

# MY HEALTH AND SOCIAL SUPPORT



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# MY SOCIAL SECURITY

## Registering for Health Insurance

Affiliation to the *Sécurité sociale*, the French social protection system, which includes *Assurance Maladie* (public health insurance), is mandatory and free for all students.

### What is it for?

Social Security provides me with **free health insurance that makes it easier for me to access healthcare and get reimbursement for most of my medical expenses** such as seeing a doctor, examinations, purchasing prescription drugs...

### How do I register?

As soon as my university registration is finalized, I register on the Assurance Maladie's multilingual website dedicated to international students: [etudiant-etranger.ameli.fr](https://etudiant-etranger.ameli.fr).

I will have to provide my postal address in France and upload the required documents. If I am unable to register online, I can call **36 46** (toll-free number, cost of a local call). If necessary, an advisor can assist me in English.

### SPECIAL CASES

- ♦ **I am a European citizen** (EU/EEA and Switzerland) with a European Health Insurance Card (EHIC) valid until the end of the academic year. I do not need to register online. I present my card directly during my medical appointments.
- ♦ **I am from Quebec** and qualify under the protocol between France and Quebec. I submit the form provided by my RAMQ to my local Caisse primaire d'assurance maladie (CPAM).

1

I register on  
**etudiant-etranger.ameli.fr**



**Upload the required documents**

- ◆ ID card/Passport
- ◆ Residence permit
- ◆ Birth certificate full copy or extract with parentage
- ◆ Bank details (RIB)
- ◆ Registration certificate for the current academic year
- ◆ Parental authorization (if under 16)
- ◆ Additional documents depending your country of origin



To get better reimbursement,  
I take out supplementary health insurance

2

I create  
my personal  
account



**Download  
my temporary  
certificate**

**Upload  
any missing  
or non-compliant  
documents**

**Download  
my final  
certificate**

3

For easier  
and faster  
reimbursements

I open my  
personal Ameli  
account via the  
app or on ameli.fr



**Apply for my health  
coverage card  
("carte vitale")**



**Declare a primary  
care physician  
during a consultation**



## What is...?

### THE CARTE VITALE

After registering with Social Security, I open my personal Ameli account at [www.ameli.fr](http://www.ameli.fr).

This allows me to request my *carte vitale*, (i.e., health insurance card), check my reimbursements, or report a change in my situation.

My *carte vitale* simplifies the healthcare reimbursement process. My reimbursement requests are sent electronically directly when I show the card during an appointment with a doctor and when I buy prescription drugs.

### A MÉDECIN TRAITANT

To ensure the best possible reimbursement of my medical expenses, I choose a primary care physician, called a *médecin traitant* in French. This doctor is in charge of my medical follow-up. I can declare a primary care physician during a consultation.

### A MUTUELLE

The French health insurance system reimburses most of the cost of my treatments, but taking out an individual complementary health insurance or *mutuelle* is recommended for better reimbursements. This is a paid-for service offered by insurance companies, banks and student *mutuelles*.

Even with a *mutuelle*, my healthcare costs are not always reimbursed at 100%. The part not reimbursed is called the *reste à charge*, or patient share.

| In France, I have to pay the doctor and pharmacy expenses upfront before being reimbursed.

# My University Health Service

**My health is a key factor for my academic success. The professionals at the Service de santé universitaire (SSU) are available to support and guide me.**

## I can make an appointment with a...

- ◆ Doctor for preventive examinations, vaccinations, consultations, and medical certificates
- ◆ Nurse for preventive counseling, health education, and information
- ◆ Psychologist for confidential counseling and support
- ◆ Addiction specialist for advice and guidance on managing difficult-to-control consumption or behavior

### Maison de la santé or Maison des étudiants Reception Desk

61, avenue du General de Gaulle – 94000 Créteil

By telephone on **01 45 17 15 15**

On [doctolib.fr](http://doctolib.fr) by searching for SSU UPEC étudiant

## I can also benefit from...

### RÉSUS+, THE UPEC HEALTH NETWORK

For guidance through the healthcare system and priority access to the network's healthcare professionals.

### RENCONTRES SANTÉ

Once a month, the SSU organizes health events called 'Rencontres santé', where they provide information on various topics like nutrition, addictions, well-being, mental health...

MY HEALTH AT UNIVERSITY

Find out more

[www.u-pec.fr/fr/vie-de-campus/sante](http://www.u-pec.fr/fr/vie-de-campus/sante)

# ACCOMMODATING MY STUDIES – DISABILITY

## Special Study Conditions

If my personal, social or professional situation so requires, I can benefit from special study conditions.

### Who is eligible?

This applies to students who are employed, engaged in university activities, entrepreneurs, high-level artists and athletes, students with disabilities, and those with family responsibilities.

### What are the possible arrangements?

Schedule organization, adapted exams and/or length of study course, personalized support (tutoring, support courses), use of distance learning and digital technologies...

### How do I apply?

#### IF I HAVE A DISABILITY

1. I **contact** the disability unit as soon as possible at [handicap@u-pec.fr](mailto:handicap@u-pec.fr)
2. I **make an appointment** with the university health service doctor on 01 45 17 15 15 or [doctolib.fr](http://doctolib.fr)

A medical committee will then determine the necessary adjustments.

#### IN OTHER CASES

I must submit a written request to my **academic coordinator** within the first three weeks following the start of the classes.

To find out more about the required documentation, I contact my faculty's *scolarité* (academic affairs office) [www.u-pec.fr/fr/formation/etudes-et-scolarite/vos-scolarites-de-filiere](http://www.u-pec.fr/fr/formation/etudes-et-scolarite/vos-scolarites-de-filiere)

## A team that cares

As a student, I may face **financial or personal challenges**.  
The Information and Support Unit can offer help  
or refer me to the appropriate contacts.

Depending on my circumstances, **financial or food aid may be available** through the university's student support commission.

I can send my requests by e-mail to [social@u-pec.fr](mailto:social@u-pec.fr)  
or contact the unit by phone at 01 45 17 70 65.

I can also drop in for inquiries without an appointment  
during the office hours on Thursdays:

- ◆ Housing from 9 a.m. to 12 p.m.
- ◆ Social Assistance from 2 p.m. to 5 p.m.

Once a month, I can benefit from a complete food  
package through the university's food assistance program.

### Legal Assistance

Free, confidential legal consultations are available every other  
Monday from 9:30 a.m. to 12:30 p.m. at the Campus Life Office.  
In partnership with the CIDFF\*, a legal advisor is available  
to provide guidance on all areas of law.

To schedule an appointment, email [permanencejuridique@u-pec.fr](mailto:permanencejuridique@u-pec.fr).

# MY SOCIAL ASSISTANCE SERVICES

### STOP VIOLENCES ET DISCRIMINATIONS UNIT

A dedicated support unit is available to report any situation involving  
acts of violence or discrimination that I may experience or witness.

Its professionals ensure the alleged victim's anonymity  
and uphold confidentiality, impartiality, and gender neutrality.

Available daily, 9 a.m.–9 p.m., including public holidays, at 01 41 83 42 09.

[www.u-pec.fr/cellule-stop-violences-discriminations](http://www.u-pec.fr/cellule-stop-violences-discriminations)

More info at [www.u-pec.fr/fr/vie-de-campus/social](http://www.u-pec.fr/fr/vie-de-campus/social)

\* Centre d'Information sur le Droit des Femmes et des Familles du Val-de-Marne  
(Val-de-Marne Women's and Family Rights Information Center)