
POSTER ABSTRACT

The Social Service of Health Insurance Funds? A VALUABLE partner in integrated care! There for everyone, with a focus on personal care and support!

23rd International Conference on Integrated Care, Antwerp, Flanders, 22-24 May 2023

Marieken Engelen¹

1: Health Insurance Funds, Brussels, Belgium

There for everyone, with a focus on personal care and support! Who are the Social Service of the Health Insurance Companies? To be able to make use of the Belgian Social Security, every citizen must be affiliated with one of the recognized health insurance funds. This membership makes one eligible for e.g. reimbursement of medical care, benefits due to disability or pregnancy... However, the operation of a Belgian health insurance funds goes beyond these basic services. Every organization has a social service, tasked with the support of people's request for help concerning matters of health, well-being, care such as the organization of home care, child benefits, complex social administration procedures, ... Being subsidized by the Flemish government, these services are accessible and free for each citizen or member. Strengths of The Social Service of the Health Insurance Funds! A proactive approach

The Social Service of each health insurance fund is committed to prevent underprotection (non-take up) and support the most vulnerable people of society. Each year they choose at least 3 target groups they approach proactively. An example of such a group is people who are hospitalized frequently and/or for a longer period of time. In these cases, the services take the initiative to contact the client and offer them some information about their services. Without obligation, the client can decide whether he/she wants to make use of the services.

A guide, a coach, an advocate ...

The role of The Social Service changes based on what the client wants or needs. On one occasion our social workers can function as a guide in the elaborate and complex field of the available benefits and care on different governmental levels. On another, they can be a coach who empowers the client in achieving or pursuing a life goal. Based on their experiences with clients/members, the social departments have a signaling function to policymakers like the Flemish or Belgian governments.

Multi-channel accessibility

In order to keep up with an ever-becoming complex world and realize accessible care/support, The Social Services make use of an array of (digital) tools to (stay) connect(ed) with their client. House visits, (E-)mail, (Video) calls, swinging by the local office... there are multiple possibilities to ask/answer questions, exchange information, ... The client can choose the medium he or she's most comfortable with.

Engelen: The Social Service of Health Insurance Funds? A VALUABLE partner in integrated care! There for everyone, with a focus on personal care and support!

A partner in health care and wellbeing

Throughout the years The Social Services of the Health Insurance Funds have developed a great expertise in helping people with complex, multiple and/or chronic disabilities, health issues, social issues. Our social workers and occupational therapists work together, as a multidisciplinary team, to ensure a qualitative coaching and follow-up of their clients (and their needs). In order to keep providing this quality of care in the future, it has become clear that collaboration with others is necessary. That's why the Social Services of the Health Insurance Funds have formed strong partnerships with other parties in the primary care such as (the social departments of) local governments or publicly funded wellbeing organizations.