



VADEMECUM FOR HEALTHCARE PLAN BENEFICIARIES

I) Accessing reimbursements

In the **Beneficiaries Reserved Area** at www.assidim.it you can:

- 1) View and check the census data of your family unit;
- 2) Enter/modify postal address and email address, bank account details/IBAN code and/or fiscal code;
- 3) Fill-out reimbursement requests online;
- 4) Check the reimbursement progress online;
- 5) Gather information on the healthcare plan (benefits, maximum limit, additional services...)

You can also present your reimbursement requests on paper form by filling out the **SN04 form** that can be found in the “Forms” section of the website at <https://www.assidim.it/wp-content/uploads/2022/11/SN04-NOVEMBRE-2022.pdf>

II) Accessing the Reserved Area

- 1) Enter “username”, which corresponds to the **FAMILY CODE** initially assigned and which can be requested to the Contact person within your company.
- 2) Enter your **PASSWORD**, which can be requested as follows:
 - a) Click on “Beneficiaries (Healthcare only)” in the reserved area (lock symbol)
 - b) Click on “Register”
 - c) Enter the requested code and click on “next”
 - d) Enter the requested information (first and last name, date of birth, fiscal code, email address, family code or company code to be asked to the Contact person within your company)
 - e) Authorize the processing of sensitive data
 - f) Click on “Request codes”

The password will be sent via email.

III) How to contact ASSIDIM

- Go to “FAQ AND CONTACTS” and fill the form in order to be contacted: <https://www.assidim.it/en/contact-us/>
- Postal address: Via Pantano, 2- 20122 Milan
- Telephone number (for general information): 02.8056207 from Monday to Friday, 9.30 – 12.30 e 15.00 – 16.00
- Telephone number (for information on reimbursement requests): 02.48538985 from Monday to Friday, 9.15 – 12.00 and 13.30 – 16.30
- Telephone number to access provider network MYRETE, if included in your Healthcare Plan: 02. 48538254 from Monday to Thursday, 9.15 – 12.00 and 13.30 – 16.30