

Revised questionnaire

Directive 2011/24/EU

Cross-border healthcare expert group
11 March 2016

Revised Questionnaire

User friendly layout

The layout has been redesigned to be more user friendly and intuitive, e.g. through:

- Additional clarifying instructions
- Use of ActiveX controls
- Use of conditional formatting to indicate whether or not the sum of a breakdown equals the provided total

Revised Questionnaire

Reduced amount of data (“less is more”)

The amount of data to be collected has been reduced to meet the requests expressed by the Member States without interfering with the needs of the Commission and the reporting requirements imposed by Directive 2011/24/EU.

- Information requests to National Contact Points
 - Limited breakdown by Media
 - No breakdown by Issue

Revised Questionnaire

Reduced amount of data (“less is more”)

- Waiting time in case of refusal following Article 8.6(d) (Absence of undue delay)
 - Question deleted
- Processing times
 - Three questions deleted relating to the percentage of requests/claims dealt with within maximum time limits set out by the Member State

Revised Questionnaire

Relevant data with high quality

The questions have been adapted to meet the requests expressed by the Member States without interfering with the needs of the Commission and the reporting requirements imposed by Directive 2011/24/EU.

- Number of requests for prior authorization
 - New breakdown (Number of received requests, Number of authorized requests, Number of refused requests and Number of withdrawn/inadmissible requests)
- Authorized requests for prior authorization by type of healthcare
 - Revised breakdown

Revised Questionnaire

Relevant data with high quality

- Refused requests for prior authorization by reason for refusal
 - Revised breakdown
 - New reason added, “The healthcare is not included among the national healthcare benefits of the Member State of affiliation”
- Number of requests for reimbursement (healthcare not subject to prior authorization)
 - New breakdown (Number of received requests, Number of granted requests, Number of refused requests and Number of withdrawn/inadmissible requests)

Revised Questionnaire

Additional information

A new section has been added to allow Member states to provide country specific information to help explain the figures provided, e.g. information about:

- Figures not available
- Figures for which no division can be done between cases under the coordination Regulations (Regulation (EC) No 883/2004 and Regulation (EC) No 987/2009) and Directive 2011/24/EU

Member States are also asked to provide reasons for missing figures and steps taken to improve the available statistics.

Revised Questionnaire Conclusions

Revision done to meet the requests expressed by the Member States without interfering with the needs of the Commission and the reporting requirements imposed by Directive 2011/24/EU.

- User friendly layout
- Reduced amount of data (“less is more”)
- Relevant data with high quality
- Additional information