

As a volunteer of the European Solidarity Corps, you benefit from the European Solidarity Corps Health Insurance Plan. The Henner Group has been trusted with the administration of this plan.

To best support you during your mobility and ensure that you are in a safe environment before the mobility, please make sure to acknowledge the following important points.

## Before your departure

### Request an insurance certificate (if needed for VISA purposes)



By email at: [clientservice-ESC@henner.com](mailto:clientservice-ESC@henner.com)



Urgent requests (appointment in less than 48 hours) by phone: **+34 9 17 89 57 22**


### Apply for the EHIC

You must have a **valid European Health Insurance Card (EHIC)** when arriving to your host country. Find out how to obtain your card [here](#). You must show the EHIC to healthcare providers visited during your mobility abroad.

### Questions on your national health insurance scheme

If you have questions on your national health insurance scheme (treatments covered, procedures for reimbursements, prior approvals, reimbursement statement...), please contact your **national contact point** (information available on your National Health insurance website).

### Read the membership guide

On your Henner member portal ([website](#) and myHenner  mobile app) you have access to a guide which contains the **contact details, general information on coverage, Table of Benefits, procedures for reimbursement, indication to access the network, hospitalisations procedures**. Your guide is available in the “Account” > “Documents and coverage” section.



### Check when prior approval is requested

For certain treatments or services, you must **ask a prior approval from Henner or Axa Assistance**: planned hospitalisations, dental care, or travel costs (family visit, or earlier return for emergency), etc. Find out when prior approval is needed in your membership guide.



## During your mobility

### Your contacts

**Medical care and disability** | Henner (Client Services Team 60)

 Phone: **+34 9 17 89 57 22**  Email at: [clientservice-ESC@henner.com](mailto:clientservice-ESC@henner.com)

**Assistance, evacuation, travel tickets** | Axa Assistance Contract n°0804489

 Phone: **+33 1 55 92 12 34 (24/7)**  Email at: [adherents.meddom@axa-assistance.com](mailto:adherents.meddom@axa-assistance.com)

**Third-party liability, loss/theft of documents** | Axa Assistance Contract n°0804489

 Phone: **+33 1 49 65 25 61 (mornings, Paris time)**  Email at: [gestion.assurances@axa-assistance.com](mailto:gestion.assurances@axa-assistance.com)