



Overall Reimbursement Guide 2020

*Basic Insurances Menzis Basis,
Menzis Basis Vrij and Menzis Basis Voordelig,
Additional and Dental Insurances*



Overall Reimbursement Guide Basic Insurances Menzis Basis and Menzis Basis Vrij, Additional Insurances 2020

Introduction

In this Overall Reimbursement Guide you can find an overview of the Menzis Basic Insurances Menzis Basis and Menzis Basis Vrij, additional and dental insurances. The services and reimbursements you are entitled to are listed for each type of care. The services and reimbursements specified below are per insured person per calendar year unless otherwise stated. Conditions and restrictions may apply that are not specified below. For more information on these conditions and restrictions check the insurance terms and conditions. These can be found on [menzis.nl](https://www.menzis.nl) or can be requested from Menzis Customer Service on 088 222 40 40.

Note: The overview provides an overall description of the services and reimbursements you are entitled to. Conditions may apply to the different care forms. Only if you meet these conditions will you be entitled to reimbursement of the relevant care. Examples of these conditions are a referral from your general

practitioner but also the condition that your care provider is a member of a specific professional association or that you must obtain permission from Menzis beforehand. These conditions have not been included in this overview but you can find them in the insurance terms and conditions. Restrictions may also apply such as a maximum number of treatment sessions. For full information on the restrictions, consult the insurance terms and conditions.

This Reimbursement Guide is only meant to make it easy to compare the different insurances. No rights can be derived from the Reimbursement Guide.

The Dutch text is binding should any disputes arise from the interpretation of the text.

| Care | Menzis Basis and Menzis Basis Vrij | JongerenVerzorgd | ExtraVerzorgd 1 | ExtraVerzorgd 2 | ExtraVerzorgd 3 |
|---|--|---|---|---|---|
| Acne treatment | | € 200 | - | € 200 | € 200 |
| Alternative treatment methods and alternative medication | | Up to € 40 per treatment day, medication up to 100%, together up to € 200 | - | Up to € 40 per treatment day, medication up to 100%, together up to € 400 | Up to € 40 per treatment day, medication up to 100%, together up to € 600 |
| Audiological assistance | Yes | - | - | - | - |
| Delivery and maternity care | | | | | |
| Breastfeeding | | - | - | € 200 | € 200 |
| Maternity care | No more than 10 days (a personal contribution applies) | - | - | Personal contribution 100% | Personal contribution 100% |
| Maternity care after adoption | | - | - | 16 hours | 16 hours |
| Maternity care after admission | | - | - | 16 hours | 16 hours |
| Multiple birth benefit | | - | - | € 250 | € 250 |
| Delivery room | Yes (a personal contribution applies) | - | - | Personal contribution 100% | Personal contribution 100% |
| Obstetric care | Yes | - | - | - | - |
| Spectacles/contact lenses | | € 75 per 2 calendar years | - | € 75 per 2 calendar years | € 125 per 2 calendar years |
| Abroad | | | | | |
| Non-urgent care and medication | Dutch rate or the average of the contracted rate by Menzis in the Netherlands | - | - | - | - |
| Prevention when travelling abroad | | € 100 | € 100 | € 100 | € 150 |
| Urgent care and medication | Dutch rate or the average of the contracted rate by Menzis in the Netherlands | 100% in addition to the reimbursement from the Basic Health Insurance) | 100% (in addition to the reimbursement from the Basic Health insurance) | 100% (in addition to the reimbursement from the Basic Health Insurance) | 100% (in addition to the reimbursement from the Basic Health Insurance) |
| Emergency dental care | Yes, limited. Dutch rate or an average of the rate contracted by Menzis in the Netherlands | € 250 | € 250 | € 250 | € 250 |
| Transport when ill, after suffering an accident or upon death | | 100% | 100% | 100% | 100% |
| Camouflage products and camouflage therapy | | € 200 | - | € 200 | € 200 |
| Courses (health courses) | | | | € 50 | € 100 |
| Dietetics | 3 treatment hours | - | - | 2 treatment hours | 4 treatment hours |
| Dietary preparations | Yes, polymer, oligomer, monomer and modular dietary preparations | - | € 100 | € 100 | € 150 |
| Depilation | | 80% up to € 500 (during the whole of the insurance term) | - | 80% up to € 500 (during the whole of the insurance term) | 80% up to € 1,000 (during the whole of the insurance term) |
| Genetic testing | Yes | - | - | - | - |
| Occupational therapy | 10 treatments hours | - | - | - | 5 treatments hours |
| Physiotherapy, exercise therapy, pelvic physiotherapy | | | | | |
| Up to 18 years of age for specific disorders that are specified in annex 1 of the Dutch Healthcare Insurance Decree | Yes | - | - | - | - |

| Care | Menzis Basis and Menzis Basis Vrij | JongerenVerzorgd | ExtraVerzorgd 1 | ExtraVerzorgd 2 | ExtraVerzorgd 3 |
|---|---|---|---|---|---|
| As from 18 year for specific disorders that are specified in annex 1 of the Dutch Healthcare Insurance Decree | 21st and the next treatments | 9 treatment sessions | 9 treatment sessions | 18 treatment sessions | 32 treatment sessions |
| Up to 18 years of age | 18 treatments per disorder | | | | |
| From 18 year | - | | | | |
| Pelvic physiotherapy (from 18 years of age) | 9 treatments (full insurance duration) | | | | |
| Intermittent claudication | 37 treatments during 12 months (entire insurance duration) | | | | |
| Arthrosis of the hip and knee joints (from 18 years of age) | 12 treatments during 12 months | | | | |
| Exercise therapy for COPD | Maximum number of treatments depends on the class of the GOLD Classification. Consult the insurance terms and conditions for more information. | | | | |
| Mental healthcare | | - | - | - | - |
| General basic mental healthcare (GBGGZ) | Yes | - | - | - | - |
| Specialist mental healthcare with hospitalisation | Yes, during at most 365 days (to be extended up to 1,095 days, after permission) | - | - | - | - |
| Specialist mental healthcare without hospitalisation | Yes | - | - | - | - |
| Medication | Yes, insofar as this is included in the Care Insurance Scheme (for certain medication a maximum reimbursement or personal contribution applies) | - | - | Reimbursement of personal contribution up to € 100 | Reimbursement of personal contribution up to € 200 |
| Flu jab (non-risk group) | | - | - | 100% | 100% |
| Hospitium or 'Bijna-Thuis-Huis' | See primary care residency | - | - | € 35 per day up to € 3,200 | € 35 per day up to € 3,200 |
| General medical care | Yes | - | - | - | - |
| Medical aids and dressing material | Yes, insofar as this is included in the Care Insurance Scheme (for certain medical aids a maximum reimbursement or personal contribution applies) | - | - | - | - |
| In-vitro fertilisation (IVF) (to the age of 42) | Yes, limited | - | - | - | - |
| Child care when admitted to hospital (for the parent who is the carer) | | - | - | € 20 per day up to a maximum of 3 months | € 20 per day up to a maximum of 3 months |
| Speech therapy | Yes | - | - | - | - |
| Informal (voluntary) care | | | | | |
| Voluntary care course | | - | - | € 100 | € 150 |
| Voluntary care broker | | - | - | € 350 per 2 calendar years | € 350 per 2 calendar years |
| Respite care during holidays | | - | - | 15 days | 15 days |
| Artificial respiration | Yes | - | - | - | - |
| Specialist medical care | Yes | - | - | - | - |
| Non-clinical dialysis (kidney dialysis) | Yes | - | - | - | - |
| Oncology assistance for children | Yes | - | - | - | - |
| Menopause consultant | | - | - | € 200 for the whole of the insurance term | € 200 for the whole of the insurance term |
| Patient organisations | | | | | |
| Courses | | - | - | € 50 | € 100 |
| Memberships | | - | - | € 50 | € 50 |
| Therapies | | - | - | € 100 | € 100 |
| Plastic surgery or reconstructive surgery | Yes, several exceptions apply | - | - | - | - |
| Bed-wetting alarm | | - | - | 100% (once for the whole of the insurance period) | 100% (once for the whole of the insurance period) |
| Wigs and alternatives | | | | | |
| Wigs | Yes (a maximum reimbursement applies) | - | € 100 | € 200 | € 300 |
| Alternatives | | - | - | - | - |
| Travelling expenses | | - | - | € 0.25 at most per km up to € 150 at most per policy. The first 500 km are not reimbursed | € 0.25 at most per km up to € 250 at most per policy. The first 500 km are not reimbursed |
| Patient visit travelling expenses | | - | - | - | - |
| Rehabilitation | Yes | - | - | - | - |
| Second Opinion | Yes | - | - | - | - |
| Soft braces/splints | Yes, if for long-term use | € 50 | - | € 50 | € 50 |
| Sporting Medical Advice | | € 250 (including sports medical examinations) | € 100 (including sports medical examinations) | € 150 (including sports medical examinations) | € 250 (including sports medical examinations) |
| Sterilisation | | | | | |
| Man | | - | - | € 300 | € 300 |
| Woman | | - | - | € 1.200 | € 1.200 |
| Supportive pessary | | - | - | 100% | 100% |
| Quitting smoking programme | Yes, once per calendar year | - | - | - | - |
| Stutter therapy | See Speech therapy | € 300 | € 200 | € 300 | € 700 |
| Transplantation (organ or tissue) | Yes | - | - | - | - |
| Thrombosis service | Yes | - | - | - | - |

| Care | Menzis Basis and Menzis Basis Vrij | JongerenVerzorgd | ExtraVerzorgd 1 | ExtraVerzorgd 2 | ExtraVerzorgd 3 |
|--|--|------------------|-----------------|-----------------|-----------------|
| Vascular/pigmentation treatment | | - | - | € 200 | € 200 |
| Hospitalisation (in hospital or institutions) | Yes | - | - | - | - |
| Accommodation expenses related to guest houses or hospices visiting family member | | - | - | € 300 | € 450 |
| Accommodation expenses related to guest houses or hospices staying as a patient | | - | - | € 350 | € 350 |
| Nursing and care (community nurse care and medical specialist nursing at home) | Yes | - | - | - | - |
| Foot Care (orthopaedic arch supports, pedicure care, chiropody and podiatry) | Yes (when you have diabetes Mellitus Type II) | € 150 | € 100 | € 150 | € 200 |
| Contraceptives (for women) | Yes (up to 21 year) | 100% | 100% | 100% | 100% |
| Patient transport | | | | | |
| Transport by ambulance | Yes, 200 kilometres at most for a single journey | - | - | - | - |
| Non-emergency patient transport service (with regard to kidney dialysis, oncology treatment with chemotherapy, immunotherapy or radiotherapy, when you can only move around using a wheelchair, when you need supervision to move around due to your limited sight, for children who need intensive child care, geriatric rehabilitation and in special cases) | Yes, a personal contribution and a maximum reimbursement applies | - | - | - | - |
| Sensory care for the disabled | Yes | | | | |

| Care | Menzis Basis and Menzis Basis Vrij | JongerenVerzorgd | TandVerzorgd 250 | TandVerzorgd 500 | TandVerzorgd 750 |
|---|--------------------------------------|---|--|--|--|
| Dental care (up to 18 years of age) | | | | | |
| Consultation | Yes | | | | |
| Tartar removal | Yes | | | | |
| Aneesthesia | Yes | | | | |
| X-ray's | Yes | | | | |
| Fillings | Yes | | | | |
| Root canal treatment | Yes | | | | |
| Surgery | Yes | | | | |
| Crowns, bridges and inlays | | | | | 80% up to € 750 A waiting time applies for crowns, bridges and implants (waiting period of 1 year) |
| Prothesis | Yes | | | | |
| Parodontology | Yes | | | | |
| Gnathology | Yes | | | | |
| Fluoride treatment | Yes | | | | |
| Orthodontics | | | | | € 2,000 at most for the full duration of the insurance (a waiting time of 1 year applies) |
| Special dentistry | Yes, a personal contribution applies | | | | |
| Dental care (from 18 years of age) | | | | | |
| Consultation | | 80% up to € 150 (100% for regular check-ups C11 and C13), no reimbursement for external bleaching, crowns, bridges, implants, inlays, protheses, paradontology, gnathology and orthodontics | 80% up to € 250 (100% for regular check-ups C11 and C13), no reimbursement for external bleaching and orthodontics | 80% up to € 500 (100% for regular check-ups C11 and C13), no reimbursement for external bleaching and orthodontics | 80% up to € 750 (100% for regular check-ups C11 and C13), no reimbursement for external bleaching and orthodontics. A waiting time applies for crowns, bridges and implants (waiting period of 1 year) |
| Tartar removal | | | | | |
| Anaesthesia | | | | | |
| X-rays | | | | | |
| Fillings | | | | | |
| Root canal treatment | | | | | |
| Surgical intervention by a dentist | Yes, limited | | | | |
| Crowns, bridges and inlays | | | | | |
| Protheses | | | | | |
| • Full prosthesis | Yes, a personal contribution applies | | | | |
| • Partial (plate) | | | | | |
| • Partial (frame) | | | | | |
| Parodontology | | | | | |
| Implants | - | | | | |
| Gnathology | - | | | | |
| Orthodontics (from 18 years of age) | | | | | 80% up to € 500 for the full duration of the insurance (a waiting time of 1 year applies) |
| Dental expense reimbursement after an accident | - | € 10,000, after permission | € 10,000, after permission | € 10,000, after permission | € 10,000, after permission |
| Front teeth replacement (from 18 up to 22 years of age) | Yes, after permission | - | - | - | - |
| Special dentistry | Yes, a personal contribution applies | - | - | - | - |
| Surgical intervention by an oral surgeon | Yes, limited | - | - | - | - |

Overall Reimbursement Guide Menzis Basis Voordelig 2020

Basic Insurance and Additional Insurance

Introduction

In this Overall Reimbursement Guide you can find an overview of the Menzis Basic Insurance Menzis Basis Voordelig, additional and dental insurances. The services and reimbursements you are entitled to are listed for each type of care. The services and reimbursements specified below are per insured person per calendar year unless otherwise stated. Conditions and restrictions may apply that are not specified below. For more information on these conditions and restrictions check the insurance terms and conditions. These can be found on menzis.nl or can be requested from Menzis Customer Service on 088 222 40 40.

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practitioner but also the condition that your care provider is a member of a specific professional association or that you must obtain permission from Menzis beforehand. These conditions have not been included in this overview but you can find them in the insurance terms and conditions. Restrictions may also apply such as a maximum number of treatment sessions. For full information on the restrictions, consult the insurance terms and conditions.

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| Care | Menzis Basis Voordelig | Aanvullend | Extra Aanvullend |
|---|---|---|---|
| Audiological assistance | Yes | - | - |
| Delivery and maternity care | | | |
| Maternity care | No more than 10 days (a personal contribution applies) | | |
| Delivery room | Yes (a personal contribution applies) | - | - |
| Obstetric care | Yes | - | - |
| Abroad | | | |
| Non-urgent care and medication | Dutch rate or the average of the contracted rate by Menzis in the Netherlands | - | - |
| Urgent care and medication | Dutch rate or the average of the contracted rate by Menzis in the Netherlands | 100% (in addition to the reimbursement from the Basic Health Insurance) | 100% (in addition to the reimbursement from the Basic Health Insurance) |
| Emergency dental care | Yes, limited. Dutch rate or an average of the rate contracted by Menzis in the Netherlands | € 250 | € 250 |
| Transport when ill, after suffering an accident or upon death | - | 100% | 100% |
| Dietetics | 3 treatment hours | - | - |
| Dietary preparations | Yes, polymer, oligomer, monomer and modular dietary preparations | - | - |
| Genetic testing | Yes | - | - |
| Occupational therapy | 10 hours | - | - |
| Physiotherapy, exercise therapy, pelvic physiotherapy | | | |
| Up to 18 years of age for specific disorders that are specified in annex 1 of the Dutch Healthcare Insurance Decree | Yes | - | - |
| As from 18 year for specific disorders that are specified in annex 1 of the Dutch Healthcare Insurance Decree | 21st and the next treatments | } 9 treatment sessions | } 9 treatment sessions |
| Up to 18 years of age | 18 treatments per disorder | | |
| From 18 year | - | | |
| Pelvic physiotherapy (from 18 years of age) | 9 treatments (full insurance duration) | | |
| Intermittent claudication | 37 treatments during 12 months (entire insurance duration) | | |
| Arthrosis of the hip and knee joints (from 18 years of age) | 12 treatments during 12 months | | |
| Exercise therapy for COPD | Maximum number of treatments depends on the class of the GOLD Classification. Consult the insurance terms and conditions for more information. | | |
| Mental healthcare | | | |
| General basic mental healthcare (GBGGZ) | Yes | - | - |
| Specialist mental healthcare with hospitalisation | Yes, during at most 365 days (to be extended up to 1,095 days, after permission) | - | - |
| Specialist mental healthcare without hospitalisation | Yes | - | - |
| Medication | Yes, insofar as this is included in the Care Insurance Scheme (for certain medication a maximum reimbursement or personal contribution applies) | - | - |
| General medical care | Yes | - | - |
| Medical aids and dressing material | Yes, insofar as this is included in the Care Insurance Scheme (for certain medical aids a maximum reimbursement or personal contribution applies) | - | - |
| In-vitro fertilisation (IVF) (to the age of 42) | Yes, limited | - | - |
| Speech therapy | Yes | - | - |
| Artificial respiration | Yes | - | - |
| Specialist medical care | Yes | - | - |
| Non-clinical dialysis (kidney dialysis) | Yes | - | - |
| Oncology assistance for children | Yes | - | - |
| Plastic surgery or reconstructive surgery | Yes, several exceptions apply | - | - |

| Care | Menzis Basis Voordelig | Aanvullend | Extra Aanvullend |
|--|--|------------|------------------|
| Wigs | Yes (a maximum reimbursement applies) | - | - |
| Rehabilitation | Yes | - | - |
| Second Opinion | Yes | - | - |
| Soft braces/splints | Yes, if for long-term use | - | - |
| Quitting smoking programme | Yes, once per calendar year | - | - |
| Transplantation (organ or tissue) | Yes | - | - |
| Thrombosis service | Yes | - | - |
| Hospitalisation (in hospital or institutions) | Yes | - | - |
| Nursing and care (community nurse care and medical specialist nursing at home) | Yes | - | - |
| Contraceptives (for women) | Yes (up to 21 year) | - | - |
| Patient transport | | | |
| Transport by ambulance | Yes, 200 kilometres at most for a single journey | - | - |
| Non-emergency patient transport service (with regard to kidney dialysis, oncology treatment with chemotherapy, immunotherapy or radiotherapy, when you can only move around using a wheelchair, when you need supervision to move around due to your limited sight, for children who need intensive child care, geriatric rehabilitation and in special cases) | Yes, a personal contribution and a maximum reimbursement applies | - | - |
| Sensory care for the disabled | Yes | - | - |

| Care | Menzis Basis Voordelig | Aanvullend | Extra Aanvullend |
|---|--------------------------------------|---|---|
| Dental care (up to 18 years of age) | | | |
| Consultation | Yes | | |
| Tartar removal | Yes | | |
| Aneesthesia | Yes | | |
| X-ray's | Yes | | |
| Fillings | Yes | | |
| Root canal treatment | Yes | | |
| Surgery | Yes | | |
| Prothesis | Yes | | |
| Crowns, bridges and inlays | - | - | 80% up to € 500 |
| Parodontology | Yes | | |
| Gnathology | Yes | | |
| Fluoride treatment | Yes | | |
| Special dentistry | Yes, a personal contribution applies | - | - |
| Dental care (from 18 years of age) | | | |
| Consultation | - | } 80% up to € 250 (for regular check ups, fillings, X-rays, root canal treatment, anaesthesia, surgery and tartar removal) | } 80% up to € 500 (100% for regular check-ups C11 and C13), no reimbursement for external bleaching and orthodontics |
| Tartar removal | - | | |
| Anaesthesia | - | | |
| X-rays | - | | |
| Fillings | - | | |
| Root canal treatment | - | | |
| Surgical intervention by a dentist | Yes, limited | | |
| Crowns, bridges and inlays | - | | |
| Protheses | | | |
| • Full prosthesis | Yes, a personal contribution applies | | |
| • Partial (plate) | - | | |
| • Partial (frame) | - | | |
| Front teeth replacement between the ages of 18 and 22 | Yes, after permission | - | - |
| Special dentistry | Yes, a personal contribution applies | - | - |
| Surgical intervention by an oral surgeon | Yes, limited | - | - |

Overall Reimbursement Guide 2020

Basic Insurances Menzis Basis
Menzis Basis Vrij and Menzis Basis Voordelig,
Additional and Dental Insurances

Postbus 75000

7500 KC Enschede

t 088 222 40 40

i [menzis.nl](https://www.menzis.nl)



Statutory name: Menzis Zorgverzekeraar N.V. Address: Lawickse Allee 130, 6709 DZ Wageningen.
Business name: Menzis Zorgverzekeraar N.V., Chamber of Commerce number 50544810. Nature of the
services: indemnity insurances. AFM registration number: 12020806. Statutory name: Menzis N.V.
Address: Lawickse Allee 130, 6709 DZ Wageningen. Business name: Menzis N.V. Chamber of Commerce
number 50544101. Nature of the services: indemnity insurances. AFM registration number: 12020807.

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