Goodwill scheme

Because your health care provider does not have a contract with your health insurer, they have a goodwill scheme in place. This means that most of the time, you will not pay more than you would with a health care provider that does have a contract with a health insurer.

If you are eligible for the goodwill scheme, your health care provider will inform you about this.

How does the goodwill scheme work?

1 **You receive an invoice from Infomedics**
After visiting your health care provider, you will receive an invoice from Infomedics for the full amount. **Please note:** do not pay the amount yet, and do not request a payment scheme.

2 **Submit the Infomedics invoice to your health insurer**
Submit the invoice to your health insurer in order to claim reimbursement. You can often do this through your health insurer's website or app. Please bear in mind that it will take your health insurer a number of days to process your claim.

3 **Talk to your health care provider to find out what they need you to send to them**
Some health care providers prefer to receive the specification from your health insurer before they adjust the invoice amount. Therefore, ask your health care provider what they need from you.

4 Your health care provider will adjust the amount

Once your health care provider has received the necessary documents, they can adjust the invoice amount. When the amount has been reduced, you will receive a confirmation email.

5 Pay the adjusted amount specified in the email

Pay Infomedics the adjusted amount specified in the email. Do this before the final payment date, to avoid extra costs.

More information

If you would like more information about the goodwill scheme, please visit infomedics.nl/coulanceregeling or scan the QR code.

infomedics

Zorg voor elkaar!

Privacy

Your invoice contains medical data, so it is important that we handle the information we receive from your health care provider securely. We have ISO 9001, 27001 and NEN 7510 certification. If you would like to know more about this, you can find our privacy policy on our website at **www.infomedics.nl/privacy.**

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