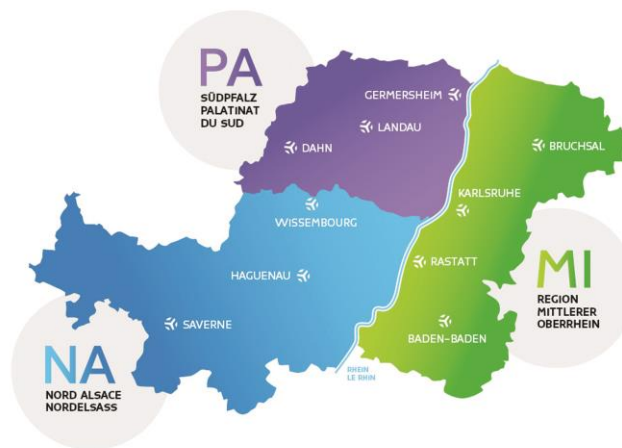


Elaboration of a cooperation protocol aimed at simplifying administrative procedures for frontier workers in the field of health insurance

Partners: EGTC Eurodistrict PAMINA, INFOBEST Network

The Territory

The Eurodistrict PAMINA on the Franco-German border includes the Southern Palatinate (PA), the Middle Upper Rhine/Baden (MI) and the Northern Alsace (NA). It has an area of 6,500 km² and accommodates 1.7 million inhabitants; approximately 16,500 people are cross-border commuters.



The Identified Obstacle

The complexity of administrative procedures for frontier workers and other commuters between France and Germany in terms of health insurance is a real obstacle to mobility. A number of administrative difficulties contribute to making mobility a negative experience: slowness of health insurance registration procedures, round trips of identical documents, difficulties in obtaining reimbursements, insufficient and sometimes contradictory information, often not available in the language of the frontier worker and not adapted to cross-border situations, etc. This often has financial consequences for frontier workers or other persons being insured in one country and benefiting from health services in the other country and finally leads to less cross-border mobility.

The Proposed Solution

Thanks to the *b-solutions* initiative, INFOBEST will organise numerous direct consultations with citizens and collect feedback from employees of health insurance funds in each country. The solution is primarily aimed at improving administrative procedures in a cross-border context, e.g. by changing administrative provisions.

The solution consists of three steps:

- Lobbying administrations with the objective of simplifying procedures addressing citizens;
- Creating an inventory of administrative difficulties faced by border residents and their discussion with the competent administrative authorities;
- Drawing up an action protocol between French and German health insurance funds with the support of legal experts.