

MyCareNet



MyCareNet is the Belgian eHealth platform that enables the secure exchange of electronic medical documents between doctors and health insurers.

This leaflet is addressed to JSIS affiliates, as well as their spouse/partner and children who possess a Belgian Social Security Identification Number (NISS/BIS/National Register) and benefit from primary cover under JSIS.

Through the integration of the Joint Sickness Insurance Scheme (JSIS) with MyCareNet, there is **no need to submit reimbursement** requests for general practitioners' and specialists' consultations. The doctor will issue an eAttest that will be transmitted directly to JSIS in a secure way and within a few minutes.

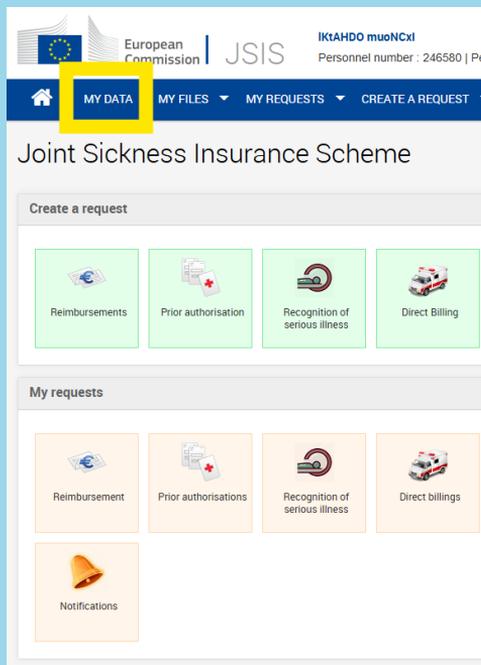
You can register either via **JSIS Online** or via **MyPMO** (see page 5). The screenshots below will guide you through the use of these two applications. Choose the application you prefer to register with and follow the instructions.

How to register via JSIS Online ?

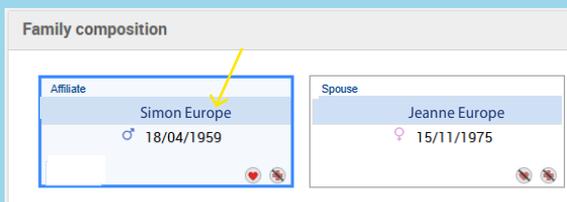
For yourself and your children under 18.

Log in to **JSIS Online**.

On JSIS Online, click on My Data on the top left menu.



Select your profile and click on **“Add national number”** at the bottom right.



A pop-up window will appear. Tick the **5 boxes** to mark your consent in relation to the processing of your personal data.

Please read the document carefully. **Consent** form to the collection of your personal data on the platform MyCareNet.

In line with the provisions of the Regulation (EU) 2018/1725, I hereby provide

- **To the collection and when needed the encoding by authorised PMO on the IT system;**
- **To the reuse of my identification data (name, surname, and date of birth) for the operation;**
- **To the electronic transmission of medical invoices between Belgian health insurance companies for the operation.**

I understand that I may withdraw my consent at any time, without affecting the validity of the processing of my personal data prior to the withdrawal request. Data Controller: via email at PMO-RCAM-MYCARENET@ec.europa.eu or by post at [PMO-RCAM-MYCARENET](#). To the withdrawal request, the NISS/BIS will be promptly deleted from the PMO.

↓ **I am a JSIS affiliate**, and I have read and understood the provided information and the clarifications about any questions I had.

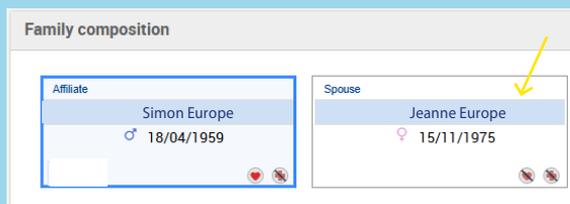
Then enter your national number and your children's numbers **no space, dots or dashes**.

Click **"Save"**. Registration will be effective as of the next day.

Belgium ✓

For your spouse/partner and children over 18 with full JSIS cover.

Select your spouse's or children's profile.



The screenshot shows a window titled "Family composition" with two profile cards. The left card is for "Simon Europe" (Affiliate, male, born 18/04/1959). The right card is for "Jeanne Europe" (Spouse, female, born 15/11/1975). A yellow arrow points to the "Spouse" label on the right card.

Download and fill in **the consent form** in relation to the processing of their personal data.



... (partner, children). Your consent also covers children under the age of 18 and have them complete the consent form to upload it in the

Click on **"Add national number"** at the bottom right.



A blue rectangular button with white text that reads "Add National number".

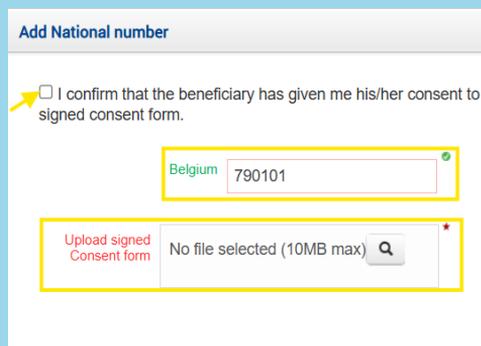
A pop-up window will appear.

Tick the box.

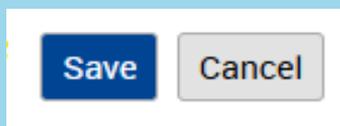
Enter your spouse's or your 18+ children's national numbers **no spaces, dots or dashes.**

Upload the consent form.

Click **"Save"**. Registration will be effective as of the next day.



The screenshot shows a pop-up window titled "Add National number". It contains a checkbox with the text "I confirm that the beneficiary has given me his/her consent to process his/her personal data and signed consent form." Below this is a text input field with "Belgium" in a dropdown menu and "790101" in the text area. At the bottom, there is a file upload section with the text "Upload signed Consent form" and "No file selected (10MB max)" next to a search icon.

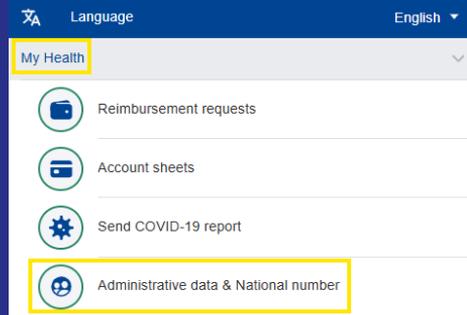
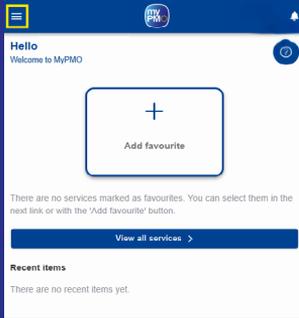


Two buttons are shown: a blue "Save" button and a grey "Cancel" button.

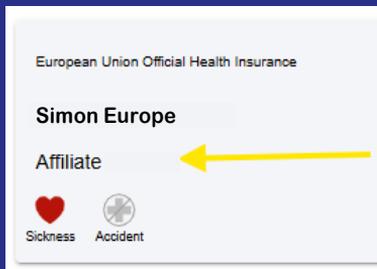
How to register via MyPMO?

For yourself and your children under 18.

Click on the top left menu, select **“My Health”** menu and click on **“Administrative data & National number”**.



Select your profile and click on **“Add national number”** at the bottom right.

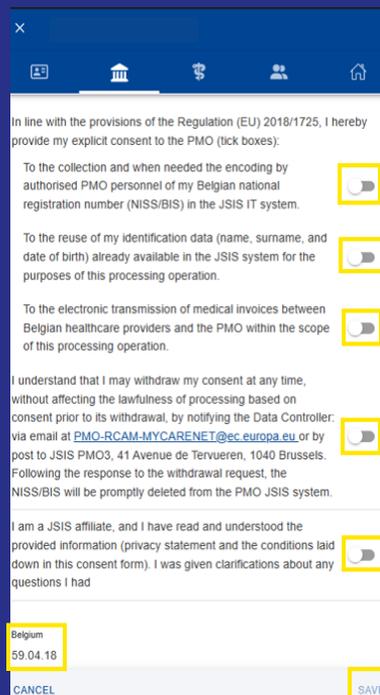


A pop-up window will appear.

Tick the **5 boxes** to mark your consent in relation to the processing of your personal data.

Then enter your national number and your children's numbers **no spaces, dots or dashes**.

Click **“Save”**. Registration will be effective as of the next day.



For your spouse/partner and children over 18 with full JSIS cover.

Select your spouse/partner or your children profile.



Download and fill in **the consent form** in relation to the processing of their personal data.

Click on **“Add national number”** at the bottom right.

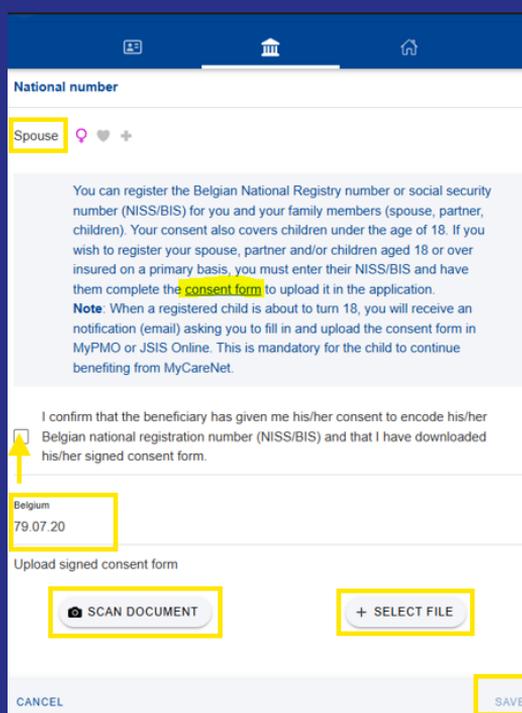
A pop-up window will appear.

Tick the box

Enter your spouse’s/partner’s or your 18+ children numbers **no spaces, dots or dashes**.

Upload the consent form by clicking the **“Select file”** button, or scan it directly using your device’s camera by clicking **“Scan Document”**.

Click **“Save”**. Registration will be effective as of the next day.



How does it work?

1. Register

2. At the doctor's

At the start of the consultation, tell your doctor he can issue an eAttest. You pay for the consultation as usual.

3. The eAttest is sent automatically to JSIS

If your doctor does not use a compatible software, you must submit your reimbursement claim the usual way.

4. Receipt

After payment, the doctor may give you a receipt showing the Inami codes, the amounts and supplements. Keep it as proof of payment, but do not submit a reimbursement request based on this receipt.

5. Processing by JSIS

The eAttest automatically creates a reimbursement request in JSIS.

6. Track your claim

You can follow the status:

- on **MyPMO**: My Health >>Reimbursement Requests >>
- or on **JSIS Online**: My Requests >> My Reimbursement requests

What are the benefits of MyCareNet?

- No need to submit claims yourself
- Less paperwork
- No risk of losing documents
- No risk of missing the 18-month deadline

Contact

In case you didn't find the information you were looking for in this leaflet, feel free to email your questions to:

PMO-RCAM-MYCARENET@ec.europa.eu

or contact the PMO single phone number : **+32 2 29 11111**

Personal data

To learn more about how your personal data is processed and protected by the PMO, please consult **the privacy statement**.

May I withdraw my consent?

Affiliates and beneficiaries may withdraw consent by emailing:

PMO-RCAM-MYCARENET@ec.europa.eu.

If you withdraw your consent, it also applies to your children under 18.

More informations ?

For more information about MyCareNet, you can consult our dedicated articles on the **Staff Centre** or the **Service Guide**, as well as our **FAQs**.