



## ROLE OF NATIONAL AGENCIES, SENDING / HOSTING ORGANIZATIONS WITHIN THE INSURANCE CONTRACT **YOUNG VOLUNTEERS**

### 1 ROLE OF NATIONAL AGENCIES

- **Provide the passwords (starting with “prj”) sent for publication on Youthnet by the Executive Agency EACEA in Brussels to the Sending or Hosting Organizations.** These passwords are necessary for the enrolment of Young Volunteers taking part in the insurance Program via our website [www.msh-intl.com/global](http://www.msh-intl.com/global).
- **Send the Practical Guide to on-line enrolment to Sending or Hosting Organizations,**
- **Know how to find the documents at the disposal of Young Volunteers and Organizations,**
- **Know how to have access to the Expat Health data base with a list of medical practitioners,**
- **Know the most important steps relating to the healthcare insurance coverage and repatriation.**

### 2 ROLE OF SENDING OR HOSTING ORGANIZATIONS

- **Proceed with the on-line enrolment of Young Volunteers taking part in the insurance Program.**
  - Some recommendations in this respect:
  - ✚ Carefully read the Practical Guide to on-line enrolment and make sure that you have received from your National Agency the password starting with “prj” (please don’t pass on the Practical Guide to on-line enrolment nor the password to the Young Volunteers or to any third party not involved in the enrolment process for the insurance Program) ; the passwords are delivered at the beginning of each calendar year by the Executive Agency EACEA. NB. MSH cannot deliver the codes.
  - ✚ Proceed with the enrolment well before the Young Volunteer’s departure so that he/she will be informed about the insurance coverage before leaving his/her country of origin. The passwords become valid 2 months before the start of the project period.
- **Inform the Young Volunteers that they need to ask for their European Card at their National Social Security (Governing Body) before leaving their country of origin, if coming from a European Country,**
- **Contact MSH INTERNATIONAL if a specific certificate of insurance is requested to obtain a visa,**
- **Contact MSH in the event of end of mission at an earlier date than initially scheduled,**
- **Know how to find the documents at the disposal of Young Volunteers and Organizations,**
- **Know how to have access to the Expat Health data base with a list of medical practitioners,**
- **Know the most important steps relating to the healthcare insurance coverage,**
- **In the event of emergency (very bad health situation of the Young Volunteer), please contact AXA ASSISTANCE.**



## DOCUMENTS AND TOOLS AT THE DISPOSAL OF SENDING OR HOSTING ORGANIZATIONS

### AVAILABLE DOCUMENTS

**Volunteer's Guide (with detailed information regarding the insurance coverage and conditions of reimbursements) and International Health claim form (to be completed by the Young Volunteers when asking for a reimbursement). To have access to this guide and claim form please:**

- Visit the website [www.msh-intl.com/global](http://www.msh-intl.com/global)
- Click on the links "**European Commission**", "**European Voluntary Service**" and "**Volunteer's Guide**" or "**International Health Claim form**".

#### **Frequently Asked Questions (FAQ).**

**To have access to this FAQ please:**

- Visit the website [www.msh-intl.com/global](http://www.msh-intl.com/global)
- Click on the link "**Employers' Pages**"
- Insert the following data (**confidential login and password to National Agencies and Organizations**):

Login: EACEA

Password: 11592

- Click on the link "**Practical Guide**" and "Volunteer's Guide"

### TOOLS

#### **ON-LINE ENROLMENT SYSTEM AVAILABLE IN FRENCH, ENGLISH and GERMAN**

**To have access to this system please:**

- Visit the website [www.msh-intl.com/global](http://www.msh-intl.com/global)
- Click on the links "**European Commission**", "**European Voluntary Service**", and "**Enrolment**"
- You may have received the Practical Guide to on-line enrolment from your National Agency, or via our website [www.msh-intl.com/global](http://www.msh-intl.com/global) (this document can be downloaded on line after you have logged in with your username and password, or after you have created your own account, and inserted the "**prj**" **password** provided by EACEA).

#### **OUR EXPAT HEALTH DATA BASE TO ASSIST YOUNG VOLUNTEERS IN THEIR MEDICAL STEPS IF NECESSARY**

**To have access to this data base please:**

- Visit the website [www.msh-intl.com/global](http://www.msh-intl.com/global)
- Click on the link "**Employers' Pages**"
- Insert the following data (**confidential login and password to National Agencies and Organizations**):

Login: EACEA

Password: 11592

- Click on the link "**Expat Health**"

The available data is as follows:

- ✚ Contact details of recommended physicians and facilities for each country and area of specialization, available languages, type of services provided in hospitals,
- ✚ Country-by-country general health information,
- ✚ Health news and alerts,
- ✚ Health dictionary,
- ✚ Web health links

## DOCUMENTS AND TOOLS AT THE DISPOSAL OF YOUNG VOLUNTEERS

### AVAILABLE DOCUMENTS

#### Welcome pack

Upon receipt of the completed enrolment form sent by the Sending or Hosting Organizations, our Enrolment Department at MSH INTERNATIONAL sends the following documents to the attention of the Young Volunteer at his/her personal address in the country of origin:

- Welcome letter,
- Certificate of insurance,
- Claim form.

An e-mail is sent to the Young Volunteer inviting him/her to load his/her insurance card on his/her Participant's Page on our website [www.msh-intl.com/global](http://www.msh-intl.com/global)

If a specific certificate of insurance is needed to obtain a visa, it is necessary to contact MSH INTERNATIONAL.

**Volunteer's Guide (with detailed information regarding the insurance coverage and conditions of reimbursements) and International Health claim form (to be completed by the Young Volunteers when asking for a reimbursement). To have access to this guide and claim form please:**

- Visit the website [www.msh-intl.com/global](http://www.msh-intl.com/global)
- Click on the links "**European Commission**", "**European Voluntary Service**", "**Volunteer's Guide**" and/or "**International Health Claim form**".

#### Frequently Asked Questions (FAQ)

**To have access to this FAQ please:**

- Visit the website [www.msh-intl.com/global](http://www.msh-intl.com/global)
- Click on the link "**Participant's Pages**"
- Insert the personal and confidential login and password mentioned on the insurance card received (see welcome pack above).
- Click on the link "**Practical Guide**"

### TOOLS

#### Dedicated Page for the Young Volunteer

**To have access to this Page please:**

- Visit the website [www.msh-intl.com/global](http://www.msh-intl.com/global)
- Click on the link "**Participant's Pages**"
- Insert the personal and confidential login and password mentioned on the insurance card received (see welcome pack).

The Young Volunteer can access the following services via the website:

- 📄 Print a personalized insurance ID card,
- 📄 Request a certificate of insurance,
- 📄 Fill out and print the healthcare claim form on-line,
- 📄 Request a direct payment in case of hospitalization or specific medical treatment,
- 📄 Check the on-line claims and reimbursement notices,
- 📄 Access the "Expat Health" information website with contact details of referenced medical practitioners.

## 5 MOST IMPORTANT STEPS TO KEEP IN MIND FOR HEALTHCARE PURPOSES

### CONTACTS FOR YOUNG VOLUNTEERS

#### If the request is related to:

Health costs, Third-party liability in Private Life, Permanent Disability and Death, or for any doubt

Please contact:  
**MSH INTERNATIONAL  
(Young Volunteers)**  
82, rue Villeneuve  
92587 CLICHY CEDEX  
France

Phone= + 33 (0)1 44 20 82 10

Fax= + 33 (0)1 44 20 48 79

E-mail address: [indiveurope@msh-intl.com](mailto:indiveurope@msh-intl.com)

Website: [www.msh-intl.com/global](http://www.msh-intl.com/global)

#### If the request is related to :

**Assistance and Repatriation**

Please contact :  
**AXA ASSISTANCE**  
Le Carat 6  
Rue André Gide  
92320 CHATILLON  
FRANCE

Phone= + 33 (0)1 55 92 26 06

E-mail address:

[plateau.medical@axa-assistance.com](mailto:plateau.medical@axa-assistance.com)

We strongly recommend that the Young Volunteers and Organizations carefully read the Volunteer's Guide with detailed information about the insurance coverage and conditions of reimbursements. However, please find below some recommendations and the most important aspects to keep in mind:

The Young Volunteer should keep his/her insurance card and European card in his/her belongings in order to contact us if necessary.

In the event of **very bad health status, emergency or situation that might be fatal**, it is essential to immediately call the local ambulance/doctor/hospital/fire service/police to deal with the immediate emergency.

Following this, call **AXA ASSISTANCE** and give the following data:

- ✓ Name and first name of the Young Volunteer and her/his phone number,
- ✓ ID card number on the insurance card of the Young Volunteer,
- ✓ A description of the problem which is the reason for the call and what has been done about it up to now, as well as the location,
- ✓ if possible the name and telephone number of the attending physician.
- ✓ **Do not forget that we are willing to call you back 24h/24h per day – 7/7 days a week with all the above information required.**

**AXA ASSISTANCE** will determine and take a decision with its medical team and the attending physician as to whether the hospitalization may take place in the hosting country or whether a repatriation is possible or required.

In any case, and for all aspects relating to the services provided within assistance & repatriation, the Young Volunteer must contact **AXA ASSISTANCE** to ask for a prior approval.



## 5 MOST IMPORTANT STEPS TO KEEP IN MIND FOR HEALTHCARE PURPOSES

**For routine medical expenses** (*medical consultations, home visits to doctors and specialists, follow-up after hospitalization, prescription drugs, laboratory tests, X-rays, dental and vision care*), the Young Volunteer should :

In the public sector, give his/her European card:

There is a possibility that the Young Volunteer make have to pay only part of the bill (or even nothing at all). In this case, please send the invoices and documents issued by the National Health Social system with the reimbursement claim form to **MSH INTERNATIONAL for reimbursement of the additional part.**

In the private sector or should the European card not be accepted:

The Young Volunteer needs to settle the fees first and fill in the claim form carefully (namely the bank account details with compulsory data such as the IBAN and SWIFT codes, name of the bank) to be sent to **MSH INTERNATIONAL** together with the original of medical prescriptions, practitioner's fees, original bills paid and own bank account details or bank account details of the person entitled to receive the bank wire transfer.

**For expenses over 400 euros** (e.g. surgery, dental surgery, dental treatment, series of medical services involving more than 5 sessions), please contact **MSH INTERNATIONAL for a prior approval.**

**For an hospitalization** (planned or in case of emergency):

In the public sector, give his/her European card: **See above remarks under routine medical expenses.**

In the private sector or should the European card not be accepted:

Please contact **MSH INTERNATIONAL at least 10 days before the hospitalization if planned or within 72 hours of admission in case of emergency**, who will in return deliver a precertification agreement to the medical facility, to avoid the advance of costs for the Young Volunteer. In case of emergency, the Young Volunteer can go directly to the doctor or hospital, show your insurance card to the admission desk and ask them to contact **MSH INTERNATIONAL.**