



INSTRUCTIONS FOR REFUND (reimbursement) OF COSTS OF TREATMENT OUTSIDE THE ENEL-MED NETWORK

A. GENERAL INFORMATION

The patient has the right to use medical (outpatient) services outside the ENEL-MED network as part of the FREEDOM OF TREATMENT service purchased under the contract, included in the package on the day of their use.

The service covers a maximum reimbursement of 70% of the costs of the services available in the package for the person requesting the refund or their legal representative (if the service was performed for a child covered by the package).

The total value of the reimbursement under FREEDOM OF TREATMENT in a given quarter may not exceed PLN 500.

Medical facilities are understood as organisational units authorised to provide outpatient health services, operating in the area and in accordance with the law in force in the Republic of Poland, with the exception of the possibility of obtaining reimbursement from individual medical practices.

B. REIMBURSEMENT RULES

Medical referral for tests

For services covered by the contract and requiring a medical referral issued by a doctor for tests in the field of:

- endoscopic examinations
- laboratory tests
- outpatient procedures
- computed tomography



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- magnetic resonance imaging
 - ultrasound examinations
 - X-ray examinations
 - rehabilitation
 - other examinations requiring a referral

Prior to the examination, the patient should make a copy of the medical referral and attach it to the completed request for reimbursement.

Once the service is completed and paid for in a medical facility, the eligible patient should send a legible scan of the invoice issued to the patient/legal guardian (simplified invoice is not honoured) to the address: wnioski-swobodaleczenia@enel.pl no later than within 60 days from the date of the service.

A refund in accordance with the refund policy will be made if:

- the request for a refund was completed correctly
- the request was submitted on time
- a legible scan of the correct invoice, issued to the patient/legal guardian, was attached
- a copy/scan of the referral was attached (if required)
- details of the services provided were attached (if the invoice does not specify the exact name of the provided service)
- the patient is entitled to reimbursement of said services on the day they were provided.

Reimbursement will be made within 30 days from the date of receipt of a correctly issued invoice and a correctly completed request for refund.