



**European Health Insurance Card
(EHIC)
Online application procedure**

Introduction

This document describes the step-by-step online procedure for applying for a European Health Insurance Card (EHIC) via the health insurance fund member's online file.

Please read this document carefully.

You may find the answers to your questions there.

The document is logically structured.

It contains the following chapters:

1. Logging in to your online file, if you are already registered;
2. Logging in to your online file, if you are not yet registered;
3. Applying for the EHIC;
4. Processing your application;
5. The decision on your application.

Contents

Introduction	2
Contents	3
Logging in to your online file	4
You are already registered.....	4
You are not registered yet	4
User name.....	5
Password.....	5
Verification.....	5
Activation	5
The application for the EHIC	6
Location.....	6
Selecting people.....	6
Address details – alternative postal address	7
Receipt of the application.....	8
Decision	8
Application refused.....	8
Offices	9
<< ---- >>	9

Logging in to your online file

Applying for a European Health Insurance Card (EHIC) starts when you log in to your online file.

You can find your online file via the link of your health insurance fund.



By clicking on this link you will be redirected to the login page of your online file.

You can submit your application for an EHIC in French or Dutch, depending on the options made available by your health insurance fund.

You are already registered

If you are already registered and you still have valid compulsory insurance with your health insurance fund, you can log in via the login page with the login options offered.

If you are no longer in compliance with your mandatory insurance, but are registered for your online file, please contact your health insurance fund.

The contact details, as well as the office hours, of your health insurance fund can be found on the website of your health insurance fund.

You are not registered yet

If you are not yet registered, you can register.

To do that, you must:

1. Be a member of the health insurance fund,
2. Still be in order with your mandatory insurance,
3. Be at least 13 years old,
4. and have an email address or mobile number known to your health insurance fund.

Keep your national registry number, which you can find on the back of your Belgian identity card or residence permit, to hand, as well as your known email address or mobile phone number.

More information can be found on the registration page itself.

Enregistrement

Vos données Vérification Activation


Utilisez le formulaire repris ci-dessous pour vous enregistrer au guichet en ligne. ⓘ

Numéro national
Vous le trouverez au dos de votre carte d'identité.

Mot de passe

Confirmez le mot de passe
au moins 8 caractères, dont une majuscule, une minuscule et un chiffre.

Vérification Vérifiez vos données par e-mail.
 Vérifiez vos données par SMS.

Je ne suis pas un robot 
reCAPTCHA
Confidentialité - Conditions

Enregistrer

User name

You enter a username of your choice.

However, the ampersand (&) is not allowed in your chosen username.

Password

You choose a password that consists of at least 8 and a maximum of 24 characters, including at least one uppercase letter, one lowercase letter and one number.

It is not allowed to have the same character more than twice in a row in your password.

For example: Aaa4deP9 is not allowed because the “a” appears 3 times in a row.

Verification

After you have submitted your registration request, you will receive a message either by e-mail or by SMS, depending on the choice you have made.

In the message you will receive either a temporary code (SMS) or a temporary link (email) to activate your registration.

Also check your spam mailbox. In some cases, the email may have ended up in your spam box.

Activation

Depending on the choice you made, you will receive a page where you must enter the code received by SMS or click on the link received by email to activate your registration.

Keep your national registry number to hand if you have received a link by email.

Your national registry number will be required later to complete your registration.

If you have received a code by SMS, you will have to enter this code to complete your registration.

However, if you wait too long with this step, you will have to enter your national registry number again.

As soon as you have activated your registration, you can consult your online file with your chosen username and password, or another means of logging in, consult your file data and apply for a European Health Insurance Card (EHIC).

However, do not wait too long (several hours) to activate your registration.

The code or link sent to you has only limited validity.

The application for the EHIC

Location

The location in your online file to request an EHIC can be found on the EHIC page.



Selecting people

You select the people for whom you want to apply for an EHIC.

You can only apply for an EHIC for these selectable persons.

Recevoir votre demande ailleurs
 Si d'application, votre demande sera envoyée vers l'adresse dont nous disposons ([voir Mes données](#))
 Veuillez remplir complètement le formulaire repris ci-dessous si votre demande doit être envoyée à une autre adresse. Si vous souhaitez introduire une demande de CEAM pour plusieurs personnes à plusieurs adresses, remplissez une demande séparée par destination pour les personnes sélectionnées. Tenez-en compte que cette adresse postale ne sera pas automatiquement supprimée après l'envoi. C'est pourquoi vous devez avertir votre mutuelle dans les délais si l'adresse n'est plus utilisée.

Personnes

Envoyer à mon adresse officielle

Valider

If you wish to apply for an EHC for other people, you must contact your health insurance fund directly.

Address details – alternative postal address

Your health insurance fund will send the requested EHC to the address known to it.

If the requested EHC must be sent to a different address, please report this to your health insurance fund by entering the requested information for the postal address on the web form.

Please note that this web form is only visible if you check that you wish to have the EHC sent to a different (postal) address than the known address.

Recevoir votre demande ailleurs
 Si d'application, votre demande sera envoyée vers l'adresse dont nous disposons ([voir Mes données](#))
 Veuillez remplir complètement le formulaire repris ci-dessous si votre demande doit être envoyée à une autre adresse. Si vous souhaitez introduire une demande de CEAM pour plusieurs personnes à plusieurs adresses, remplissez une demande séparée par destination pour les personnes sélectionnées. Tenez-en compte que cette adresse postale ne sera pas automatiquement supprimée après l'envoi. C'est pourquoi vous devez avertir votre mutuelle dans les délais si l'adresse n'est plus utilisée.

Personnes

à mon adresse officielle

Valider

Recevoir votre demande ailleurs
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Personnes

à mon adresse officielle

À l'attention de

Prénom

Nom de famille

Rue Numéro Boîte

Code postal Commune

Province Pays

E-mail

Remarques

Valider

You must keep in mind that as soon as your health insurance fund receives this postal address, you will receive all communications at this address.

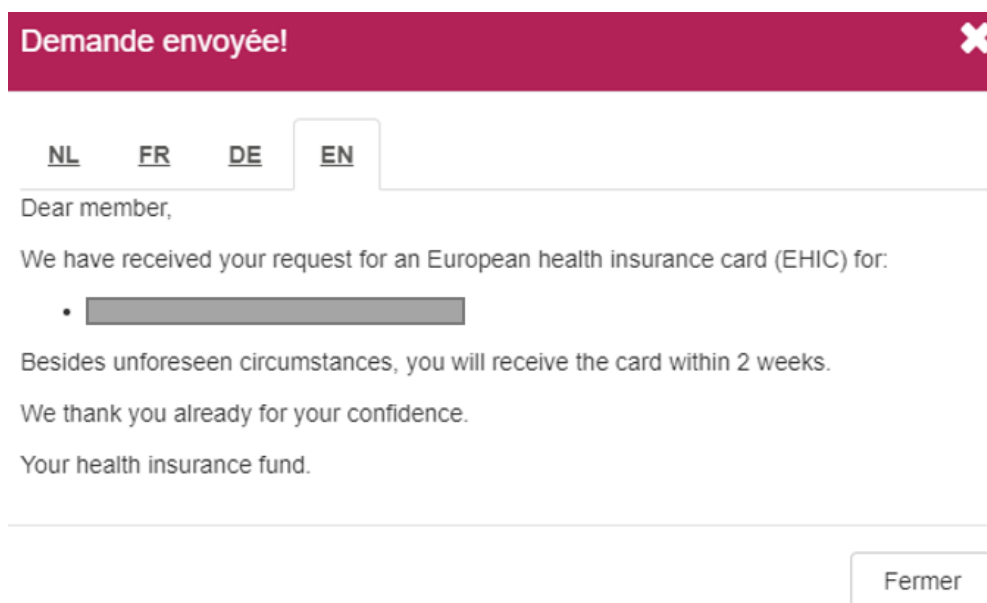
Notify your health insurance fund, preferably well in advance, if you no longer wish to receive communications at this specified postal address.

Also keep in mind that your health insurance fund will only send the requested EHIC to a person known to it.

This is either the applicant himself or a person for whom the applicant is submitting an application.

Receipt of the application

After you have submitted your application, you will receive a message on the screen that your application for an EHIC for the people you selected has been successfully received.



The screenshot shows a confirmation message with a red header bar that says "Demande envoyée!" with a close button (X). Below the header are language selection tabs for NL, FR, DE, and EN, with EN selected. The message content reads: "Dear member, We have received your request for an European health insurance card (EHIC) for: • [redacted] Besides unforeseen circumstances, you will receive the card within 2 weeks. We thank you already for your confidence. Your health insurance fund." At the bottom right, there is a button labeled "Fermer".

Decision

Application refused

In certain cases an application may be refused.

Sometimes this refusal will be immediately communicated via a pop-up in your online file.

This is the case when multiple applications are attempted within 60 days.

The pop-up will then report for which persons the application is refused.

You can always contact your health insurance fund for refused applications that cannot be immediately communicated via a pop-up.

Offices

To consult our offices and office hours, please use this link:

<https://www.mutualia.be/Contact/Agences-Listing/Agences-Liste/Liege/Mutualia-Mutualite-Neutre-siege-social.aspx?lang=fr-be>

