



Dear Member,

Covid-19 pandemic, which hits the whole world is a health challenge which concerns also our health insurance policy. We would like to emphasize again that your health insurance covers any possible health cost link to this pandemic, according to the benefits of your contract.

Due to binding containment measures, CARPS offices will largely have to close and its teams will have to adapt their working methods through teleworking.

In order to facilitate this teleworking, we advise you to send your claims only by email to the email address claims@carps.fr

For the guarantees of payment almis@carps.fr

Please send us the following information: First and last name of hospitalized person; Name and address of hospital; Fax or email address of the reception center; Start date of hospitalization; Reason for hospitalization; Currency

Also, for those who did not give us yet their bank account number (IBAN) please do so, in order to facilitate the reimbursement process by bank transfer.

More generally, we would advise you to address your claims and requests through your Members Area on our site www.carps.fr

In this context we are doing all our best to maintain our quality of service. However, we cannot guarantee that there will be no delay in our claim processing or in our answers. If this happens, please accept our apologies, this will only be temporary.

We remain at your full disposal in this difficult period and thank you for your confidence.

Thierry DANA
Managing director