

Information regarding Referral, Reimbursement, no-show policy, and use of questionnaires 2026

Referral

To qualify for reimbursement, you need a referral from your general practitioner (GP). The GP can refer you for two types of care:

1. **Basic Care (BGGZ):**

This care involves short-term treatment for mild to moderately complex psychological problems. In BGGZ, a maximum of 10 sessions is possible.

2. **Specialist Care (SGGZ):**

This care focuses on treating more complex and severe problems. Treatments are often longer and more intensive than basic care. In SGGZ, a maximum of 25 sessions is possible at Psy-zo!

Health Insurance Reimbursement and Deductible

The treatments are part of the basic health insurance package. The invoice for the treatments is sent directly to your health insurer.

The **mandatory deductible** is the amount you, as an insured person, must pay each year when you use medical care; psychological care is included in this. This amount is (at least) €385. After you have paid your full deductible, the remainder of the treatment costs will be reimbursed by the insurer.

Exceptions:

- Treatment is **not possible** for clients insured with CZ, Delta Lloyd/Nationale Nederlanden, PZP, and Ohra. We do not have contracts with these insurers, and therefore care will not be reimbursed.
- Different rules may apply to some budget policies. Do you have a budget policy? Please check with your insurer whether treatment at Psy-zo! is reimbursed.

Cancelling or Rescheduling Appointments

If you are unable to attend an appointment, please complete the cancellation form on our website (www.psy-zo.nl), under "Our Practice". You can also access the cancellation form by clicking the English flag symbol on our website, where you will find a direct link to the form.

If you prefer to continue the appointment via video call, an email to your therapist is sufficient.

If you need to cancel, we ask that you complete the cancellation form at least 24 hours in advance. Appointments cancelled within 24 hours (regardless of the reason) will be charged €75. You will receive an invoice for this yourself; it cannot be submitted to your insurer.

If you need to cancel more than once, an evaluation meeting will be scheduled to discuss together with your therapist whether treatment is currently feasible for you.

Appointment Reminder SMS

To help you remember your appointments, you will receive a reminder SMS 48 hours before your appointment at the mobile number you provided. If you object to receiving these messages, please inform your therapist so the reminder service can be disabled.

Contact with the Referrer

If necessary, your therapist may contact your referrer before and/or during treatment. This will always be done in consultation with you. At the end of the treatment, a closing letter will be sent to the referrer. You can view this letter yourself via the client portal.

In Case of Crisis

In the event of a crisis, you can contact your own therapist. If he/she is not available, you may contact a colleague. We are available by phone during office hours (09:00–12:30 and 13:00–17:00). Outside our opening hours, you can contact your GP or the crisis service.

Questionnaires

We would like to know how effective the treatment is and whether you are satisfied with the care provided by Psy-zo! For example, whether you are satisfied with the course of therapy and whether you benefit (or have benefited) from the treatment. To measure this, you will be asked to complete several questionnaires. Measurements will take place at the beginning and at the end of treatment, and your therapist may also choose to conduct interim assessments. The scores can be compared and discussed together. You will receive digital invitations to complete the questionnaires.

Satisfaction

Before the final session, you will receive one more questionnaire. This questionnaire asks about the quality of care and your satisfaction with the contact with your therapist. You may choose to complete this questionnaire anonymously. If you are not satisfied with your treatment, we would appreciate hearing from you and/or you may file a complaint. Our complaints procedure is available on our website.

Providing Information to the Health Insurer

We are legally required to provide certain information to the health insurer before they proceed with reimbursement. Therefore, the invoice includes the care demand classification and the main diagnostic group (DSM). In BGGZ, the BGGZ profile is also stated.

Submission to Akwa GGZ

The results of the completed questionnaires are submitted — pseudonymised and therefore not traceable to you — in accordance with the General Data Protection Regulation (GDPR), to Akwa GGZ. Akwa GGZ is a quality institute initiated by mental health care organizations. They process this data for the purpose of learning and improving care. Psy-zo! also uses this data to continue developing its services. You always have the right to withdraw your consent for this.

Psycho-education Evening

Two times per year, we organize a psycho-education evening for you and/or your loved ones. During this evening, more information is provided about trauma treatment and what you can expect. If you are interested, please inform your therapist or send an email to info@psy-zo.nl. Please note that the psycho-education evenings are conducted in Dutch only. If you prefer to receive this information in English, you can obtain it individually from your therapist. Feel free to discuss this with your therapist.

Declaration of Agreement

The above has been read and agreed to:

Date:

Client full name:

Signature:

