



**LEARN MORE ON**

E-CLAIMING  
INSURED

# TABLE OF CONTENTS

- 1 | WHAT IS E-CLAIMING? .....3
- 2 | WHAT ARE THE ADVANTAGES OF E-CLAIMING? .....3
- 3 | HOW TO ACCESS THE E-CLAIMING SERVICE?.....3
- 4 | HOW TO CREATE A CLAIM? .....4
- 5 | DON'T FORGET .....7
- 6 | WHAT TO DO IN CASE OF DIFFICULTY? .....7

**While on assignment abroad, you are covered by HENNER healthcare insurance coverage. In this guide we would like to present you e-claiming procedure for faster reimbursement of your healthcare expenses**

## 1 | WHAT IS E-CLAIMING?

E-claiming allows you to submit your claims for reimbursement online via our website [www.henner.com](http://www.henner.com). You can now upload your claims online and follow the status of your reimbursement in real time.

## 2 | WHAT ARE THE ADVANTAGES OF E-CLAIMING?

- ▶ **Your claims for reimbursement will be received instantaneously by HENNER - GMC, regardless of the country you are sending them from.**
  - ▶ **No postal expenses**
  - ▶ **Minimal risk of lost claims**
  - ▶ **Keep track of your claims online**
  - ▶ **Save time**

## 3 | HOW TO ACCESS THE E-CLAIMING SERVICE?

The service is available on our website **www.henner.com**.  
Log on using your internet ID



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Welcome MEMBER TEST to your online account [LOG OFF](#)

PERSONAL DATA

CST AND HEALTHCARE NETWORK CONTACT

My medical network [DOWNLOAD THE DIRECT SETTLEMENT CARD](#)

Client Services Team contact +33(0)2 01 02 02 02 / testeclaimingug@henner.com

RECAP OF YOUR BENEFICIARIES

Last name	First name	Date of birth
TEST	MEMBER	01/01/1950
TEST	SPOUSE	01/01/1955
TEST	CHILD3	01/01/2005
TEST	CHILD2	01/01/2003
TEST	CHILD	01/01/2000

RECEIVE YOUR EOBs BY EMAIL

PREVENTION : HIGH BLOOD PRESSURE

## 4 | HOW TO CREATE A CLAIM?

Once you have logged into your account, proceed as follows:

- ▶ **For each invoice, specify the beneficiary (ies) of the treatment given, the country where it was given, and the amount and currency of the invoice.**
- ▶ **Attach all your supporting documents, including itemised and paid invoices, medical prescriptions, and if appropriate the approval from our medical department for treatment requiring prior agreement,**
- ▶ **For partial reimbursement from another insurance plan, attach all reimbursement statements from the relevant plan.**

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COMPLETE A CLAIM FORM ONLINE

HOW DOES IT WORK?

MEMBER INFORMATION INVOICES DETAILS ATTACH SUPPORTING DOCS SUBMIT REQUEST

Full name: MEMBER TEST Id number: 2469666  
 Phone number: Your email address\*: test@henner.fr

\* required fields

[NEXT](#)

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Validate your personal data before entering the details of your claim.

Click on "Save draft" to save your the claim you have begun in order to finish or modify it later in the section, "Consult my reimbursement claims".

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COMPLETE A CLAIM FORM ONLINE

HOW DOES IT WORK?

MEMBER INFORMATION INVOICES DETAILS ATTACH SUPPORTING DOCS SUBMIT REQUEST

You have created 0 invoice(s)

Invoice no.1

Beneficiary\*  
 Child Test- 01-01-2000  
 Child Test- 01-01-2000  
 Child Test- 01-01-2000  
 ... ..  
 \*required fields

Country of claim\* FRANCE  
 Amount of the expense\* EUR  
 Comments

Invoice no.2

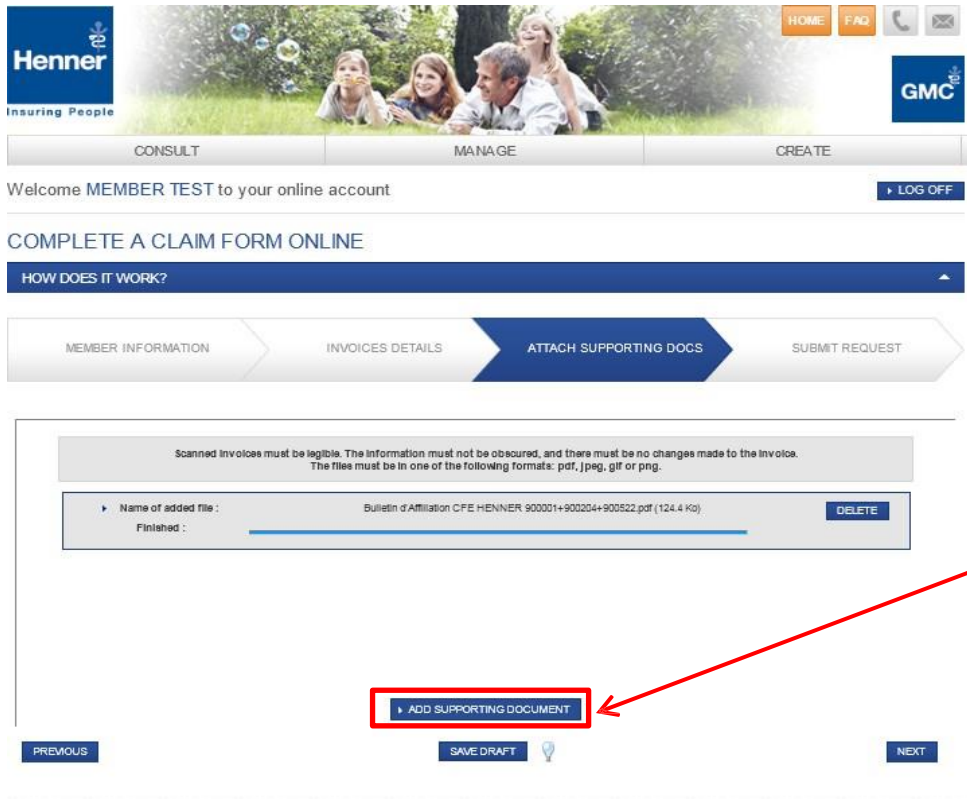
Beneficiary\*  
 Child Test- 01-01-2000  
 Child Test- 01-01-2000  
 Child Test- 01-01-2000

Country of claim\* FRANCE  
 Amount of the expense\* EUR  
 Comments

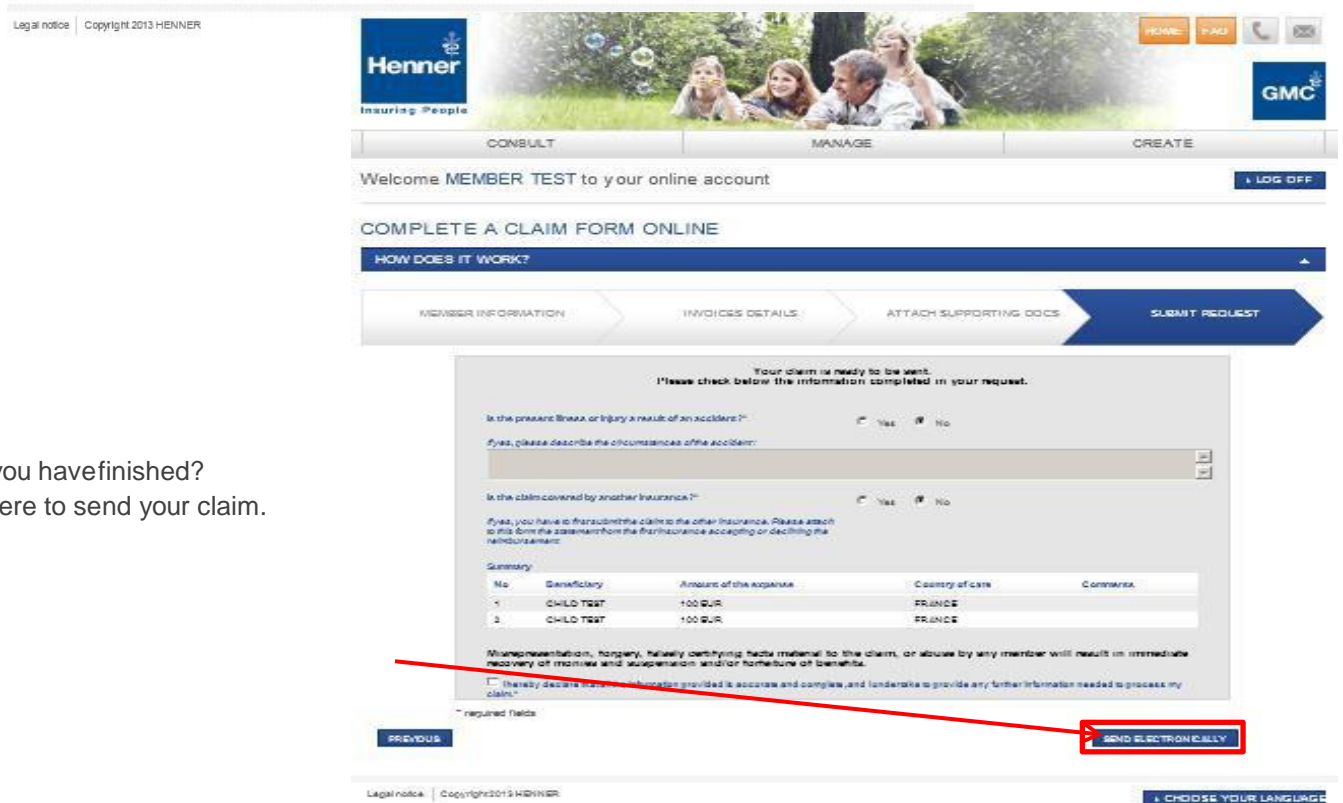
[ADD NEW INVOICE](#)

[PREVIOUS](#) [SAVE DRAFT](#) [NEXT](#)

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Attach your scanned document(s) (in PDF, JPG, GIF or PNG format).



Once you have finished?  
Click here to send your claim.

Once your claim has been sent, you will receive a confirmation email.

Your claim will then be processed by your client services team. You will receive an email informing you of your reimbursement. You can consult your explanation of benefits from your online account on the Henner website.

## 5 | DON'T FORGET

- ▶ **The maximum file size you can send is 8 MB.**
- ▶ **Remember to keep the originals of your scanned documents for the two years following your claim. During that period, we may need to ask you to provide us with the original documents.**
- ▶ **Remember to provide us with your bank account details so we can reimburse you quickly.**

## 6 | WHAT TO DO IN CASE OF DIFFICULTY?

Your client services team is at your disposal for any help you may need. You will find their contact details on your membership card.

