

Improved access to healthcare providers

Steps for staff to subscribe to Dutch healthcare provider network VECOZO

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As announced in a [recent publication](#), Cigna will continue to administer our healthcare insurance scheme as of 1 January 2025, for an initial period of five years. To better meet the needs of plan members, services will be more tailored to the specifics of the EPO plan and local healthcare markets.

Improved access to the national healthcare provider network VECOZO, via ONVZ

As part of the services administered by CIGNA, EPO staff based in The Hague and pensioners officially residing in the Netherlands will soon have the **option to subscribe to the national healthcare provider network VECOZO**. This option is similar to the solution that CIGNA currently provides for staff's family members resident in the Netherlands.

Some 45 000 healthcare providers and all health insurers, healthcare offices and municipalities are affiliated with VECOZO. Access to the VECOZO network will be provided via the Dutch basic insurance provider **ONVZ** and administered by CIGNA.

What are the benefits and how does it work?

EPO staff members and pensioners who take this option will enjoy several benefits, including **easy access to the VECOZO healthcare provider network** and **beneficial healthcare rates**.

- Subscription to the VECOZO network is not obligatory and is free of charge
- EPO staff and pensioners will **not** be automatically subscribed

- EPO staff can freely choose to subscribe to VECOZO at any point in time, there is no deadline
- For those who do not subscribe, there will be no change to the established means of accessing healthcare or to established coverage arrangements

Next steps

In the coming days, eligible staff in The Hague and pensioners officially residing in the Netherlands will receive an e-mail from Cigna inviting them to subscribe to VECOZO.

Completing the subscription process will involve submitting some personal details such as your name, address, Cigna personal number and Burger Service Number (“citizen service number”, or BSN). A BSN is the unique personal number under which you are registered in the Dutch Personal Records Database. Each BSN comprises 8 or 9 digits and is essential for subscribing to VECOZO. Once your subscription is complete, you will receive an **ONVZ health insurance card**, enabling you to access the VECOZO network.

Background

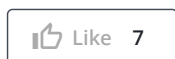
In the Netherlands, EPO staff are currently **exempt** from the nationwide legal requirement to have basic Dutch health insurance. However, this legal requirement generally **does apply** to staff’s family members residing in the Netherlands. The EPO therefore offers a solution for these family members in the form of insurance provided by the health insurer ONVZ and administered by Cigna, enabling easy access to national healthcare providers.

Further information

Towards the end of 2024, CIGNA will share further information with staff on subscribing to VECOZO. Info sessions on CIGNA services, and especially on VECOZO access, will take place at the beginning of 2025.

For in-depth information on using the Dutch healthcare system as an EPO staff member, please consult this [brochure](#).

For an overview of the essentials, check out the dedicated [intranet page](#).



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