

## **INVOICING AND GENERAL TERMS AND CONDITIONS OF PAYMENT**

**All hospital fees will be invoiced by the hospital. Never pay the doctor directly!**

### **I. INVOICING**

After the patient's discharge, the hospital directly invoices the health insurance company the costs for which it is responsible (third-party payment principle).

For amounts not covered by the health insurance company, an invoice is sent to the patient, generally within 6 to 8 weeks of their visit to the hospital. This invoice includes:

- the non-reimbursed portion of the hospital stay (flat rates and co-payments),
- additional charges for occupancy of a single-bed room,
- supplementary doctors' fees,
- the non-reimbursed portion of pharmaceutical products,
- miscellaneous charges.

The patient may subsequently receive invoices in addition to their main invoice. These invoices can be sent to them within 2 years from the date of the services.

To avoid any collection costs, the patient is asked to comply with the payment deadline indicated on the invoice.

Every patient has the right to receive information about the financial implications of their hospitalisation and the type of room that they have chosen.

To obtain details about the invoice, the patient contacts the Patient Administration and Financial Contact department on 02/434.46.40 from 9:00am to 12:00pm and by email at the following address: [facture@chirec.be](mailto:facture@chirec.be).

In the event of a change of address, the patient undertakes to inform the hospital by email at [facture@chirec.be](mailto:facture@chirec.be).

Any claim relating to an invoice must, under penalty of being dismissed, be made in writing (either by email or by post) within 8 days of receipt.

#### **Missed appointment**

Any appointment that is not cancelled 24 hours in advance will be invoiced for a fixed amount of €25.

### **II. GENERAL TERMS AND CONDITIONS OF PAYMENT**

If the insurance company rejects the claim, the patient shall pay the hospital for all costs relating to supplies and services provided in the course of the hospitalisation.

The invoice is payable in cash or no later than 10 days after receipt to the bank account indicated on it. It is essential, when making payment, to quote the payment identification number that appears on the payment slip. Any proof of payment must be kept carefully by the patient.

If payment is not made within 10 days of the date on which the invoice is sent, an initial free reminder will be sent. After the legal deadline of 14 days, a second reminder, also free of charge, will be sent. The latter shall act as formal notice.

After this second reminder has been sent, the amount of the invoice shall be automatically increased by a fixed fee of:

- 20 euros if the outstanding amount is less than or equal to 150 euros;
- 30 euros increased by 10% of the amount owed on the portion between 150.01 euros and 500 euros if the outstanding amount is between 150.01 euros and 500 euros;
- 65 euros increased by 5% of the amount owed on the portion greater than 500 euros up to a maximum of 2,000 euros if the outstanding amount is greater than 500 euros.

Any invoice that is unpaid on the due date of these two reminders will be sent, without further warning, to our legal advisers and bailiffs responsible for obtaining payment of the debt by any legal means.

All legal costs shall be borne by the debtor.

#### Payment Plan

If the patient has difficulty paying their balance in one go, they should not wait for the procedure for non-payment within the deadline, but should make a written request for payment in instalments to the hospital's Patient Administration and Financial Contact department.

The hospital alone is authorised to grant or refuse payment facilities, on a case-by-case basis, and will, if agreed, set the number of monthly payments in consultation with the patient.

Please note: a request for a payment plan may result in increased fees.

#### Collection

The features of the "collection" section cover in particular:

- Statement of non-payment of invoices on the due date.
- A schedule of the reminder procedure.
- In cases of non-payment for social reasons, an investigation into the possibility of granting payment facilities.
- Where necessary, the transmission of disputed files to a lawyer or a bailiff.