

## Important questions regarding costs and reimbursement

- **Does the hospital have a contract with my healthcare insurer for my treatment?**  
This is important for the height of your reimbursement. For more information regarding this matter we refer you to your healthcare insurer.
- **Do you have a healthcare insurer that does not have a contract with Ziekenhuis Amstelland, for instance because you have international health insurance?**  
Please notify the co-worker at the Registration Desk/Emergency Room/Admittance Department immediately. An advance payment will then be required.
- **Will my treatment be reimbursed by my Dutch healthcare insurer?**  
Most hospital care will be reimbursed in full or partially via your standard health insurance. However, some treatments fall under supplementary insurance or are not covered by the health insurance at all. For more information regarding this matter we refer you to your healthcare insurer.
- **Does the hospital have the referral letter?**  
Reimbursement by your Dutch healthcare insurer will only take place after handing over a referral letter from your general practitioner or medical specialist.
- **Do I need a valid ID?**  
Reimbursement by your Dutch healthcare insurer will only take place after showing a valid ID. The legal obligation to show a valid ID when enjoying healthcare starts at birth.
- **How is the price of my treatment determined?**  
Hospitals use Diagnosis Treatment Combinations (DOTs) to charge for medical care. Your total treatment, from the first visit with the medical specialist up until the last visit can consist of several DOTs and therefore several invoices. The first period of a DOT stays open for a maximum of 90 days and a follow-up DOT stays open for a maximum of 120 days.
- **Does my deductible apply?**  
When you enjoy medical care that falls within the scope of the standard health insurance you will always first pay the (compulsory) deductible. The starting date of the DOT period concerned is decisive for which year the deductible will be addressed.
- **Do you have further questions regarding the Dutch declaration system for medical specialist care, your registration, (indication of) the costs or your (upcoming) invoice?**  
Read our brochure 'what do you pay for medical hospital care'. Contact your healthcare insurer and/or the DOT Office of Ziekenhuis Amstelland (via [dot@zha.nl](mailto:dot@zha.nl) or via 020 7557125 (Tuesday and Thursday from 9.00h to 11.30h)

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