

## How to obtain the European Health Insurance Card (EHIC)

1. Click on your region on the map of Belgium at [sdg.solidaris.be/](http://sdg.solidaris.be/).
2. Choose your means of identification on the 'e-Mut' page that opens.
3. Once you have entered your health insurance fund's online service area, you can start the procedure to order your EHIC:
  - **In e-Mut Solidaris Vlaanderen**, click on 'Self Service' and then on the 'Commander' (Order) button under the 'Documents de voyage' (Travel documents) menu, and you will receive the EHIC by post. If you prefer to download the PDF document, select the 'A l'étranger' (Abroad) menu in the same section and click on 'Commander (PDF)' (Order (PDF)) under 'Documents de voyage' (Travel documents).
  - **In e-Mut Solidaris Wallonie and the Mutualité Socialiste du Luxembourg**, click on 'Carte européenne' in the middle of the home page or go to the 'Commander' menu on the left, select the 'Séjour à l'étranger' submenu and indicate the destination country. Once the procedure is completed, we will send you your travel document by post within 10 working days.
  - For members of **Solidaris Brabant**, click on 'Demande de documents', then select 'Vacances à l'étranger' and finally 'Carte européenne d'assurance maladie (CEAM)'. Check that all the details are correct and press 'Confirmer'.  
All you now need to do is choose how you want the card to be sent: either a PDF that you can print will be sent to you by email (digital version), or the EHIC will be posted to you.  
The EHIC will also automatically be visible in 'Ma boîte de réception' within two working days.

You will also receive notification if your application has been refused (e.g. you are employed by a foreign employer, you receive a foreign pension, etc.).

### What should I do if I'm unable to order my EHIC?

Use the Contact page on your health insurance fund website so that our advisors can provide you with assistance.

Solidaris Vlaanderen: [solidaris-vlaanderen.be/contact](http://solidaris-vlaanderen.be/contact)

Solidaris Brabant: [www.solidaris-brabant.be/fr/contact](http://www.solidaris-brabant.be/fr/contact)

Solidaris Wallonie: [solidaris-wallonie.be/contact](http://solidaris-wallonie.be/contact)

La Mutualité Socialiste du Luxembourg: [mslux.be/contact/](http://mslux.be/contact/)

