

Taking care of everything online: quickly and easily

At www.famed.nl you can arrange many matters related to the invoice you have received yourself. For example, you can access the invoice, check the status, and submit an address change. You can pay the invoice easily through iDeal, or request for deferred payment (free of charge) or payment by instalment.

Do you have any questions about the invoice you have received?

Most of your questions are answered on our website. If this information is not sufficient, you can get in touch with our Contact Centre:



famed.nl



famed.nl/faq



famed.nl/nota-ontvanger/contact



0900 - 0885 (for this information number only usual calling costs are charged)

Privacy

Your invoice contains information that is privacy sensitive. To make sure you are the only one whom is able to view or download your invoice, the system uses an extra verification via mobile phone before enabling you to download your invoice. If you prefer to receive a printed invoice, please check if your address details and personal information is correct in the system of your healthcare provider.

To ensure a correct administrative and invoicing procedure, your care provider provides us your particulars. Like your care provider, we deal with this information carefully and confidentially. We are ISO 9001 and NEN 7510 certified. For more information about our privacy policy, please go to www.famed.nl.

Your healthcare provider is able to fully focus on providing your necessary care, as Famed will handle the invoicing process quickly and efficiently.

Why did I receive an invoice from Famed?



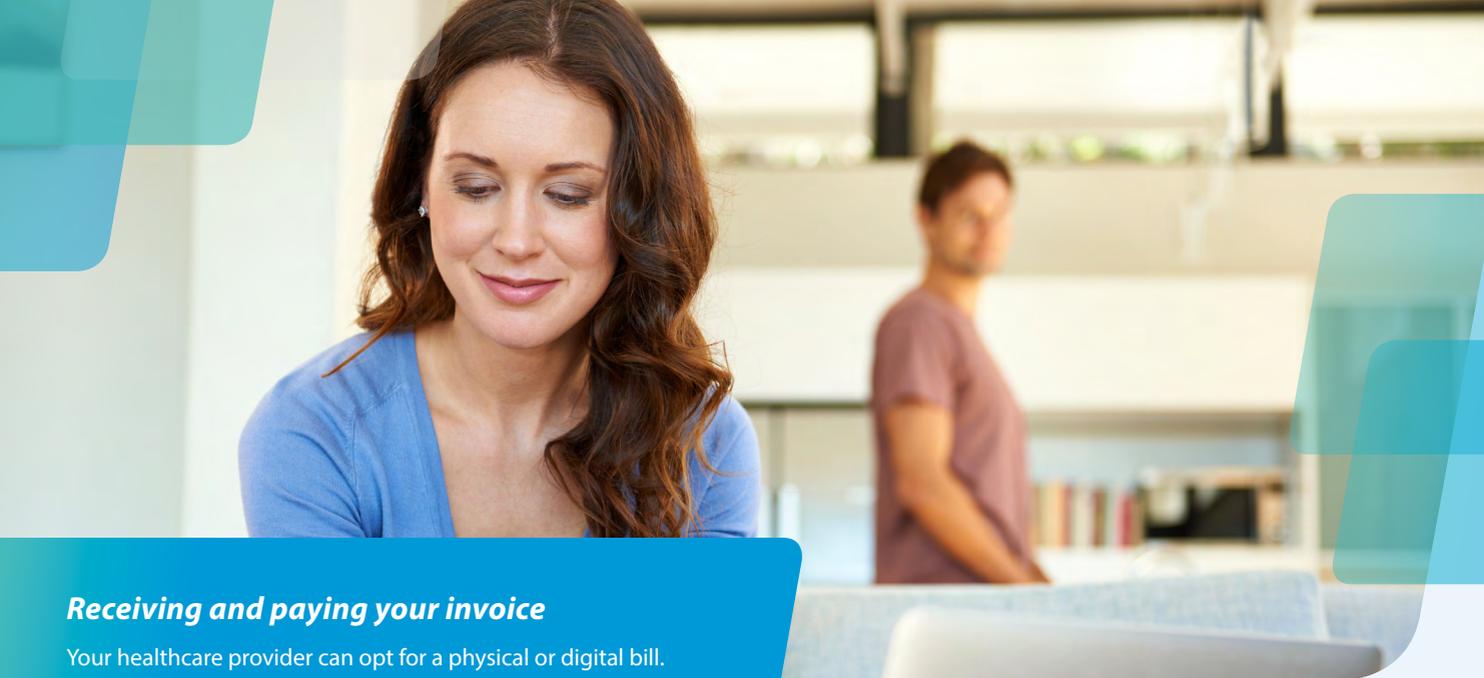
We take care of the financial administration, to make sure your healthcare provider has more time for you.

What does this mean for you?

You will receive a clear and transparent invoice from Famed with all the necessary information available in a single glance.

If a part of the costs is covered by your health insurance, this will be specified on the invoice. The amount that is covered depends upon the terms and conditions of your health insurance policy. If there is no amount covered by your insurer, you must pay the entire amount to Famed. After your payment to Famed, you can check with your health insurer whether you might claim reimbursement from them.

If you have any questions relating to the amount covered or about your entitlement to reimbursement, please contact your health insurer.



Receiving and paying your invoice

Your healthcare provider can opt for a physical or digital bill. If this is the case, please make your preference clear to your healthcare provider. Famed arranges both the physical (by post) bills as well as the digital bills (by email).



Digital invoice from Famed

Your e-mail and mobile number are provided to us by your health care provider. You receive the notification of the digital invoice at the e-mail address that known to your health care provider. After executing an additional step of text-verification, you can pay your invoice immediately via iDeal. All necessary information has been filled in for you. You can also download the invoice for your own administration or pay it via online banking.



Paper invoice from Famed

Your address details are provided to us by your health care provider. You receive your Famed invoice at the address known to your health care provider. You can pay the invoice in different ways: either through iDeal, online banking or with the pre-printed giro credit slip. Please always mention your invoice number when paying the invoice.

We have a standardized payment term of 30 days. Do you need extra time to pay your invoice? Please visit [famed.nl](https://www.famed.nl) to check the options.