

# MY HEALTH AND SOCIAL SUPPORT



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# MY SOCIAL SECURITY

## Registering for health insurance

Affiliation with **Sécurité sociale**, the French social protection system which includes health Insurance, is free and mandatory 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 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](https://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 mutuels.

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 access...

### 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...

Find out more

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

MY HEALTH AT UNIVERSITY

# 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 here to listen

As a student, I may face **financial or personal difficulties**. Whether these issues are short-term or long-term, the university is here to support me.

The social assistance services team provides answers appropriate to my situation, and refers me to the relevant contacts, both inside and outside the university.

Depending on my circumstances, financial or food aid may be available, thanks to the university's student social assistance commission.

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

I can also drop in without an appointment to inquire during office hours on Thursdays:

- ◆ Housing from 9 AM to 12 PM
- ◆ Social assistance from 2 PM to 5 PM

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

# MY SOCIAL ASSISTANCE SERVICES

## STOP VIOLENCES ET DISCRIMINATIONS UNIT

The *cellule stop violences et discriminations* handles all situations of violence and discrimination that I experience in a confidential and neutral manner. They provide a listening ear, advice, and guidance on the steps I need to take.

[stop-violence@u-pec.fr](mailto:stop-violence@u-pec.fr)