Les Mutualités Neutres
VOTRE LIBERTE, VOTRE SECURITE

Mutualia

Online application for the European Health Insurance Card (EHIC)

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Are you planning a trip to Europe? Whether it's for a holiday, a city break or a business trip, the **European Health Insurance Card (EHIC)** is your essential ally. It guarantees you access to necessary healthcare during your temporary stays in the European Economic Area and Switzerland, under the same conditions as residents of the country you are visiting.

To simplify the process, your health insurance fund offers an online ordering service via your secure personal account.

This guide is designed to take you step by step through the process, from logging into your member area to confirming your request.

What you will find in this document:

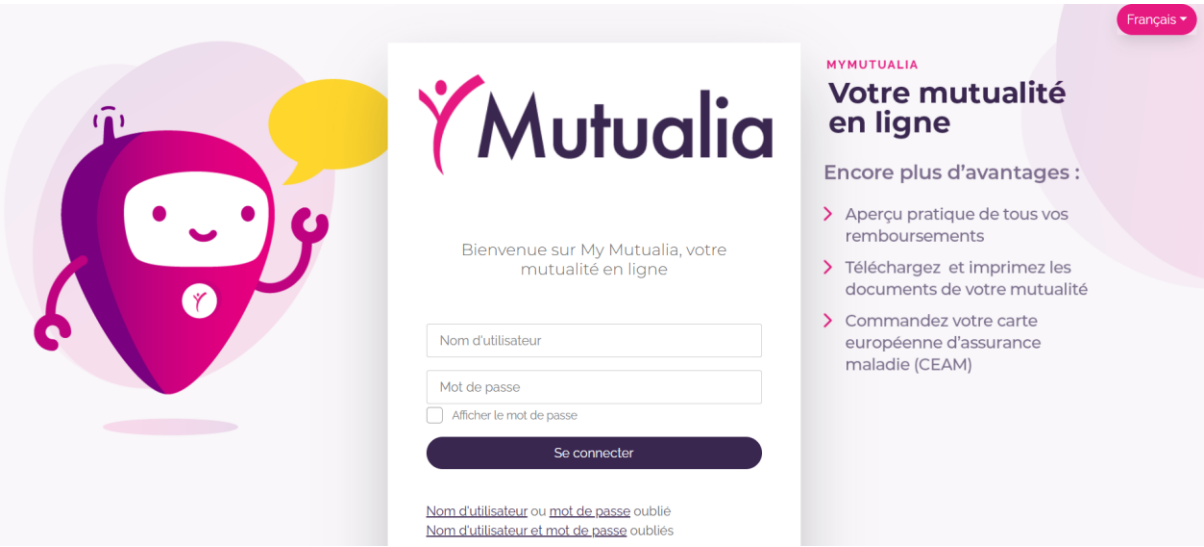
- The steps to log in or create your account.
- The procedure for selecting the card beneficiaries.
- Information about delivery times and methods.

1. Logging in to your online account

The procedure begins by logging in to your secure personal account.

You will find the link directly on your health insurance fund's website: My Mutualia

Please note: Depending on your health insurance fund, you can submit this request in French or Dutch.



Already registered?

Use your usual login details to log in.

Important: You must be in good standing with your compulsory insurance. If this is not the case, contact your health insurance fund directly.

Not yet registered?

To create an account, you must meet the following conditions:

- Be a member of the health insurance fund.
- Be in good standing with your compulsory insurance.
- Be at least 13 years old.
- Have a national registration number or external number known to the health insurance fund.

2. Securing your account

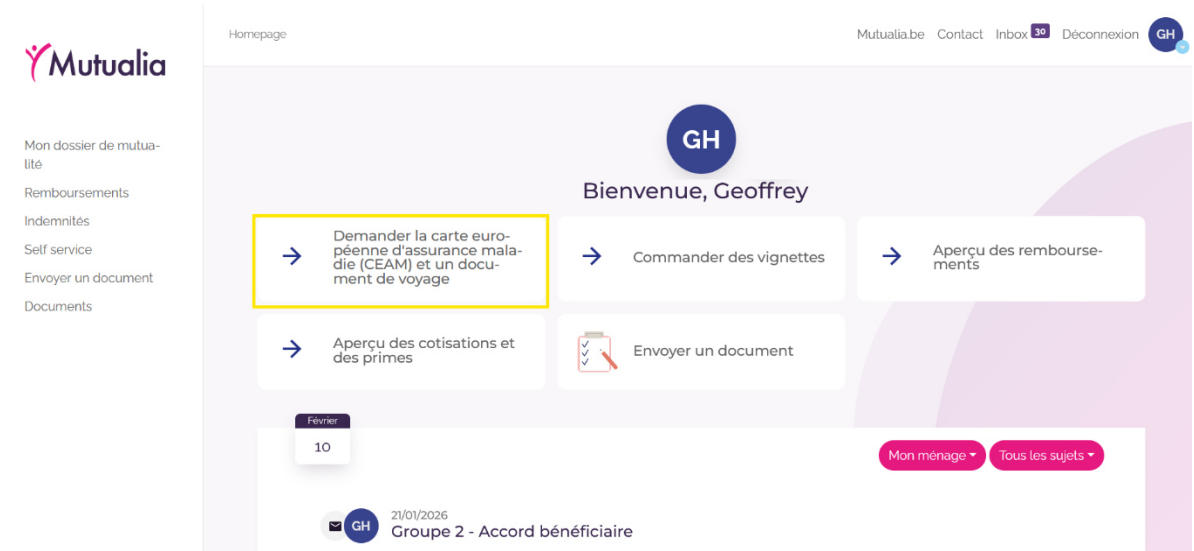
When creating your account, please ensure that you meet the following criteria:

- Username: Free to choose, but the ampersand (&) character is not permitted.
- Password: Between 8 and 24 characters, including at least one upper-case letter, one lower-case letter and one number.
    - *Please note:* Do not use the same character more than twice in a row (e.g. "Aaa" is not allowed).
- Activation: You will receive a code by text message or a link by email. Activate your account quickly (within an hour), as the link/code is only valid for a limited time.

  Remember to check your spam folder if the email is delayed.

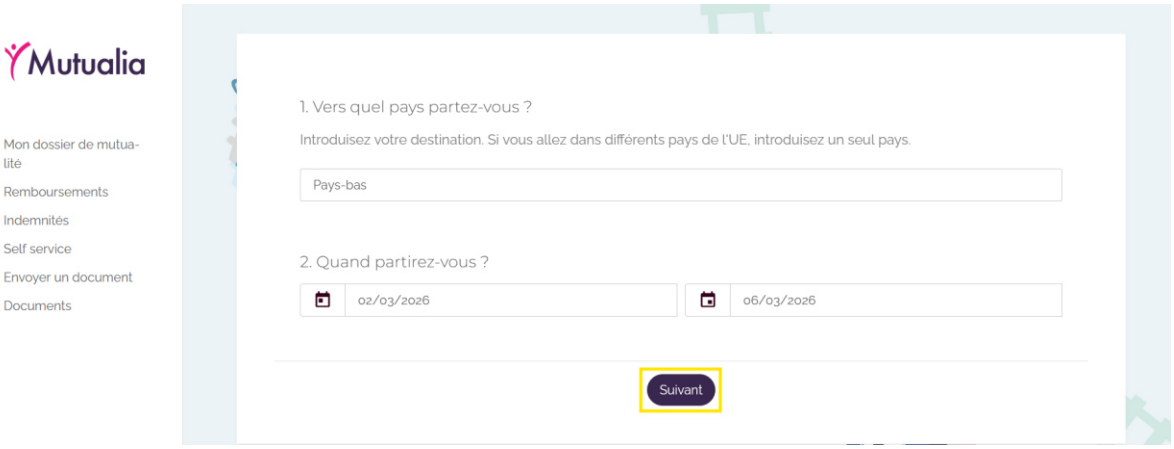
3. Submit your EHIC application

Step 1:



On the home page, click on: ***"Order the European Health Insurance Card (EHIC) and a travel document"***

Step 2:

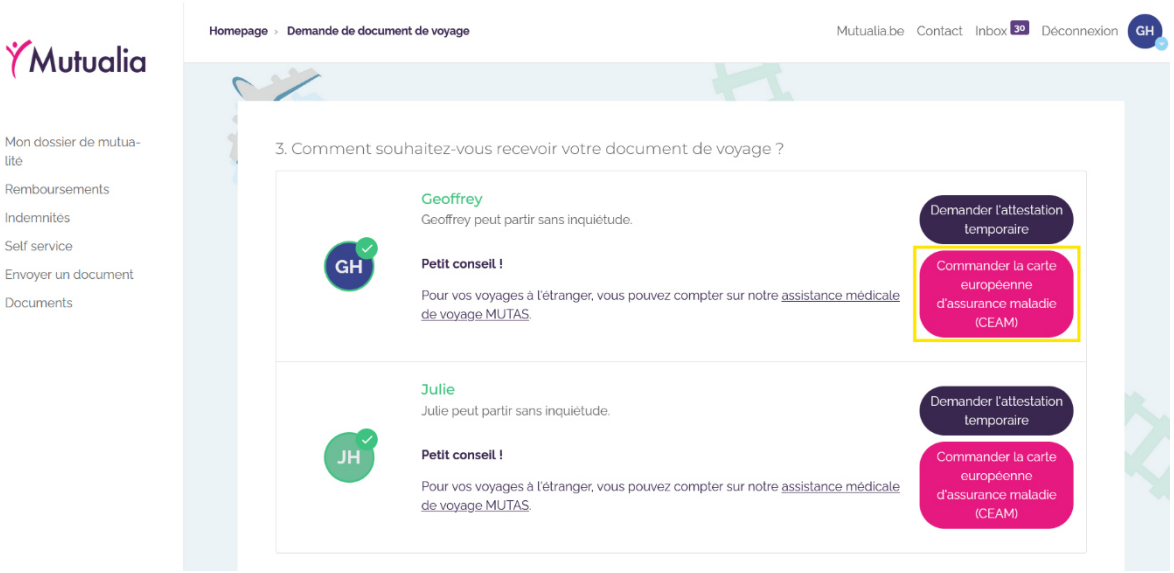


When asked ***"Which country are you travelling to?",*** indicate your destination country. (If you are travelling to several EU countries, just indicate one.)

Enter your travel dates under ***"When will you be travelling?"***

Click on ***"Next".***

Step 3:



Select the type of document. In the next step, you will see the following options:

- **"Apply for a temporary certificate"**
- **"Order the European Health Insurance Card (EHIC)"**

To order your European Health Insurance Card, click on:

"Order the European Health Insurance Card (EHIC)"

4. Confirmation of your request

After submitting your request, a confirmation will appear on the screen.

Your card will be sent by post to your official address.

Immediate refusal: If you have already submitted an application within the last 60 days, an error message will appear.

Need help?

If your application is refused or if you have any specific questions, our advisers are available to help.

Find Mutualia offices or contact details on the website: Contact us | Mutualia