

MEMO FROM THE BENEFICIARY IMS



English edition 2025

I am a beneficiary member of International Missionary Benefit Society :

- I belong to an IMS Group (religious community).
- I am identified by a registration number appearing on my membership card.
- My membership card is available from the Head of my IMS Group.

▶ ***I always carry my IMS membership card with me.***

My level of health cover

is shown on my membership card. It depends on the Option taken out for me by my Group Manager.

This Option covers me in my country of assignment.

▶ ***I notify my manager if I am travelling.***

PAYMENT OF FEES

OUTSIDE

the medical network

and for all procedures

- I pay the professional.
- I collect the invoice and all supporting documents (prescription, receipt).
- I send the documents to my Group Manager : in person, by post, by scan or by smartphone.
 - ▶ *The image must be clearly legible.*

The originals must be kept for 2 years.



PAYMENT OF FEES

WITHIN the
MSH medical network
and for the procedures
in pharmacy, testing
laboratory, medical
imaging (excluding MRI)

- I present my card to the healthcare professional.
- I only pay a portion (co-payment) if the invoice amount exceeds the coverage.
- I do not need to send anything to MSH.



PAYMENT OF FEES

WITHIN the
MSH medical network
and for the procedures
during non-emergency
hospital stay and MRI

- I meet with the healthcare professional at least four working days before the procedure.
- I present my membership card.
- I ask the professional to request coverage from MSH.
- I arrive on the day of the procedure.
- I will only pay a portion (co-payment) if the invoice amount exceeds the coverage.



PAYMENT OF FEES

WITHIN the
MSH medical network
and for the procedures
during hospital stay with
emergency admission

- I go to the hospital (or am taken there).
- I (or someone accompanying me) present my membership card.
- I (or someone accompanying me) ask the hospital to contact MSH.
- I will only pay a portion (co-payment) if the bill exceeds the coverage amount.

SUPPORTING DOCUMENTS

I will send invoices and other supporting documents (prescriptions, orders, treatment forms...) to my Group Manager as soon as possible.

If the healthcare professional is unable to issue an invoice, I will provide them with the IMS treatment form (stamped if possible, with name, date and signature required), which can be [downloaded from the website](https://opn.to/a/gGUBpL) or by copying this link : <https://opn.to/a/gGUBpL>

HEALTHCARE PROFESSIONALS

I have 2 options for choosing the healthcare professional I wish to consult.

1 OUTSIDE THE MSH CARENETWORK

I remain free to consult the healthcare professional of my choice.

I will have to pay the costs up front by paying the chosen professional.

2 MSH CARE NETWORK

A network of healthcare professionals means I do not have to pay upfront for expenses.

I ask for the addresses of the msh healthcare network from the manager of my IMS Group.

MEDICAL PROCEDURES COVERED

- Most recognised therapeutic procedures and techniques are eligible for financial assistance.
- Traditional medicine, preventive care and paramedical procedures are not covered.

IMS assistance grid by type of care (*hospitalisation, pharmacy, consultations...*) **can be consulted in the [Services Guide](#) available on the [website](#).**

www.entraide-missionnaire.com
in the [Documentary resources](#) tab

see also the 'useful documents' page

MEDICAL EVACUATION

I am covered for
medical evacuation **ONLY** :

- 1. IF** I am enrolled in the International Option (1 or 2).
- 2. IF** my condition is life-threatening.
- 3. IF** treatment is not available in my country.
- 4. IF** treatment is available in another country.
- 5. IF** immediate hospitalisation is required.

I (*or someone available*) will then contact my Group Manager, who will take the necessary steps with IMS.

see also the "my contacts" pages

USEFUL DOCUMENTS

A wealth of information and useful documents can be found on the International Missionary Benefit Society website.

In particular, you will find :

- [Services Guide](#)
- [Care Sheet](#) to be provided to a healthcare professional when they are unable to issue an invoice
- [Various forms](#)

www.entraide-missionnaire.com
in [Documentary Resources](#) tab

MY CONTACTS

Common situations

- *Requesting information*
- *Searching for a healthcare professional*
- *Needing treatment*
- *Submitting my invoices and supporting documents*



**I contact my Group
Manager or my IMS
representative.**



MY CONTACTS

Emergency situations

If my Group Manager is not immediately available :

- 1. I contact MSH directly,*
- 2. I inform (or have someone inform) my Group Manager of my actions.*

medical evacuation



medical@msh-intl.com

+33 01 44 20 98 55

request for coverage for urgent, life-threatening hospitalisation



precert@msh-intl.com

+33 01 44 20 98 55

JI can also ask MSH to call me back : I send an email to precert@msh-intl.com with the subject line «CALL BACK URGENT» and my telephone number.

**Further
informations
on the IMS website**

www.entraide-missionnaire.com/en/



Non-contractual document

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