

Procedure for obtaining a European Health Insurance Card (EHIC) from HR Rail's National Health Care Fund

1) Who can obtain an EHIC from HR Rail's National Health Care Fund (CSS)?

You must be fully registered with HR Rail's National Healthcare Fund.

Only employees and statutory pensioners of the Belgian Railways and their dependants can/must be affiliated to the CSS.

2) What is the European Health Insurance Card (EHIC)?

The European Health Insurance Card (EHIC) proves that you are covered by Belgian health insurance during a temporary stay in a European Union country (or Switzerland, Norway, Iceland or Liechtenstein). Presenting this card gives you access to necessary/unexpected (public) medical care under the same conditions and at the same prices as people in the country concerned.

The EHIC is individual. It currently comes in paper format, is blue and is approximately the size of a bank card.

The EHIC does not cover scheduled treatment abroad.

3) How to obtain one

CSS members can obtain an EHIC online at <https://hr-railcare.be/>. The procedure is free of charge (excluding connection or other costs incurred by the person concerned) and takes an average of two weeks.

After authentication via 'Log in', the member can choose the 'EHIC order' option in the 'One-click' section. After filling in the required information and clicking 'Send', the member will receive confirmation of receipt of the order. The customer is also informed if the request cannot be processed.

You can also apply for an EHIC by email, post or telephone.

4) Contact details

The contact details are listed in Le Rail magazine and on this website.

If you have a complaint, see <https://hr-railcare.be/fr/Une-plainte>

5) Institution responsible for this brochure and date of last update

La Caisse des soins de santé de HR Rail, Rue de France 85, B-1060 Brussels (Belgian company no.: 0250.871.001) and represented by Ms Van Gestel, Managing Director, is the institution responsible for this brochure.

HR Rail's National Health Care Fund is a public-interest organisation with a legal personality separate from that of HR Rail, acting as an insurer within the meaning of Article 6 of the law on compulsory health care and compensation insurance, coordinated on 14 July 1994, for beneficiaries of HR Rail's social works.

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