

Supplementary charges

As a recipient of benefits under the Asylum Seekers' Benefit Act (AsylbLG), you do not have to pay extra for: Medication, bandages, remedies and aid Inpatient hospital stays You will receive an exemption notice, which you must show at the doctor's office, pharmacy or medical supply store.

You are also exempted from additional payments for transport costs in connection with inpatient and outpatient treatments. This regulation also applies to children.

Good to know

There are many options on the Internet for finding a doctor or pharmacy near you. For example, at the following links:

Doctor

- www.kbv.de/html/arztsuche.php
- www.arzt-auskunft.de
- www.bundesaerztekammer.de/service/arztsuche

Pharmacy

- www.aponet.de/service/apotheke-finden.html
- www.apotheken.de
- www.apotheke.com/portal/de/pharmacyfinder

In an emergency, you can receive help on the following phone numbers (do not use an area code, free of charge via mobile phone):

- **116 117** emergency service – only in urgent cases
- **112** rescue services – in life-threatening situations, in case of heart attack, stroke or serious accidents

How to contact us

Mustergeschäftsstelle DAK-Gesundheit
Musterstraße 00
Musterstadt 00000
Telefon 000 0000 0000

Welcome to DAK-Gesundheit

Your health insurance company in Germany

Information for refugees Englisch

Printed 02/16.
Regulations here may be different from actual regulations due to continually changing laws. For the most current information, please contact your DAK-Gesundheit service centre.

DAK
Gesundheit

Security thanks to a reliable statutory health insurance

Your well-being and that of your family are important to us. So rely on DAK-Gesundheit as your health partner. We cover the costs of any necessary medical treatment and bill these later with the government office responsible for your case, for example the social services department.

In Germany, everyone must have health insurance

As a statutory health insurance company, we provide access to an extensive range of services for medically necessary treatment.

- The insurance is free for you and your family members as long as you receive social service benefits according to the Asylum Seekers' Benefit Act (AsylbLG).
- You and your spouse, if applicable, will receive a health insurance card featuring your photo. Children under the age of 15 receive a card without a photo.
- Health insurance cards with a photo require more time to make. Therefore, your children may receive a health insurance card before you do. Please be patient in this case. You will receive your card a few days later.
- Some services provided by doctors and dentists as well as some services in hospitals may have to be approved first by your responsible social services department before treatment begins. The regulations regarding this may be different from region to region. You can find more information about this under the menu "How to contact us".

- It is important that you always have your health insurance card with you. Other people may not use your card and you may not give your card to other people.
- Before you receive your health insurance card in the post, you will get a one-off voucher for treatment. This is valid until the end of the quarter.

You are free to choose your own doctor

If you need treatment by a doctor or dentist, you can choose which doctor or dentist you would like to go to. Simply show your health insurance card and DAK-Gesundheit will cover the costs of any medically necessary treatment. Please note that the doctor/dentist you go to must be licensed to practice. If you are not certain, please ask at the doctor's/dentist's office directly.

- **This regulation also applies to pregnant women for treatment by a gynaecologist.**

In case of treatment in the hospital

The doctor treating you decides if it is necessary for you to go to the hospital for further treatment.

In an emergency, you can go to the hospital directly. Your DAK-Gesundheit will cover the costs for services that are medically necessary.

- **This regulation also applies to pregnant women and for inpatient child birth.**

How to get medication, bandages, remedies and aid

The doctor treating you prescribes any necessary medication, bandages, remedies and aids. You will receive a prescription from your doctor for these.

You can buy medication and bandages with the prescription at pharmacies in Germany.

Please contact DAK-Gesundheit should you receive a prescription for aid.

We will cover the costs for any medically necessary services.

