.

This document will indicate:

- The amount reimbursed;
- The amount counted towards your deductible ("Eigen Risico");
- Any non-reimbursed portion (your own contribution). The personal contribution is covered by our courtesy policy and you are not required to pay it.

Step 3: Transferring the reimbursement to Medische Kliniek Velsen

Our invoice reflects a "passantentarief" (non-contracted care rate), which may differ from the amount you are expected to pay.

The amount you owe to Medische Kliniek Velsen is the total reimbursement paid out to you by your health insurer, plus any deductible that was withheld from the payout.

Your health insurer will specify any deductible withheld in the reimbursement statement they send to you.

Please transfer the total amount (payout + withheld deductible, if applicable) to the bank account of Medische Kliniek Velsen. Our payment details are listed on the original invoice.

Always include your invoice number when making the payment.

Step 4: Email or mail the reimbursement statement to Medische Kliniek Velsen

Please send your reimbursement statement, clearly noting your invoice number, by email to: **debiteuren@mkvelsen.nl**.

Alternatively, you may send it by post to:

Medische Kliniek Velsen

Attn: Financial Administration

Leeghwaterweg 1b, 1951 NA Velsen-Noord

We will compare the reimbursement statement with your payment to ensure the amount received matches what your insurer reimbursed. This helps prevent overpayments while ensuring we receive the compensation we are entitled to under the basic insurance. Only after we receive **both** your payment **and** the reimbursement statement, can we fully process and close your invoice. Our standard payment term is **21 days**.

Important: We can only apply and guarantee our **courtesy policy** ("coulanceregeling") if you pay on time **and** sent us the reimbursement statement.

More information about our procedure, payment terms, reimbursements, non-contracted rates, and our courtesy policy can be found on our website: www.mkvelsen.nl/vergoeding. Still have questions or need help with submitting your claim?

Please feel free to contact our team: **debiteuren@mkvelsen.nl** or by phone **085-1052444** (Monday to Friday, 10:00 – 16:30)