

Everything you need to know about your treatment at Psy-zo!

1. Referral letter

In order to qualify for reimbursement, you need a referral from your general practitioner (GP).

2. Type of psychological treatment

There are two types of psychological treatment for which you can be referred:

BGGZ: This type of care concerns short-term treatment of mild, non-complex psychological problems. In the basic mental health care, there is a maximum of 10 appointments possible, depending on the severity of the problem.

SGGZ: This type of care focuses on the treatment of more complex and severer problems and is often longer and more intense than in the BGGZ. There is, most of the time, a maximum of 20 appointments, depending on the severity of the problem. If necessary, your therapist can deviate from this.

In order to qualify for reimbursement, a disorder (DSM 5 classification) must be established.

3. Compensation 2019

There are four different options that may apply to you:

- You have a policy with a Dutch insurance company, the invoice will be sent directly to your insurer. Psy-zo! has a contract with all insurers, except CZ, Nationale Nederlanden and Ohra. Are you insured with CZ, Delta Lloyd and Ohra and do you have a reimbursement policy? Then you can get the care at Psy-zo! fully reimbursed, but you have to pay the invoice by yourself first. You can declare the invoice at your insurer after you've paid the invoice. The '*eigen risico*' in the health insurance is an amount that every insured person has to pay each year, when you incur medical expenses. The amount in 2019 is € 385, -.
! Different rules apply to some budget policies. Do you have a budget policy? Then check your insurer yourself wheater the treatment will be reimbursed.
- You have an European health insurance card. Psy-zo! sends the invoice on paper, attached with the referral letter from the GP and a copy of the *European Health Insurance Card* to the Dutch insurance company Achmea (Zilveren Kruis, Groep Buitenlands Recht, Postbus 650, 7300 AR APELDOORN). Achmea will pay the invoice directly to Psy-zo! and contacts your insurance company to collect the invoice.
- AON insurance
 1. The student/client ascertains the possibilities of reimbursed Basic Mental Health Care (9 sessions) or Specialist Mental Health Care by AON Student Insurance. Contact AON-Lead Claims Handler Mr. Anthony Madsahri, T. 010 – 4488246 | Anthony.madsahri@aon.nl.
 2. The client of AON discusses the problems with his/her GP which possibly leads to a referral letter for Basic Mental Healthcare (9 sessions) or Specialist Mental Health Care.
 3. The client sends this referral letter and relevant information to the medical advisor of AON.
 4. When the medical advisor agrees, he sends a AON-permission letter to the student/client.



5. Student/client sends the AON-permission letter and referral letter of GP to Psy-zo!

After that, please sign in with the registrationform below.

6. After the therapy is finished Psy-zo! will send the invoice directly to AON:

Aon | Consulting | International People Mobility

P.O. Box 1005

3000 BA Rotterdam, The Netherlands

t: +31 (0)10 448 82 30 / claims@aonstudentinsurance.com

If none of the above options apply to you, the bill will be sent to you. You must pay it yourself and then submit to your insurance company yourself. We do not know the conditions of foreign insurers and do not know if they reimburse treatment.

4. Cancel your appointment

If you unexpectedly have to cancel or reschedule your appointment, we ask you to inform us at least 24 hours before the scheduled appointment. You can cancel or reschedule by e-mail or telephone. Appointments canceled within 24 hours before the scheduled time (regardless of the reason) cannot be claimed from your health insurer. These costs are charged to you. (€ 45 per session). Appointments that have been cancelled in time will not be charged.

5. Consultation with your GP / referrer

If necessary, the practitioner of Psy-zo! will contact your GP/referrer. A final letter about the outcome of the treatment will be sent to the GP at the end of the treatment. If you don't give permission for this, you can indicate this to your practitioner.

6. Questionnaires

Your practitioner wants to measure how effective your treatment is and whether you are satisfied with the help offered by Psy-zo! For example, we want to know if you are satisfied with the therapeutic contact, about the course of the therapy and whether you have benefitted from the treatment. To use the questionnaires your practitioner needs your permission. You are not obliged to cooperate. If you give permission, your practitioner will ask you to complete certain questionnaires during the treatment. In any case, a measurement takes place at the beginning and the end of the treatment, but your therapist can also choose to measure in between. The scores of the questionnaires are compared with each other to see the progress. At the end of the treatment, after the evaluation meeting, a questionnaire of 19 questions will be sent to you. This questionnaire is about the assistance offered by Psy-zo!

7. Privacy

In accordance with agreements with the insurers, we deliver data anonymously to Akwa. This is the independent knowledge center for GGZ institutions and health insurers in the Netherlands. The objective of Akwa is to provide insight into the treatment effects of common problems. We can use this information as a practice to improve the care for our clients.