



### III. Application for hospital care

#### III.1. Question asked / complaint

- Unable to reach MSH management by phone to ask for support.
- The hospital refuses third-party payment and asks the group/patient to pay.
- I am waiting for a reply to a claim sent more than 5 days ago - Date of claim
- The member was admitted to hospital as an emergency, but neither the hospital nor the Group received approval for treatment
- The hospital has not been paid within 30 days and demands payment from us.
- The takeover agreement is wrong

#### III.2. The request was made

- By the IMS group
- By the hospital directly to MSH

#### III.3. The application concerns

- Coverage - Date of application
- An extension of coverage - Date of initial application Date of application for extension

III.4. Member concerned: Name : First Name : Personnel number :

III.5. Name of the hospital: Country/city Dates  
of the stay : From to

#### III.6. This hospital is part of

- From the IMS network
- From the MSH network
- It is not part of one of these networks
- I don't know

#### III.7. Free commentary:

### Application for membership, deletion or transfer

#### IV.1. Question asked / complaint

- We cannot find the member's name in the extranet to make the change
- We have made the application for membership it has not been registered in the extranet
- We are unable to register the movement in the extranet
- Other, specify:

#### IV.2. My request concerns :

- A new member Civility (Father, Sister, Brother, etc.) Name :  
First name : Date of birth Mission country  
Selected option
- An existing member Name: First name : Personnel number:

### V. Application for contributions

V.1. Reference period (semester/year) Reference of the call for papers

#### V.2. Question asked/complaint

- We do not agree with the amount of the invoice. Specify why here
  
- We have received a reminder, but we have already paid
  - Transfer to MSH. Specify the date
  - Payment to our Section. Specify the date
- I send the proof of transfer + the bank statement showing the debit (email to [emi@msh-intl.com](mailto:emi@msh-intl.com))