

Health and accident insurance
for Upper Austrian municipalities



Online guide





www.meinekfg.at

Easy and convenient

This guide will lead you confidently through the online portal of KFG! www.meinekfg.at

Our service is available around the clock for quick online processing.

This digital added value makes many things easier and represents the fastest form of financial reimbursement when submitting bills.

Visit the homepage
www.meinekfg.at



Online portal login



Smartphone – Icon
add the website to the
home screen: meinekfg.at

Login options:



ID Austria



National insurance number

Simpler login with ID Austria

! Your security is important to us! With ID Austria, we offer you the simplest and most secure login to eServices and the wide range of services from KFG. ID Austria is a further advancement of the Handy-Signature (cell phone signature) and provides many useful advantages.

www.oesterreich.gv.at/id-austria



Video

National insurance number login

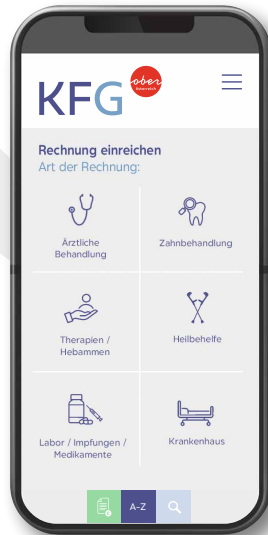
After the initial registration at **online.meinekfg.at**, you will receive the activation code via post to activate your account.

Login assistance: hilfe.meinekfg.at



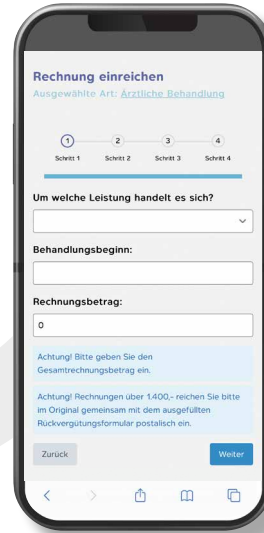


Your medical bill submitted in 5 steps ...



1

Type of bill



2

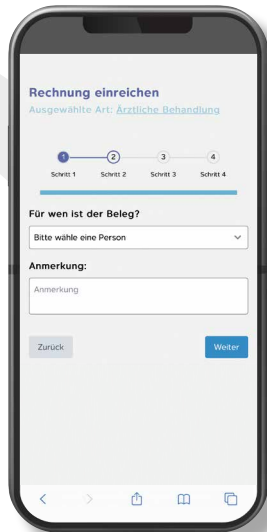
Which service?

Start of treatment*

Bill total

* Please provide the first day of treatment.

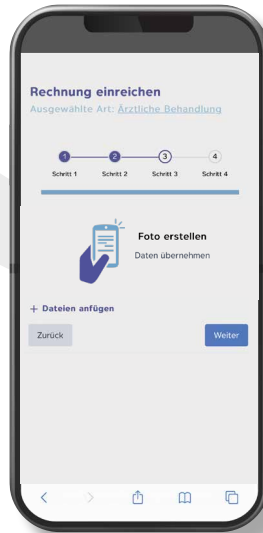
Important:
Every bill must be submitted individually!



3

For whom?

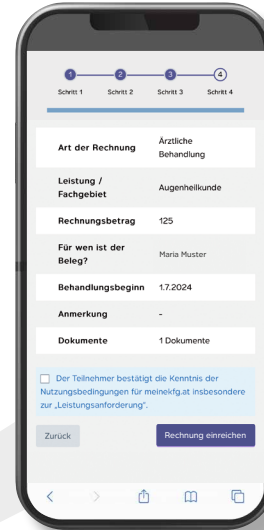
Explanatory note



4

Take photo of documents
and upload

Comment formats: .jpg, .pdf, .png



5

Overview

Submit bill

Login

eService

Benefits

eService

My Bills

Status of submitted bills

Suche

Bill status:

Open ●

Approved ●

Additions required* ●

Rejected* ●

*See detailed information
To copy the data of an invoice
that has already been entered,
click on "Resubmit".

Important:
The documents already
submitted must be uploaded
again in full.



eService

Mailbox

Have questions?

Send an enquiry to KFG under "Mailbox". Uncomplicated exchange of communication with our members is the top priority.

Meine **SV**



In addition, you may also submit your medical bill on the online portal **meineSV.at**, check your benefit entitlement updated on a daily basis (including for family members) and view your prescription charges account (Rezeptgebührenkonto – REGO).



FAQ

Do I have to submit my medical bill myself to KFG?

You may submit bills via the online portal meinekfg.at or via the service portal meinesv.at – or submission via post is also possible. To do so, use the reimbursement form.

↓ www.meinekfg.at/downloads

Do I need to send in the payment receipts with the bills with the statements for checking?

We also reimburse unpaid bills. In some cases, confirmation of payment may be required. In this case, you will receive a notification.

Is there a time limit for reimbursement of medical fees and other bills?

According to the statutes of the KFG, there is a 3 year time limit for reimbursement. Bills submitted later than this may only be reimbursed if it is proven that an earlier submission was not possible through no fault of one's own.

Can I submit multiple bills together?

The process must be carried out for each bill individually. Bills submitted via email cannot be acknowledged or processed.

How do I know what the reimbursement was for the bills submitted?

The reimbursement rate is 90% of the current fee schedule negotiated by the Upper Austrian Medical Chamber and the Upper Austrian Health Care insurers. With supplementary group insurance, you can cover the 10% excess. For co-insured children up to age 27, the recognised fee schedule will be reimbursed to 100% (for details, see online portal).

How do I submit a bill for an amount over 1400 EUR?

Submission is only possible by submitting the original bill and using the reimbursement form through the post.

↓ www.meinekfg.at/downloads

Well-informed

The online portal offers you an overview of all important information about KFG, such as the product range, benefits and answers





Overview A-Z

Doctor bills

Unfitness for work

Hospital/medications

Insurances questions

Forms

Health and accident insurance for Upper Austrian municipalities



Friedrichstraße 11
4041 Linz

Tel.: 0732/788000-0
Fax: 0732/788000-30
office@kfg.ooe.gv.at
www.meinekfg.at

