

# Dealing with the unexpected

## Your health with MESE

### The different levels of coverage

- **Base** : compulsory membership (employee contribution = 1.23 %)
- **Complementary** : optional membership (Premium or Excellence) with modification period only in October.
- Children : free up to 24 years old (up to 28 if student)
- If you are unable to get an appointment with your regular doctor, an **online medical service** (Ma Question Médicale) is available from 8:00 am to midnight, 7 days per week, via your MESE space. Bank card payments..

#### Premium (optional)

High-level cover for consultation and hospital fee overruns

#### Excellence (optional)

Top-level cover for fee overruns, particularly for high fees applied in Paris and the PACA region, orthodontist treatment, dental prosthetics, optometry

#### Base (compulsory)

Satisfactory basic cover for most employees and their beneficiaries with refunds for standard fees.

Employer participation = 55 %, Employee participation = 45 %

### Good habits

- Before a consultation, check to see if the doctor charges extra fees.
- To avoid practitioners adjusting their fees depending on the level of your cover, do not tell them the amounts of your cover.
- Preventative assessment if aged 50 or over by the AGIRC-ARCCO in one of the 18 centres in France [www.centreprevention.fr](http://www.centreprevention.fr)

### In the event of sick leave

- Inform your manager and your payroll officer if you are on sick leave within the first 2 days.
- Send your medical certificate:
  - via [support@schneider](mailto:support@schneider) (Telephone: 01 70 48 88 88)
  - In the section: "Demande et dépôt d' attestation > autre"
  - by post to your payroll officer.

Managers are not authorised to contact employees on sick leave regarding work issues.

#### Contact MESE

☎ 04 76 60 56 36

✉ [fr-contact@mese.se.com](mailto:fr-contact@mese.se.com)

🌐 [www.mese.fr](http://www.mese.fr)

- App **MESE et moi**
- Parc Sud Galaxie - 4 Rue de l'Octan bâtiment Alpha - 38130 Echirolles
- Monday to Friday - 8:30 a.m. to 6:30 p.m.

### Additional services included in your contract

#### Social Assistance Fund

##### financial assistance to members

- Under conditions of resources.
- As not to give up care, so that the "remaining costs" does not put you in financial difficulty,
- or when certain care not covered by the CPAM requires assistance.
- The committee meets twice a month.

##### Contact

✉ [fr-fonds.social@mese.se.com](mailto:fr-fonds.social@mese.se.com)

#### Assistance

IMA (Inter Mutuelle Assistance)

7 days a week, 24 hours a day

##### Support

- For employees and their families (spouse, direct ascendants and children) in the event of hospitalisation, maternity, serious illness.

##### or

if you are a caregiver (home help, delivery of medicines and shopping, delivery of meals, care for children and ascendants, psychological support, repatriation in the event of problems abroad, etc).

##### Contact

☎ 05 49 16 39 24

