



National Contact Point Cross-Border Health Care in Belgium



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Introduction

- I. Introduction
- II. Organisation and financing
- III. Contact centre
- IV. Website
- V. Consultation with stakeholders

NCP provides information to :

- Belgian patients and health professionals on the rights and entitlements to CBH care
- foreign insured patients (who are considering medical treatment in Belgium) on the Belgian health care system

Information to **Belgian patients/health professionals** :

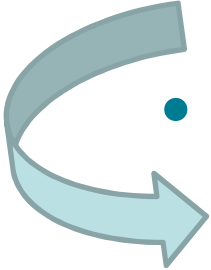
- rights to and reimbursement of CHB-care
- list of health care subject to prior authorisation + how to apply for a prior authorisation
- procedures for appeal
- situations :
 - temporary stay & planned health care
 - **NOT** : health care entitlements when moving abroad

Information to **foreign insured patients** : e.g.

- right of health care provider to provide services (and possible restrictions)
- accessibility of hospitals for persons with disabilities
- patient rights
- complaints procedures & procedures to seek redress
- possibilities to seek remedies in case of harm
- quality and safety standards
- Belgian invoices



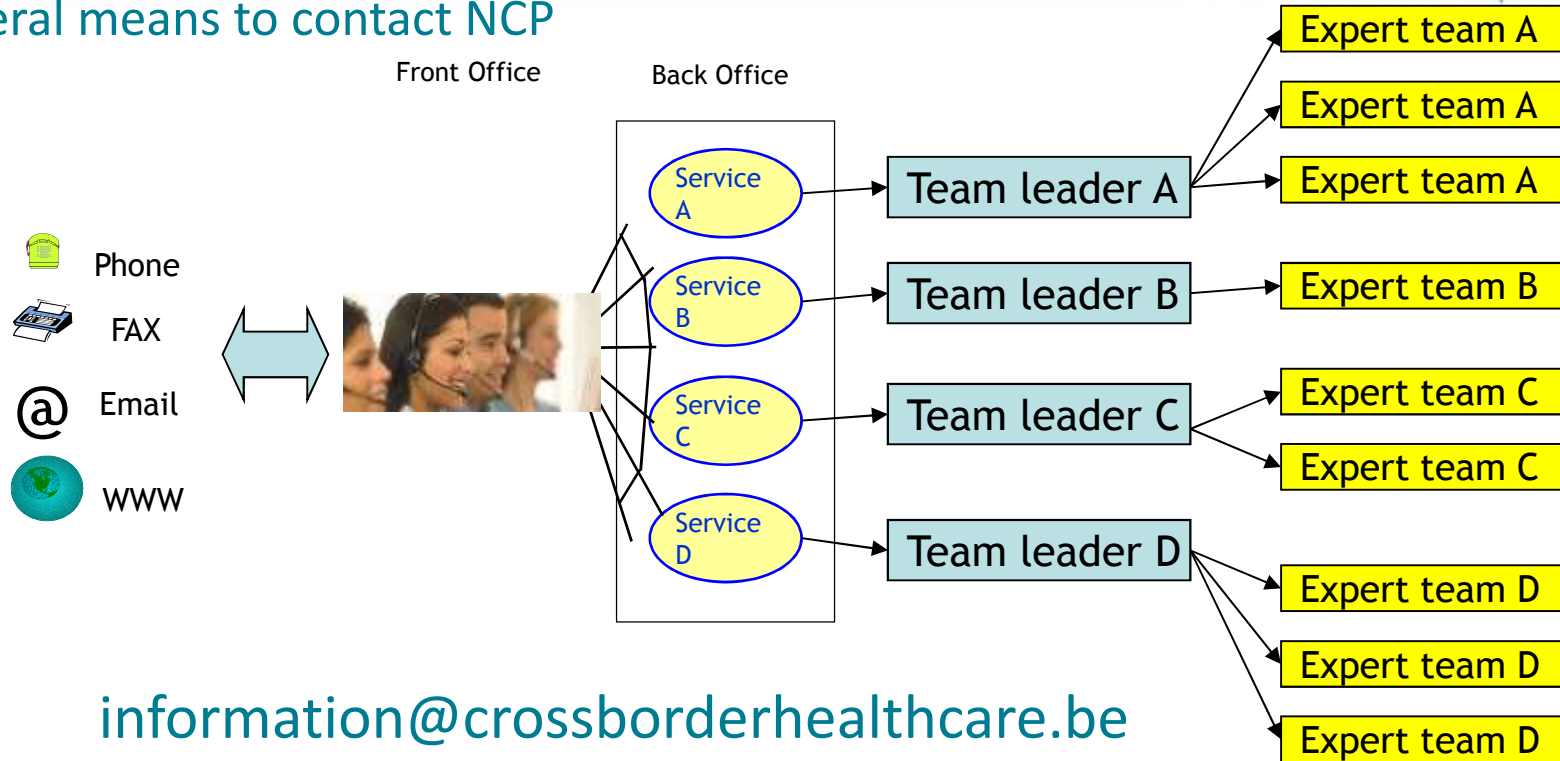
NCP does not provide information on :

- 
- rights and entitlements of other MS
 - health care systems in other MS
 - referral to NCP of MS concerned
 - LTC-care (home care services, nursing homes, ...)
 - complementary health care insurances
 - organ donation
 - nursing facilities for persons with disabilities, child care, ...

Protocol Agreement of 24 June 2013 between federal government and federated entities concerning the organisation and financing of the NCP

- 1 NCP for Belgium
- coordinator : FPS Public Health
- joint funding: FPS Public Health, NIHDI, and federated entities
- contact centre : telephone, e-mail, web form
- website
- 4 languages: Dutch, French, German and English

Several means to contact NCP



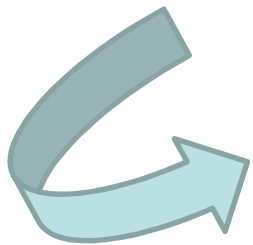
information@crossborderhealthcare.be
+32 (0)2 290 28 44



www.crossborderhealthcare.be/

- provides general information in four languages
=> more detailed information on the websites of the competent authorities/administrations (in the languages of these competent authorities/administrations)
- for a personalised advice
=> health care fund of the insured person

1. Information to Belgian patients and health professionals on entitlements to CBH care
2. Information to foreign insured persons on Belgian health care system
3. National Contact Points in other MS
4. Competent authorities/administrations involved



parts of website still under construction
& work in progress



Website



www.crossborderhealthcare.be/



Consultation with stakeholders

- No official consultation with stakeholders prior to the creation of the NCP
- Currently : “road show”, e.g.
 - 29/11/2013 : Commission for patient rights
 - Jan. 2014 : umbrella organisation of health care funds
 - Observatory for patient mobility
- Evaluation in the future bearing in mind the feedback of stakeholders, general public, ...



Thank you for your attention