

## Introduction to Tentin® Snap-Tab



Your physician has prescribed the medication Tentin® Snap-Tab 5 mg to you as a treatment for AD(H)D. One box of Tentin® Snap-Tab contains 30 tablets.

This medication is paid in full by your insurance company without you having to pay at the pharmacist. However, the insurance company will charge you for the part of your Own Contribution. By law every Dutch citizen has to pay their Own Contribution up to a maximum of €250 per year. Therefore, the producer of Tentin® Snap-Tab has authorised HEVO Consult to reimburse you for €20 per box of 30 tablets. This means that after a use of 13 boxes the full amount of €250 will be reimbursed to you. Stichting Terugbetalingsregelingen HEVO Consult will transfer the reimbursement to your bank account.

## How to request reimbursement for Tentin® Snap-Tab

### First reimbursement request:

Your physician will provide you with a declaration form that needs to be filled in fully and send to us. The form is also available for download at <http://www.hevoconsult.nl/formulieren>. On this declaration form the medication label from the pharmacy needs to be added, that contains the following information: your name, the name of the medication, the number of tablets received and the date of receiving this box of medication.

Send the declaration form in a closed envelope to:  
HEVO Consult (Stichting Terugbetalingsregelingen)  
Postbus 546  
4200 AM Gorinchem  
Or email the form to: [tentin@hevoconsult.nl](mailto:tentin@hevoconsult.nl)

After we have received and processed your first declaration form, we will inform you.

### Second and all following reimbursement requests:

There are three ways to send in your further reimbursement requests:

1. Send the medication label or photo of it per postal mail to the above address.
2. Email a photo of the medication label to the above email address.
3. Through the HEVO App that can be downloaded through Google Play (Android) and the App Store (IOS / iPhone).

After your first reimbursement request (through the declaration form as described above) we will send you a username and password either by email or postal mail.

With these inlog details you can log in to the HEVO App.

When you want to make a new reimbursement request, fill in the form in the HEVO App and include a photo of the invoice made with your smartphone or tablet. This will then be sent directly to HEVO Consult.

## Important things to know

- Ø It is your own responsibility to send your reimbursement request for all 13 boxes to HEVO Consult.
- Ø Reimbursement requests must be submitted within six months after the date of reception mentioned on the medication label.
- Ø We will process your request within three to four weeks after you submitted it. You will receive an email from us when your request has been processed and ready to be paid. Payments will be made on every 5<sup>th</sup> and 20<sup>th</sup> day of a month (or on the first next working day in case it is during the weekend or on a public holiday). The money will be on your bank account the next day. Please contact us if you have not received your reimbursement within a week after the payment day.
- Ø Your personal details provided to us will be used for this reimbursement agreement only. Our privacy regulations apply to this agreement. We are entitled to request a medication overview from your pharmacy.

## Frequently Asked Questions

### Will Tentin® Snap-Tab 5mg be paid in full by my insurance company?

No, there is an Own Contribution of €21 per box of 30 tablets Tentin. The insurance company will charge you for this up to €250. After you have reached the total of €250 the insurance company will pay everything in full. This is separate of your Own Risk of €385.

### What is the difference between Own Contribution and Own Risk?

The compulsory Own Risk applies to nearly all compensation from the basic insurance. For 2022 this amount is set at €385. This is a compulsory risk for all insured members from age 18 and above; it cannot be subtracted from tax payment. If you make no claims with your insurance company, you do not pay anything.

Own Contribution means that the insurance company pays your costs only up to a certain level per item; all extra costs above that level, need to be paid by yourself. This Own Contribution is related to the following types of care: medication, support tools, maternity care, obstetric care, and patient transport. The costs for your medication are part of the Own Contribution. In 2022 the limit for Own Contribution is set at €250. Your insurance company will provide you with an overview of these costs. The reimbursement that you receive from HEVO Consult is a compensation of these costs paid by the producer of Tentin® Snap-Tab 5 mg.

### I have requested reimbursement before. What now?

After each time that you receive medication you will need to request reimbursement again by postal mail, email or the HEVO App. Although you don't pay at the counter of the pharmacy, you will still need to send in a reimbursement request for the Own Contribution that the insurance company will charge you.

### Where can I find the HEVO App?

The HEVO App is available at Google Play (Android) and the App Store (IOS / iPhone). The logo of the HEVO App has little blue and red blocks. Unfortunately, when your Android phone is older than about two years you might not be able to find the App nor use it. In this case, please send your request to us either by postal mail or email.

### How do I use the HEVO App?

A few days after sending in your first declaration form, we will send your personal inlog details for the HEVO App (username and password). You can download the App in the App store, login, fill in your details and take a photo of your medication label. You will receive an automatic confirmation when your request has been submitted successfully.

Is it possible to receive reimbursement automatically?

No, unfortunately we don't have information on how much and when you use Tentin. Therefore, each time when you receive new medication, you will need to send us a photo of the medication label either per App, postal mail, or email. The label should clearly state the number of tablets received, your name and date of reception.

I don't have the medication label anymore. What do I do?

No problem, your pharmacy can provide you with an overview of medication used by you. This can be sent to us instead.

Do I have to send in a declaration form every time?

No, you only have to send a declaration form the first time. Please don't forget to clearly mention your bank account number. We do **not** need your BSN-number.

How can I contact HEVO Consult?

By postal mail:

HEVO Consult (Stichting Terugbetalingsregelingen)

Postbus 546

4200 AM Gorinchem

By email: [tentin@hevoconsult.nl](mailto:tentin@hevoconsult.nl)

By phone: +31 183 647575