

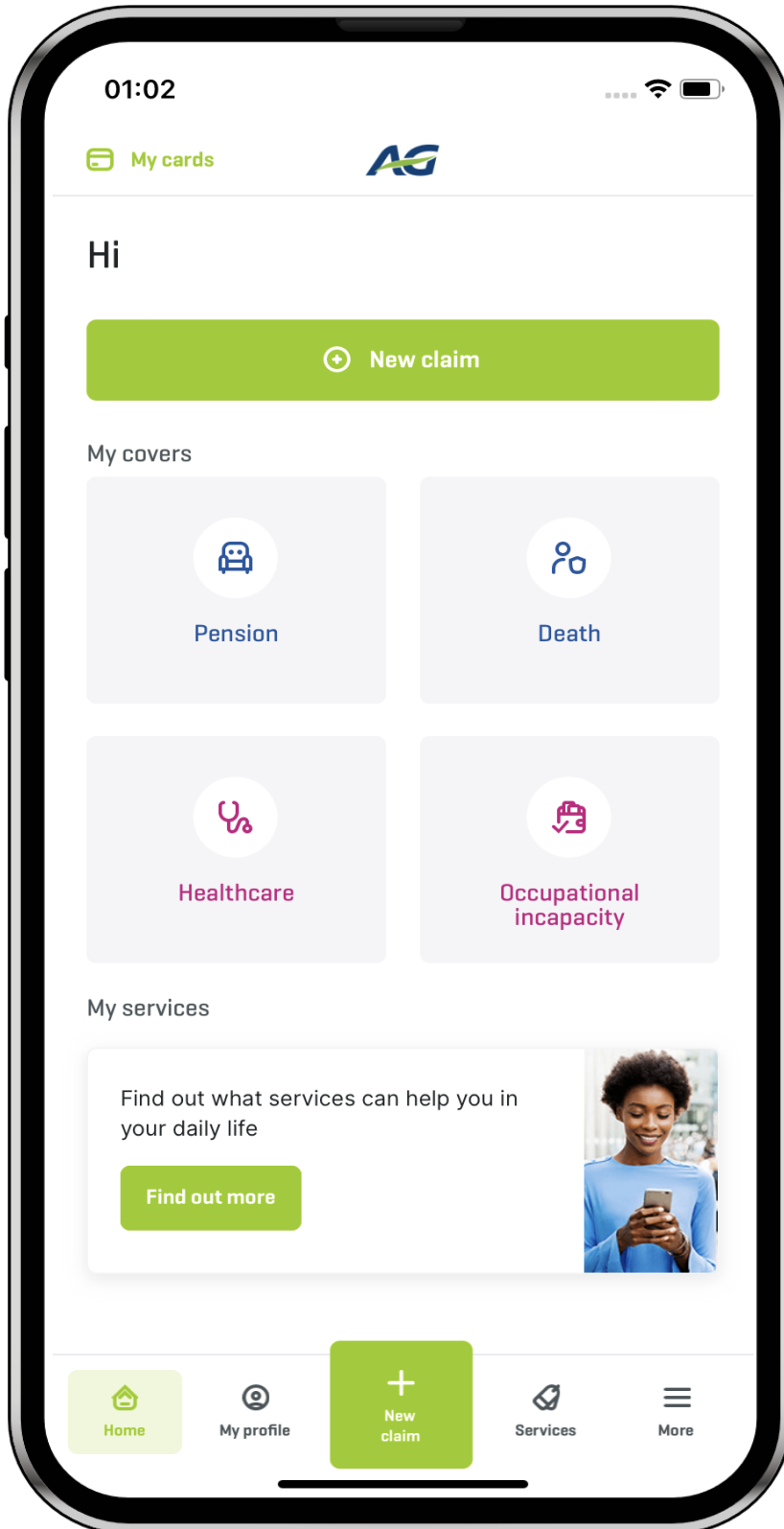
MyAG Employee Benefits



How do you use the
MyAG Employee Benefits app?

Report a hospital admission

Report a hospital admission

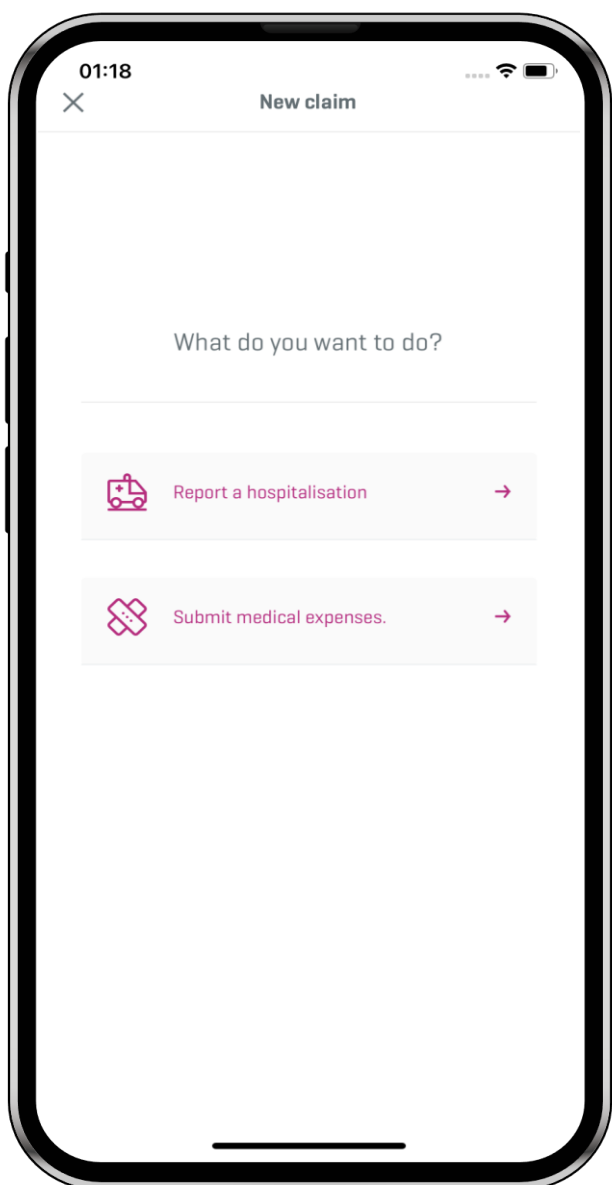


Reporting a hospitalisation or submitting medical expenses can be done via this button



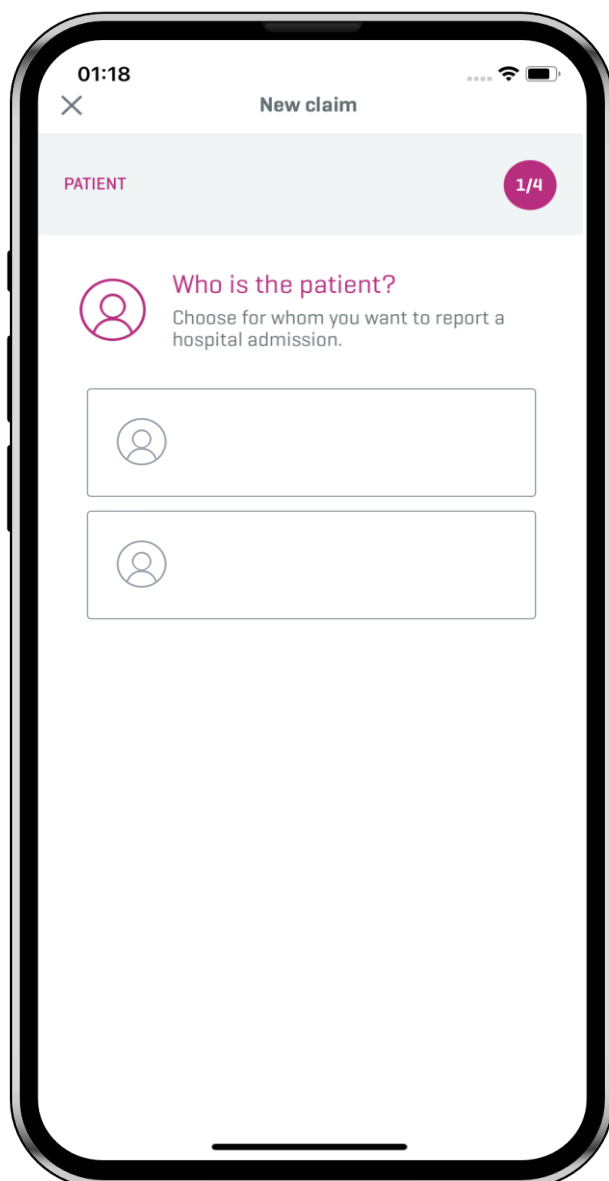
This can also be done at the bottom of the screen

Report a hospital admission



Click on "Report a hospital admission"

Select the patient




Report a hospital admission

10:31 4G

Report a hospitalisation

HOSPITALISATION 2/4

 In Belgium or a foreign country?

Where will the patient be hospitalised?

In Belgium ☐

In a foreign country ☒

Is the patient still in a foreign country?

Yes, the patient is still in a foreign country ☐

No, the patient is back in Belgium ☐

< PREVIOUS NEXT >



Indicate the place of admission and whether the patient is still abroad

10:31 4G

Report a hospitalisation

Hospitalised in a foreign country?

Your hospitalisation insurance is valid worldwide for emergency unplanned admissions as well as scheduled inpatient stays provided that they have been pre-approved by your Sickness Fund.

Call our assistance services provider and specify:

- Your contract or card number:
- The address where you're staying
- A phone number where we can reach you

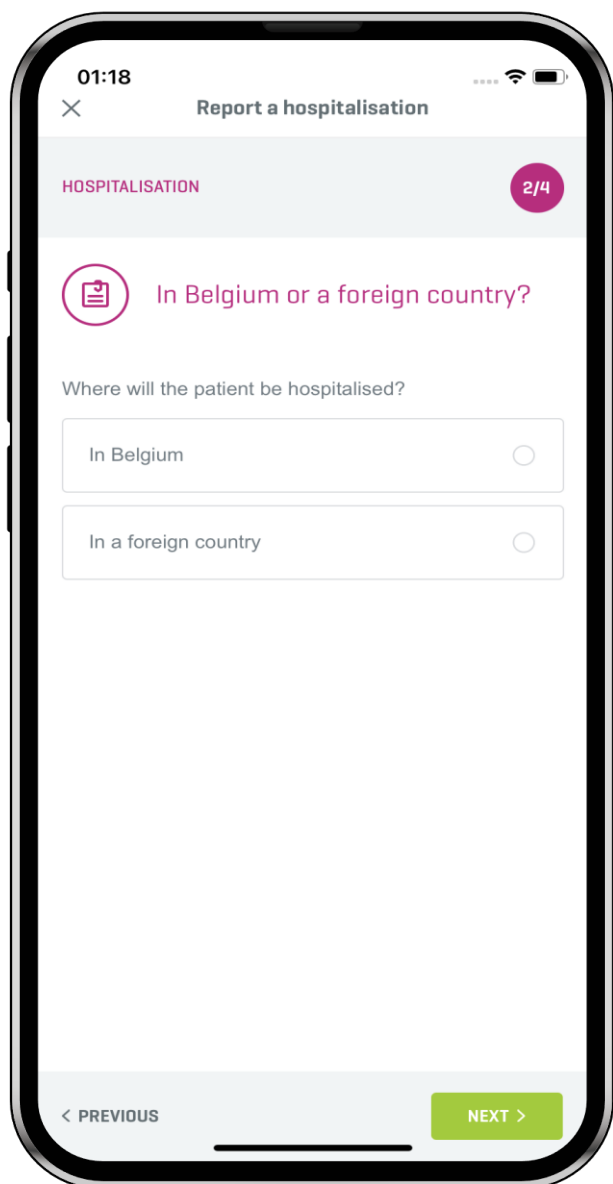
Report your hospital admission [24/7]
+32 (0) 2 664 01 70

CLOSE



If the patient is still abroad, contact our assistance services provider


Report a hospital admission



01:18

Report a hospitalisation

HOSPITALISATION 2/4

 In Belgium or a foreign country?

Where will the patient be hospitalised?

In Belgium ☒

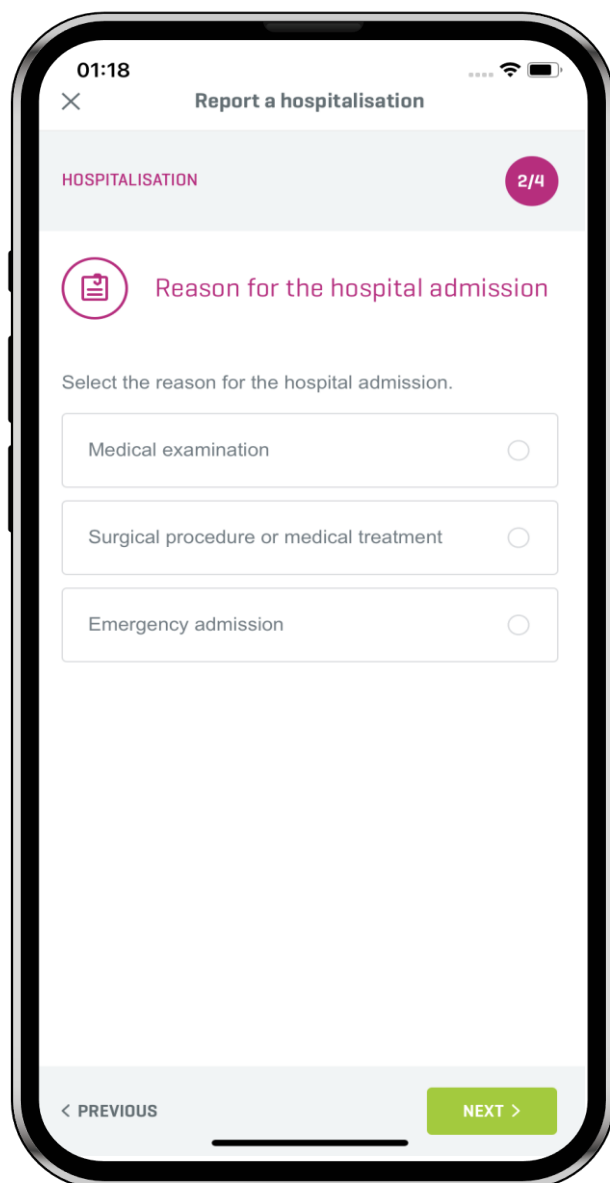
In a foreign country ☐

< PREVIOUS

NEXT >




In this example, choose 'In Belgium'



01:18

Report a hospitalisation

HOSPITALISATION 2/4

 Reason for the hospital admission

Select the reason for the hospital admission.

Medical examination ☒

Surgical procedure or medical treatment ☐

Emergency admission ☐

< PREVIOUS

NEXT >

Select the reason for the hospital admission





Report a hospital admission

Medical examination

All medical tests performed to make a medical diagnosis and/or detect a disease [e.g. intestinal examination, ...]

The screenshot shows the 'Medical examination' step of the 'Report a hospitalisation' process. It includes a title bar with a close button, a progress indicator '2/4', and a section header 'Medical examination'. Below this, there is a question: 'Why are you having this medical examination? For which health condition?' followed by a note: 'N.B.: the condition(s) that you select must be directly related to this medical examination. This is important as it will expedite the processing of your claim.' A text input field for 'Condition[s]' is shown with the message 'No condition currently selected' and a '+ ADD A CONDITION' button. There is also a checkbox for 'Condition currently unknown'. At the bottom, there are '< PREVIOUS' and 'NEXT >' buttons.

Look up the condition in the list or tick "The condition is still unknown"

The screenshot shows the 'Admission date' step. It includes a title bar with a close button, a progress indicator '2/4', and a section header 'Admission date'. Below this, there is a question: 'Enter the (scheduled) admission date. If the patient has already been hospitalised, enter the admission date.' A date input field with the placeholder 'DD/MM/YYYY' is shown. Below this, there is a question: 'What type of stay is required?' followed by a link 'More info'. Three radio button options are listed: 'Overnight-stay admission', 'Day-case admission', and 'Emergency admission with no overnight stay'. At the bottom, there are '< PREVIOUS' and 'NEXT >' buttons.

Enter the [scheduled] date and select the type of stay

The screenshot shows the 'Hospital' step. It includes a title bar with a close button, a progress indicator '2/4', and a section header 'Hospital'. Below this, there is a question: 'Select the hospital'. A text input field with the placeholder 'Name, postcode or municipality' and a clear button 'X' is shown. At the bottom, there are '< PREVIOUS' and 'NEXT >' buttons.

Select the hospital

The screenshot shows the 'Room type' step. It includes a title bar with a close button, a progress indicator '2/4', and a section header 'Room type'. Below this, there is a question: 'Which room type do you choose?'. Three radio button options are listed: 'Multi-bed room (more than 2 patients)', 'Double room (2 patients)', and 'Single room (or room for parent + child)'. At the bottom, there are '< PREVIOUS' and 'NEXT >' buttons.

Select the chosen room type



Report a hospital admission

Medical examination

01:22

Report a hospitalisation

ADDITIONAL INFORMATION 3/4

Accident

Was the hospital admission due to an accident?
(road traffic accident, fall, bite, injury, etc.)

Yes No

< PREVIOUS NEXT >

Indicate whether the hospital admission is due to an accident

01:22

Report a hospitalisation

ADDITIONAL INFORMATION 3/4

Accident

Was the hospital admission due to an accident?
(road traffic accident, fall, bite, injury, etc.)

Yes No

Where/when did the accident happen?

At work or while commuting to/from the workplace

In my free time

< PREVIOUS NEXT >

Indicate where the accident happened (if an accident)

01:26

Report a hospitalisation

ADDITIONAL INFORMATION 3/4

Accident

Select the type of accident

School accident (at school or during a school-related activity)

Sports accident

Road traffic accident

Other

< PREVIOUS NEXT >

Select the type of accident

01:26

Report a hospitalisation

ADDITIONAL INFORMATION 3/4

Accident

Date of accident

DD/MM/YYYY

Approximate time of accident

HH:MM

How did the accident happen?

Select that situation that best describes the accident

< PREVIOUS NEXT >

Specify the date and approximate time



Report a hospital admission

Medical examination

Describe the circumstances of the accident

Check your details
Is everything OK?
If so, click "Next".

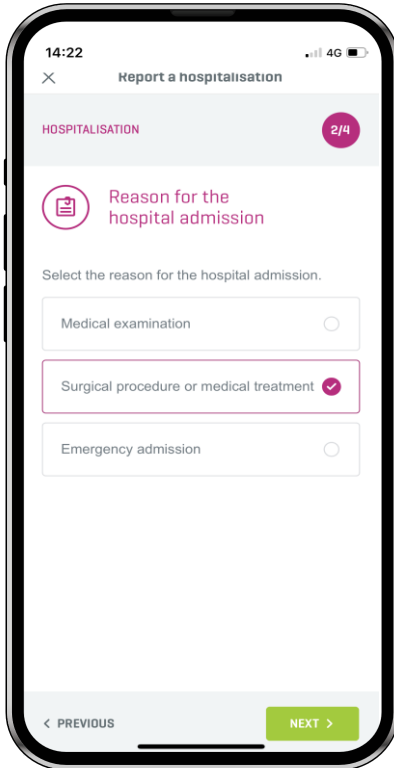
Check the claim.
If everything is OK, click "Send"

Your claim has been sent

Report a hospital admission

Surgical procedure or medical treatment

Treatment of a condition through surgery or therapy [e.g. knee surgery, treatment for depression, ...]



14:22 Report a hospitalisation

HOSPITALISATION 2/4

Reason for the hospital admission

Select the reason for the hospital admission.

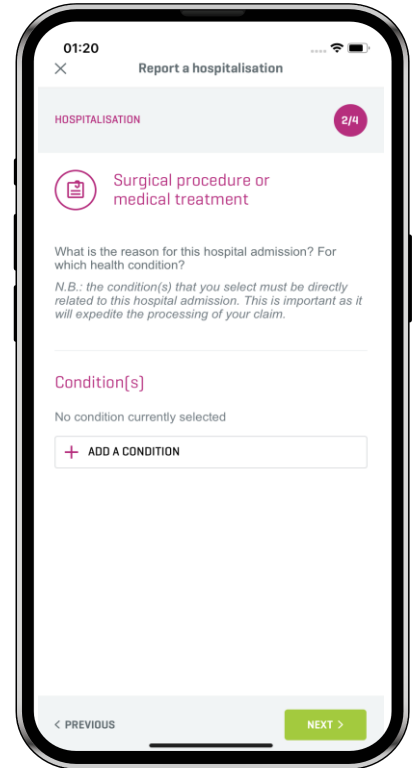
Medical examination ☐

Surgical procedure or medical treatment ☒

Emergency admission ☐

< PREVIOUS NEXT >

Select the reason for the admission (in this case, surgical procedure or medical treatment)



01:20 Report a hospitalisation

HOSPITALISATION 2/4

Surgical procedure or medical treatment

What is the reason for this hospital admission? For which health condition?

N.B.: the condition(s) that you select must be directly related to this hospital admission. This is important as it will expedite the processing of your claim.

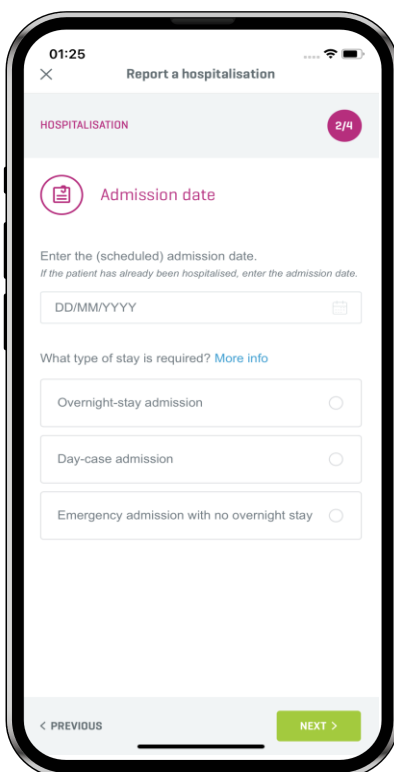
Condition[s]

No condition currently selected

+ ADD A CONDITION

< PREVIOUS NEXT >

Look up the condition in the list and click "Next"



01:25 Report a hospitalisation

HOSPITALISATION 2/4

Admission date

Enter the (scheduled) admission date.

If the patient has already been hospitalised, enter the admission date.

DD/MM/YYYY

What type of stay is required? [More info](#)

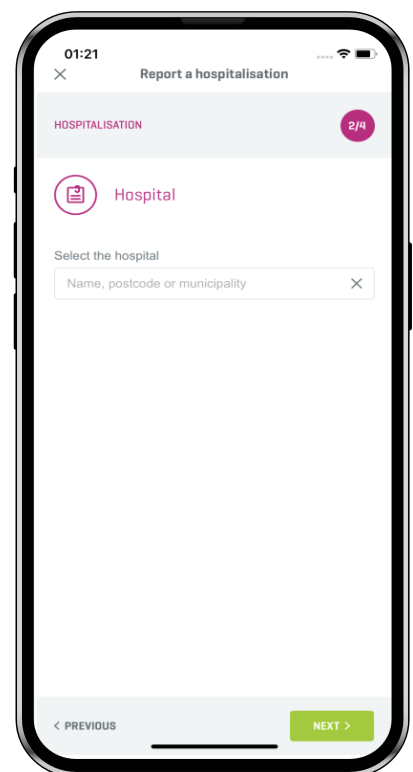
Overnight-stay admission ☐

Day-case admission ☐

Emergency admission with no overnight stay ☐

< PREVIOUS NEXT >

Enter the (scheduled) date and select the type of stay



01:21 Report a hospitalisation

HOSPITALISATION 2/4

Hospital

Select the hospital

Name, postcode or municipality

< PREVIOUS NEXT >

Select the hospital

Report a hospital admission

Surgical procedure or medical treatment

01:22
X Report a hospitalisation

HOSPITALISATION 2/4

Room type

Which room type do you choose?

Multi-bed room (more than 2 patients) ☐

Double room (2 patients) ☐

Single room (or room for parent + child) ☐

< PREVIOUS NEXT >

Select your room type

01:22
X Report a hospitalisation

ADDITIONAL INFORMATION 3/4

Accident

Was the hospital admission due to an accident?
(road traffic accident, fall, bite, injury, etc.)

Yes No

< PREVIOUS NEXT >

Indicate whether the
hospital admission is
due to an accident

01:27
X Report a hospitalisation

ADDITIONAL INFORMATION 3/4

Date of diagnosis

Do you know the exact date on which you noticed the first symptoms of the illness?

Yes No

When did you notice the first symptoms of the illness?

Less than 1 year ago ☐

Between 1 and 2 years ago ☐

Between 2 and 5 years ago ☐

More than 5 years ago ☐

< PREVIOUS NEXT >

If not an accident,
answer the questions
regarding the diagnosis

01:27
X Report a hospitalisation

ADDITIONAL INFORMATION 3/4

Date of diagnosis

Do you know the exact date on which you noticed the first symptoms of the illness?

Yes No

What is the date (month and year)?

DD/MM/YYYY

< PREVIOUS NEXT >

Enter the date of
diagnosis [if known]



Report a hospital admission

Surgical procedure or medical treatment

01:27

Report a hospitalisation

ADDITIONAL INFORMATION 3/4

Other insurance coverage

Can the patient claim hospitalisation coverage through another insurance policy?

Yes No

< PREVIOUS NEXT >

If you have coverage via another insurance policy, you can specify this here

01:24

Report a hospitalisation

SUBMITTED 4/4

Your claim has been submitted

What happens now?

will be contacted within 2 working days via email address telephone c

Question

Have questions about the terms and conditions of your contract (covers, deductible, etc.)? Need to make changes to your claim?

CONTACT US

CLOSE

Check and confirm your details and click "Send".



Report a hospital admission

Emergency admission

Admission to a hospital emergency department for an urgent or life-threatening condition*

Select the reason for the admission (in this case, an emergency admission)

Specify whether the patient was transferred to a hospital room

Specify the reason for the emergency admission

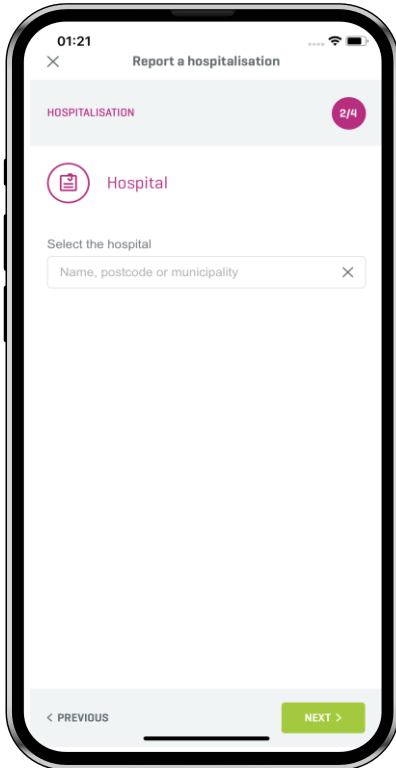
Enter the date of the emergency admission

* Not every emergency admission is a hospitalization, e.g. casting a broken foot is often an outpatient treatment

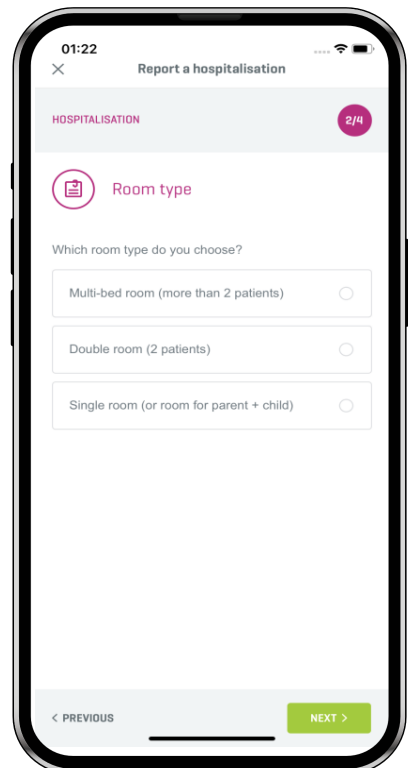


Report a hospital admission

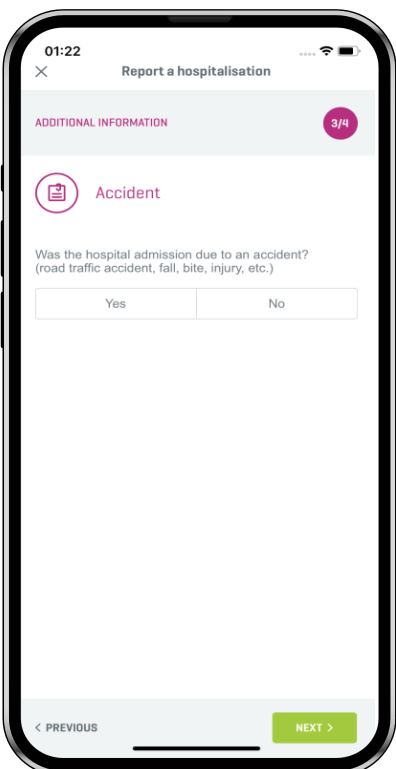
Emergency admission



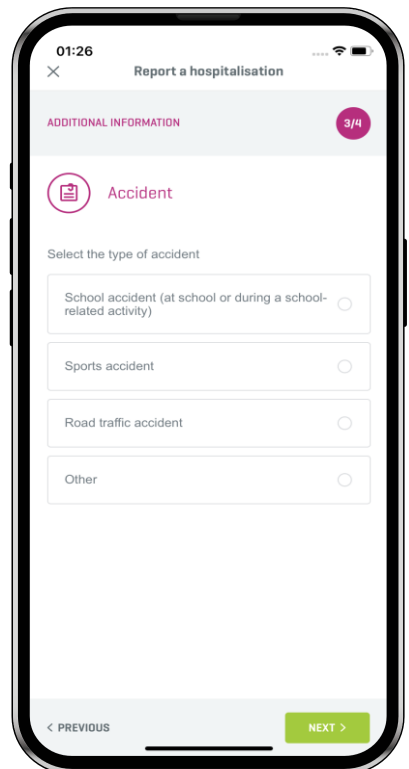
Select the hospital



Enter the selected room type



Specify whether the hospital admission is due to an accident as well as where the accident happened



Select the type of accident



Report a hospital admission

Emergency admission

Enter the date, approximate time and cause of the accident

Describe the circumstances of the accident

Check and confirm your details and click "Send"





Report a hospital admission

Childbirth

"Childbirth" and "Delivery-related complications" will only be visible only if the patient is female

Specify where the baby will be delivered

Enter the [expected] due date

Select the hospital



Report a hospital admission

Childbirth

Select your room type

If you have coverage via another insurance policy, you can specify this here

Check and confirm your details and click "Send".





Report a hospital admission

Pregnancy-related complications

Select the reason for admission
[in this case, pregnancy-related complications]

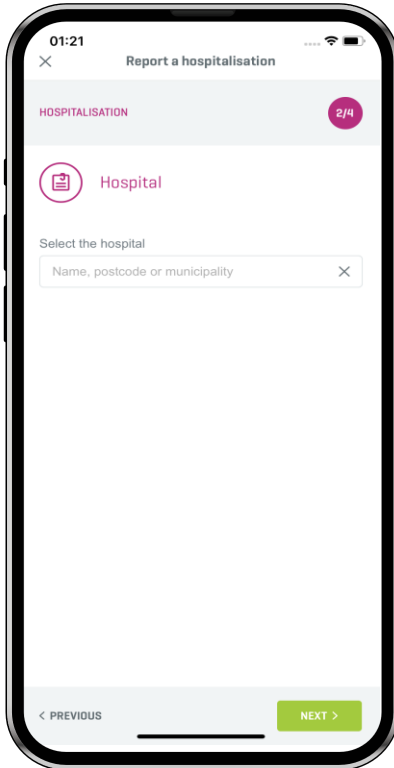
Select the reason
for the hospital stay

Select the reason for
the hospital stay

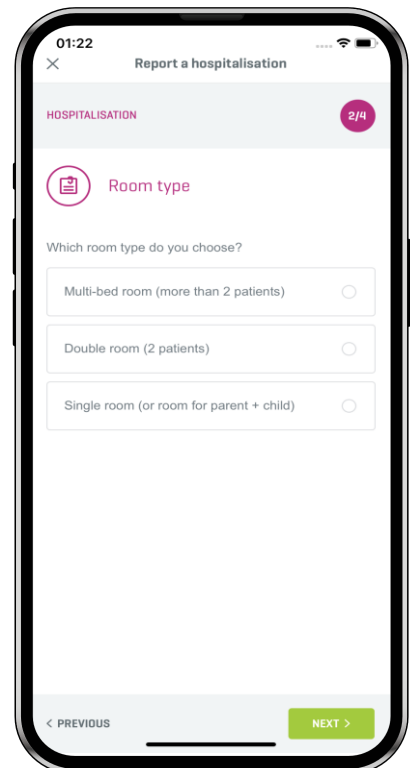
Specify the admission
date and type of stay

Report a hospital admission

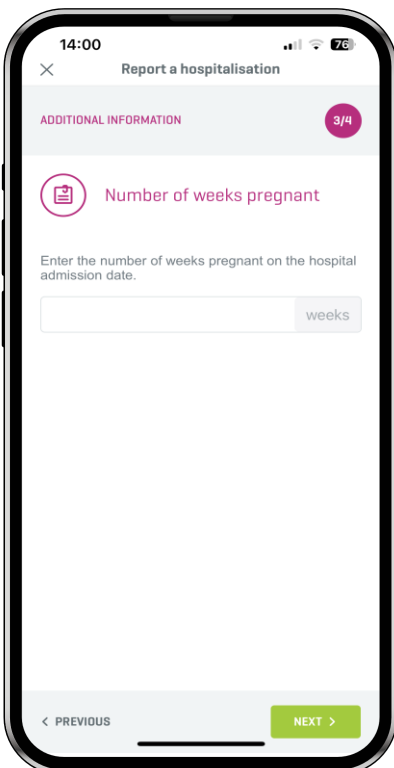
Pregnancy-related complications



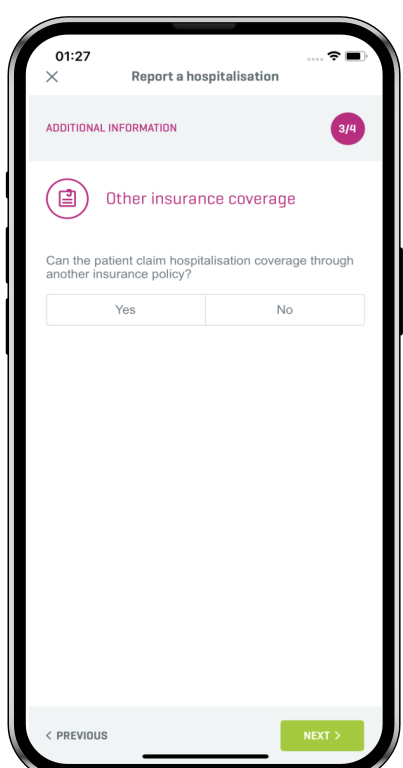
Select the hospital



Select the room type



Enter the [expected] due date

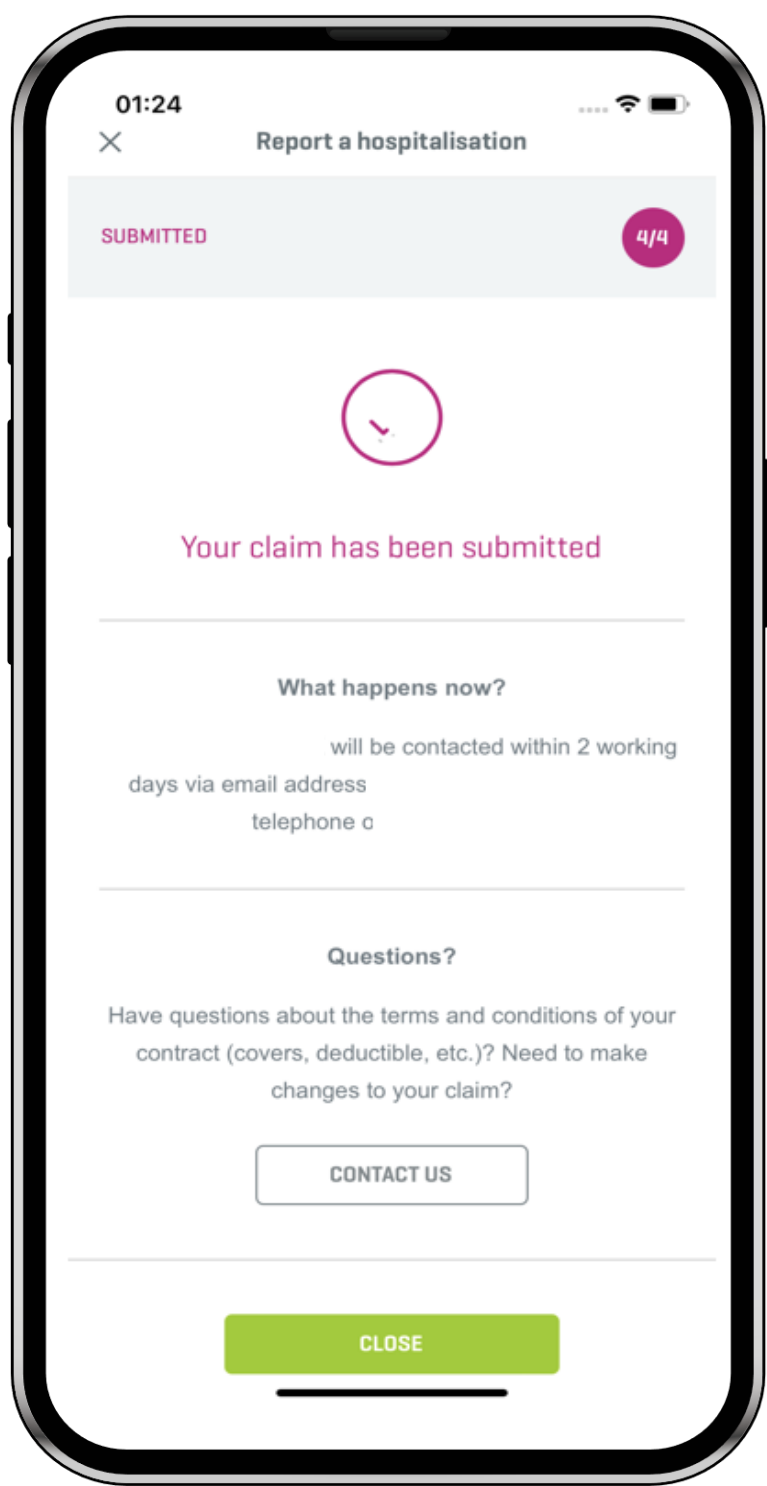


If you have coverage via another insurance policy, you can specify this here



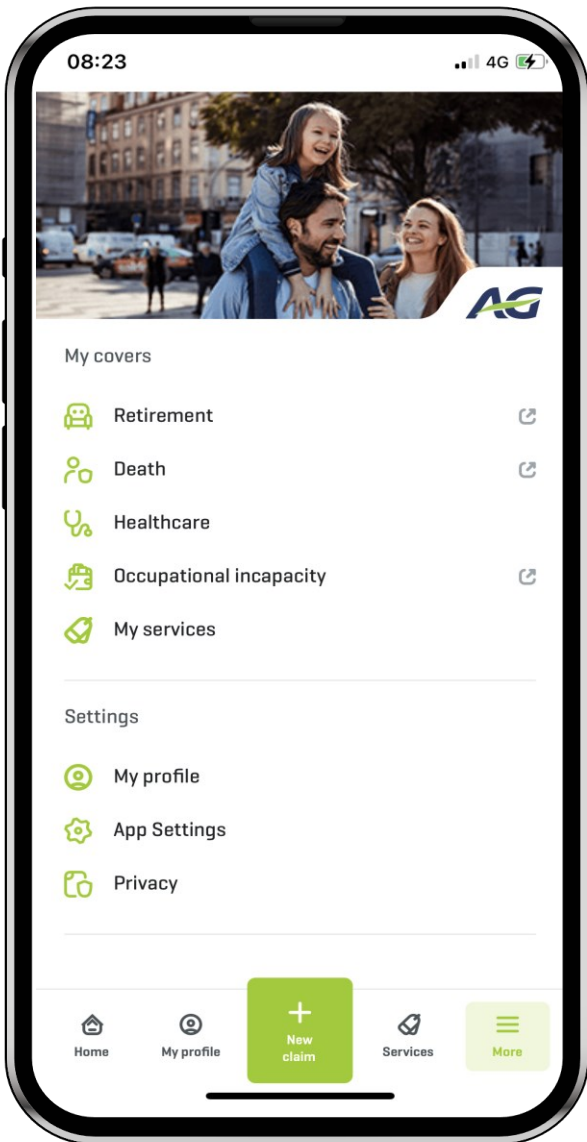
Report a hospital admission

Pregnancy-related complications



Check and confirm your details and click "Send".

Questions?



You can find our FAQ here.
Can't find the answer to
your question?
Contact us via the "Send us
your question" button



Click on Help and Contact [at
the bottom of this screen]

