

# Your online reimbursement claims

Claim reimbursement of your expenses by sending us your medical bills electronically!

## Advantages



No more paper, envelopes, or stamps...



Track the status of your reimbursement claim.



Protect the security and privacy of your data.



Your customer service receives your medical bills instantly.

## How does it work?

1. Log in  
to your online member portal  
or your myHenner mobile app

2. Click on  
“Ask for a reimbursement”  
or “Request a reimbursement”



Validate



Your pre-filled personal details  
on the form



Specify



The beneficiary(ies), the country,  
the amount\* and the currency  
of the expense



Attach



All pictures/scans of receipts,  
such as detailed and paid invoices,  
and, if applicable, medical prescriptions



Send



Your claim

If your Henner health insurance coverage is complementary to another health insurance (e.g. social security), simply send us the reimbursement statement you have received from your primary insurance and indicate the original expense amount.

\* The amount you can claim for reimbursement online may be limited. If so, this amount will be indicated and you will have to send us the respective invoice by post.