



Dear FFPE-EUROCONTROL Members,

EUROCONTROL is in the final year of contracted healthcare services offered by Henner. The contract needs to be renewed or recalled for tender during the third quarter of 2024. You will find attached the Findings of the FFPE-EUROCONTROL previous survey in 2020, a reminder of the problems experienced by EUROCONTROL Staff when Henner was at the beginning of its' privileged contract.

An updated survey is attached, which you are invited to complete and return by 15 May 2024. The updated Survey subject matter follows up on the qualitative service levels of Henner from 2020 indicated by the respondents and invites:

1. Identification of major strengths and weaknesses with Henner.
2. Identification of major strengths and weaknesses with EUROCONTROL Healthcare Policy.
3. Contextual information concerning health status, indication of income, location of health care provided and health care use.

If you prefer to write to us free style about your experience of Henner between 2020 and 2024 instead of completing the survey, we will be happy to hear from you.

The survey questions address two major groups of EUROCONTROL Staff 1) active and 2) inactive. There are some contextual questions in which to understand your replies to the more tangible issues with Henner such as:

1. Correct reimbursements,
2. Reimbursements received in a timely manner,
3. Easy direct billing of hospital fees,
4. Ease of communication with Henner and administration.

Please use the contextual questions to alert us if Henner services are challenging you and your well-being, considering your own strengths and limitations.

Replies to this survey will be de-identified and used for statistical purposes. GDPR will be respected.

If your reply is unclear, may we contact you for clarification? YES / NO

Your preferred means of contact \_\_\_\_\_

*Telephone number, address, email, address.*

FFPE EUROCONTROL will share the survey findings with you.

Thank you for your time and consideration.

FFPE-EUROCONTROL

Please delete the words that do not apply. Please use a separate sheet with the corresponding title for free text as you need to.

## 1. EUROCONTROL Staff

- a) Active, contract type - permanent, indefinite, Limited
- b) Inactive, invalidity, normal retirement, ETS

## 2. CONTEXT

1. Location(s) (country, nearest city / town) of medical services \_\_\_\_\_  
*Example France, Lyon*
2. Age 20 – 30, 31 – 40, 41 – 50, 51 – 60, 61 – 70, 71 – 75, 76 – 80, 81 – 85, 86 – 90, 91 – 100, 101+
3. Gender M/F/N
4. One person household, Multi-person household, Collective household such as residential care, hospital, please state if different \_\_\_\_\_
5. Number of dependants under 18
6. Number of adult dependants
7. Health status  
Very good, Good, Fair (neither good nor bad), Very bad
8. Long standing health problem YES/NO
9. Serious Illness<sup>Note 1</sup> YES/NO
10. Activity limitation due to health concerns  
Severely limited, Limited, Not limited
11. Officially recognised invalidity Full, Partial
12. Accident Rate in the last 12 months, give number
13. Accident type - Road, Home, Leisure
14. Health care use last 12 months  
Daily, Weekly, Monthly, Quarterly, Yearly, Rarely.
15. Admission to a medical facility e.g. hospital, physiotherapy, psychologist  
Daily, Weekly, Monthly, Quarterly, Yearly, Rarely None
16. Doctor or Nurse  
Daily, Weekly, Monthly, Quarterly, Yearly, Rarely, None

Note 1 : <sup>1</sup> Serious illness

Rule of Application 10, GENERAL IMPLEMENTING PROVISIONS RELATING TO THE REIMBURSEMENT OF MEDICAL EXPENSES  
GENERAL DEFINITIONS

A serious illness is one recognised as such by decision of the Director General after consulting the Medical Adviser and on the basis of the criteria set out in Title III, Chapter 5 of these general implementing provisions.

Expenses incurred in connection with a serious illness are reimbursed at the rate of 100% without a ceiling, except in a few cases that are duly specified in these general implementing provisions (such as home nursing services and dental expenses). A limit may also be placed on the reimbursement of these expenses if the prices charged are excessive (see definition of excessive costs).

Title III, CHAPTER 5, RECOGNITION OF THE STATUS OF SERIOUS ILLNESS

### 1. Definition

Serious illnesses include tuberculosis, poliomyelitis, cancer, mental illness and other illnesses recognised by the Director General as of comparable seriousness. Such illnesses typically involve, to varying degrees, the following four elements:

- a shortened life expectancy
- an illness which is likely to be drawn-out
- the need for aggressive diagnostic and/or therapeutic procedures
- the presence or risk of a serious handicap.

Please delete the words that do not apply. Please use a separate sheet with the corresponding title for free text as you need to.

### 3. HENNER HEALTH INSURANCE SERVICES

1. Is Henner available and responsive when you?  
 Call for help? YES / NO  
 Submit a claim? YES / NO  
 Have a question? YES / NO  
 Not applicable
2. Response time in case of urgency, do you feel that you were served by Henner services adequately? *Tell us your experience* \_\_\_\_\_
3. Did Henner ever asked for a justification e.g. why do you see your practitioner, why have you have been hospitalised? YES/NO  
*free text* \_\_\_\_\_
4. Are your reimbursements correct?  
 Always 100%, sometimes 50%, never check  
 Why don't you check?  
*free text* \_\_\_\_\_
5. Do you see and check the medical service invoice before it is paid by Henner? YES/NO
6. If there is a discrepancy, does Henner
  - a. address the problem?
  - b. tell you to contact the medical service provider?
7. Does Henner reimburse you in a timely manner?  
 5-10 days, 10-20 days, 20-30 days, More than 30 days and still in process, no agreement.  
 Never check
8. Can you follow the Henner administration of assigning more than one title and more than one tracking number to your request for reimbursement? YES / NO
9. Can you find easily how to ask for prior permission for an intervention (surgery, treatment) in the Henner system? YES / NO
10. Can you find back a permission in the Henner system when you need to claim against the prior permission reference number? YES / NO
11. Have you ever been in financial difficulties due to non-payment of bills by Henner? YES/NO
12. Have you ever been served by a bailiff due to non-payment of a bill by Henner? YES/NO
13. Do you use the 'OTHER' Henner option to get reimbursements of products or services authorised not listed by the national sickness scheme? YES/NO/DIDN'T KNOW IT WAS POSSIBLE
14. Do you use a provider other than Henner to obtain refunds for products or services? YES/NO/I did not know this was possible
15. OTHER Henner strengths or weaknesses that we should know about?  
*free text* \_\_\_\_\_

Please delete the words that do not apply. Please use a separate sheet with the corresponding title for free text as you need to.

#### 4. EUROCONTROL AGENCY MEDICAL COVER

##### a) SERVICE

1. Have you ever tried to contact HR because Henner was unresponsive?

*Tell us about your experience*

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2. Do you have access to the Staff Regulations, in particular Rule of Application 10? YES/NO

##### b) SCOPE OF COVER

1. What's missing? Unmet needs for healthcare *free text* \_\_\_\_\_

###### **Reactive Healthcare suggestions**

Adequate coverage for teeth?

Adequate coverage for eyes?

Adequate coverage for hearing?

Adequate coverage for joints?

Are you mobile? Yes / No

Mental Health

Can manage at home, administration, finances, shopping, cleaning, contact.

Cannot manage at home

Accident cover

###### **Preventive Healthcare suggestions**

Nutritional support, blood tests, vaccinations, scans

Procedures

Health club or gym membership contribution

Kiné / physiotherapy

##### c) FINANCES

1. Ceilings, Adequate, too low, no idea

2. Are your costs covered up to 85% reimbursement?

Always 100%, often 60%, occasionally 30%, Never 0

3. Accurate reimbursements

Always 100%, sometimes 50%, never check

Why don't you check? *Free text* \_\_\_\_\_

4. Are you asked to pay above the national standard for routine visits to your General practitioner, Dentist etc? YES/NO

5. Do you know how to find out how much a Doctor, Dentist, etc. will charge you prior to your appointment? YES/NO

6. Do you know where to go or what to do if an unplanned unclaimable charge appears on your invoice? YES/NO

7. Have you ever declined the recommended medical care due to the cost? YES /NO

*Please tell us about it* \_\_\_\_\_

8. OTHER EUROCONTROL Medical Cover strengths or weaknesses that we should know about?

*free text* \_\_\_\_\_