



MESE MEMBER AREA

User Guide

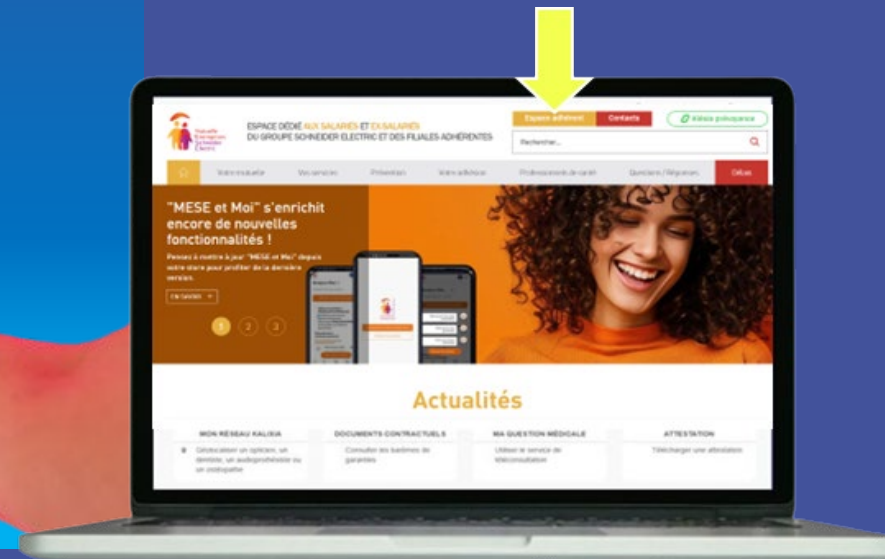
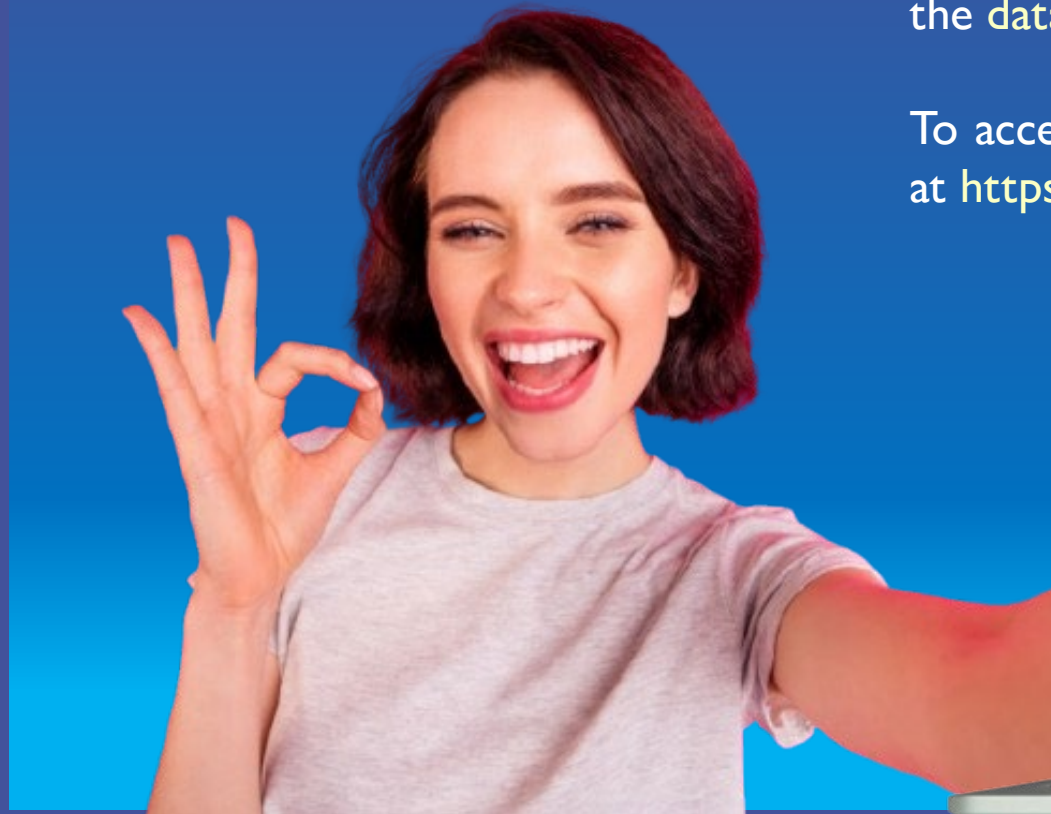
Version 2025V2

Make your life easier!

The member area is a secure safe that allows you to access the services of your MESE health insurance.

You can carry out your procedures online at any time or consult the data and documents related to your contract.

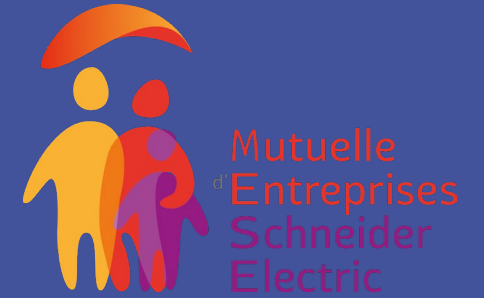
To access it, log in to the member area available on our website at <https://www.mese.fr>.





SUMMARY

Page 4	Log
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Page 6	The Home Page
Pages 7 à 9	Personal Information <ul style="list-style-type: none">Contract – Family / Address – ContactsMembership fees / Bank details / Password changeContractual Documents / Information Documents
Pages 10 à 11	Contact – Filing of documents <ul style="list-style-type: none">Submit a document – Contact the MESE supportHospital care
Page 12	My refunds
Pages 13 à 16	My services and tools <ul style="list-style-type: none">MESE card / certificate of membershipTeleconsultation service / Search for a health professionalIMA or RMA supportKalixia / Health Prevention Tariff Network
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Log



Your account is already activated:

Click on “Me connecter à mon compte” then type:

- your membership number
- your password

ACCÉDER À VOTRE ESPACE PERSONNEL

L'accès à cet espace est réservé aux adhérents munis de leurs codes d'accès. Votre espace personnel est aussi disponible sur smartphone et tablette.

Identifiant mese *

Mot de passe *

Se souvenir de mon identifiant

Je ne suis pas un robot

VALIDER

[Mot de passe oublié](#)

Forgot or expired password?

Click on “Mot de passe oublié”. You will receive an email allowing it to be reset.



You have never logged in:

- 1- Click on “Activer mon compte” and fill in the fields. (INSEE number = Social Security number).
- 2- An email containing **your login ID** is sent to you.

3- Now set your password by clicking on “**Mot de passe oublié ou expiré?**”.

4- Enter your username and click on “**Valider**”.

You will receive an email allowing you to set **your password**.

You now have your username and password to access your Members' Area.

Note that when you first log in, you are invited to validate the general terms and conditions of use of your MESE member area.

You don't receive an email at the end of your procedures?

- 1- Check your spam.
- 2- We do not have a valid email address for you in our bases. Contact our support to update your contact details.

Activation de votre espace

Nous vous invitons à renseigner les informations de l'assuré principal.

Nom *

Prénom *

Date de naissance *

Numéro INSEE *

Besoin d'aide pour créer votre compte ?

Annuler Envoyer

Mot de passe oublié

Saisissez l'identifiant associé à votre compte (le même que celui de votre espace personnel sur l'extranet)

Identifiant *

Valider

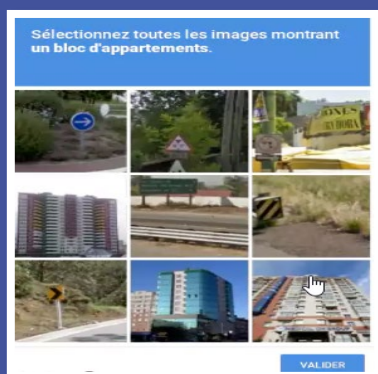
Retour à la page de connexion

Secure access

Once you have entered your username and password, go through the 2 security steps:

1st security: the Captcha

Select the requested images and then validate.



2nd security: the 6-digit code

You will receive this code by SMS if your mobile number is entered in our databases, otherwise a page will open allowing you to enter it.

Two-factor authentication is a somewhat restrictive measure that nevertheless considerably increases the security of your data.



On the home page, you can access:

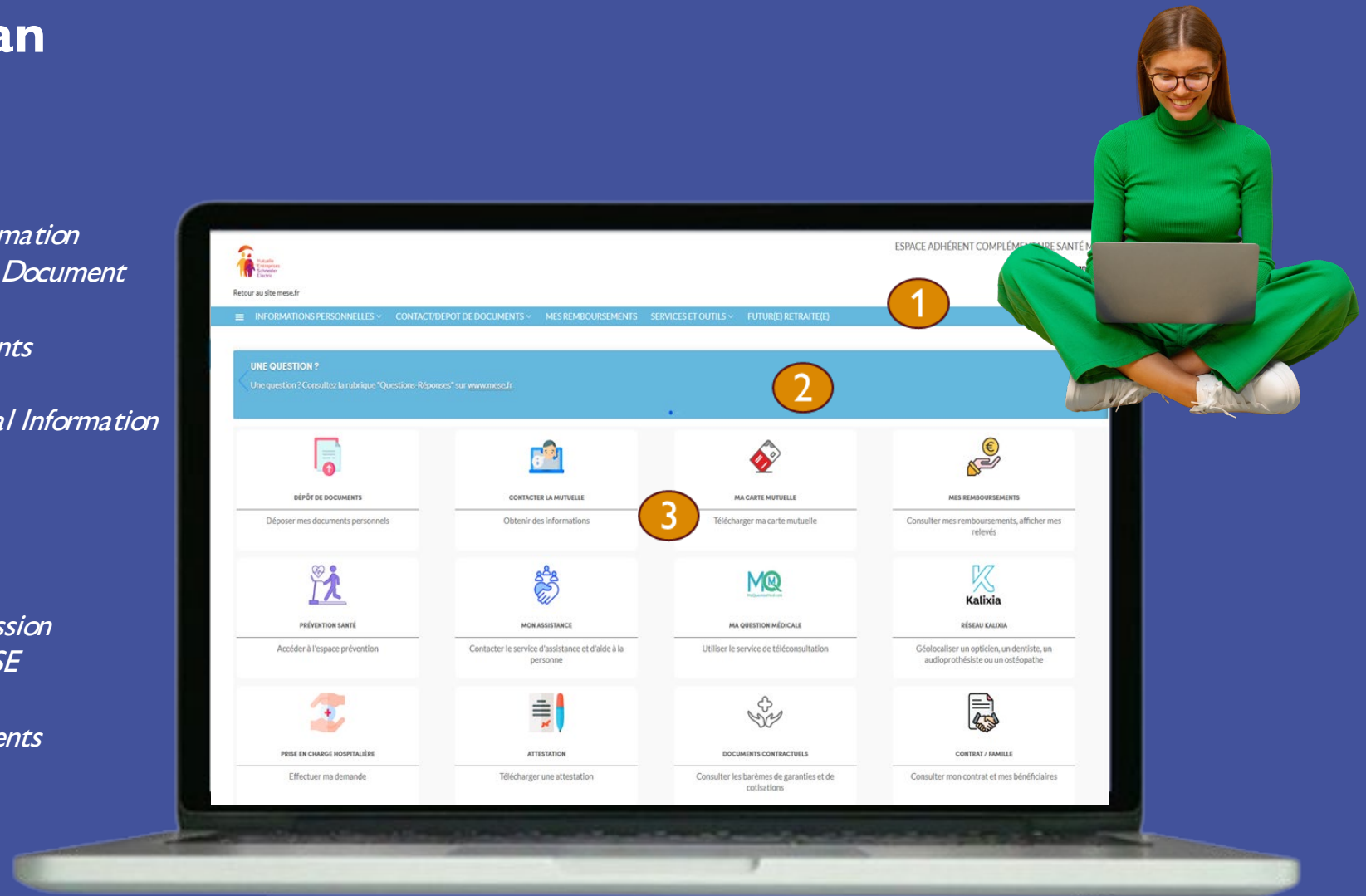
1. The Menu Bar by Categories

- Informations personnelles → Personal Information
- Contact/ dépôt de documents → Contact / Document Submission
- Mes remboursements → My Reimbursements
- Services et outils → Services and Tools
- Futur(e) retraité(e) → Future Retiree Personal Information

2. The News Banner

3. Your procedures in direct access:

- Dépôt de documents → Document Submission
- Contacter la mutuelle → Contact the MESE
- Ma carte Mutuelle → My MESE Card
- Mes remboursements → My Reimbursements
- Prévention santé → Health Prevention
- Mon assistance → My Assistance
- Téléconsultation MaQuestionMédicale
- Réseau Kalixia → Kalixia Network
- Prise en charge hospitalière → Hospital Coverage
- Attestation → Certificate
- Documents contractuels → Contractual Documents
- Mon contrat /ma famille → My Contract / My Family



PERSONAL INFORMATION

Take advantage of the shortcut on the homepage



CONTRAT / FAMILLE

Consulter mon contrat et mes bénéficiaires

CONTRACT/ FAMILY

In this section, you will find the level of coverage you have taken out as well as the members of your family benefiting from your contract.



Mes contrats

Santé

Contrat santé
N°C40SOCLE

Contrat santé
N°C40ZPREMIUM

← Contrat santé

N° C40SOCLE - Souscrit le 01/01/2018
[Afficher les garanties de remboursements](#)

Bénéficiaires

Léa RIMON
Assuré Principal

Samuel RIMON
Conjoint

Zoé RIMON
Enfant

Léa RIMON
Née le 10/01/1984
Sécurité sociale

N° Sécurité sociale	284801XXXX1174
N° Organisme de rattachement	5001-381000

Télétransmission
La télétransmission est un échange informatique entre votre caisse d'assurance maladie et Harmonie Mutuelle en tant qu'opérateur de tiers payant pour le compte de votre mutuelle.
Elle vous dispense de nous envoyer vos décomptes de remboursements.

Désactivée
[Activer la télétransmission](#)

Remboursements

IBAN	XXXX.XXXXXXXX.XXXXXXXX.XXXX.136
BIC	CMCI XXXX

ADDRESS/CONTACTS

Be sure to check and update your postal address, email address and mobile phone number if necessary in this section.

← Mes informations personnelles

Civilité - Prénom - Nom

Date de naissance

Adresse

34 CHEMIN DU LOUP 38000 GRENOBLE

Email

LEA.RIMON35@GMAIL.com

Numéro(s) de téléphone

0606060606

We advise you to fill in:

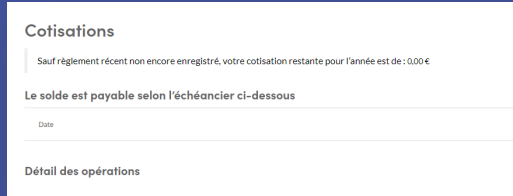
- a personal email address rather than a professional one.
- the mobile phone number of the person managing the procedures with the MESE within the household. It will thus be the recipient of the SMS validating the connection to the MESE Member Area.

PERSONAL INFORMATION

Take advantage of the shortcut on the homepage

CONTRIBUTIONS

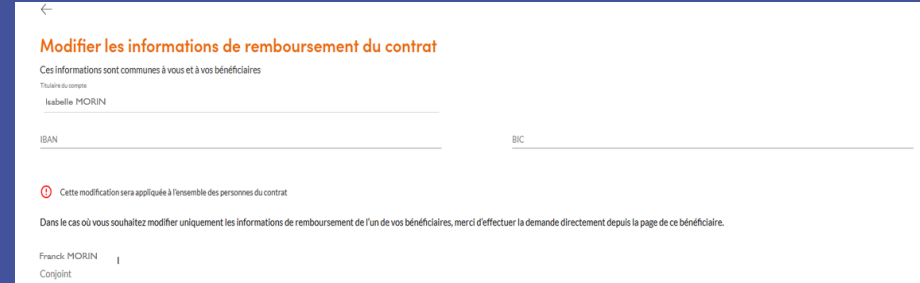
Find the amount of your contribution as well as the schedule if you subscribe to the individual (retired) contract.



For members of the collective contract (employees), the amount of your contribution is indicated on your payslip.

BANK DETAILS

Consult your information and send us your request to change your bank details or your beneficiaries bank details.



PASSWORD CHANGE:

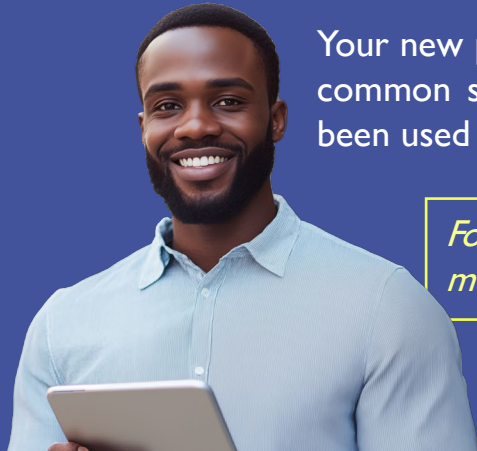
Your new password must comply with the required format: 12 characters + lowercase + a number or a common special character (&(-_~#[[^\^@+%*\$!=]} ?. ""£€μ§;,) or a capital letter. It must not have been used in the past.

For security reasons, your password must be changed every 180 days.

Modifier mon mot de passe

Mot de passe actuel

Nouveau mot de passe



PERSONAL INFORMATION

Take advantage of the shortcut on the homepage

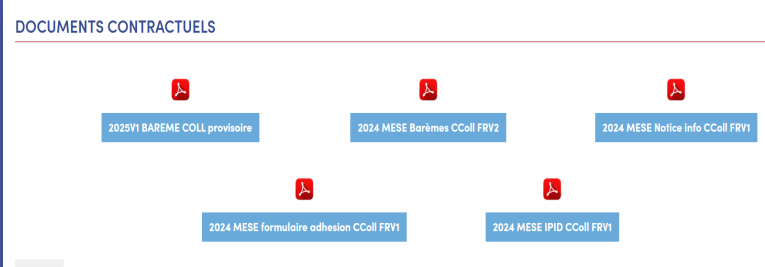


DOCUMENTS CONTRACTUELS

Consulter les barèmes de garanties et de cotisations

CONTRACTUAL DOCUMENTS: In this section, you will find, among other things: your scales of guarantees and contributions, the enrollment form allowing you to add a beneficiary to your contract, etc. The documents can be downloaded in pdf format.

DOCUMENTS CONTRACTUELS



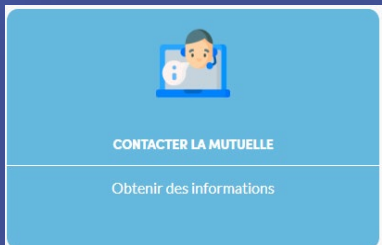
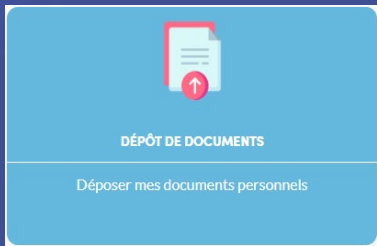
Documents d'information : Find the Health Bulletins (MESE's biannual magazine) in this section. Do not hesitate to refer to it.

DOCUMENTS D'INFORMATIONS



CONTACT / DOCUMENT DEPOSIT

Take advantage of the shortcuts on the homepage



DOCUMENT SUBMISSION:

Send us your documents and supporting documents

1- Make sure you choose the **category** and **type** of documents correctly from the drop-down menu.

2- The uploaded document can have multiple sheets, but **should not mix two types of requests.**

3- Once your document has been sent, an acknowledgement of receipt will be sent to you by email.

CONTACT THE MUTUAL INSURANCE COMPANY:

Specify the reason for your request and the beneficiary concerned by the treatment.

Write your request and click on "envoyer".

Once your request has been sent, an acknowledgement of receipt will be sent to you by email.



Would you like to know our processing times? Go to the "Deadlines" section on www.mese.fr

CONTACT / DOCUMENT DEPOSIT

Take advantage of the
shortcut on the
homepage

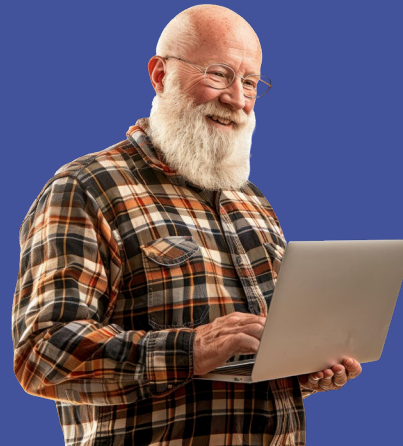


PRISE EN CHARGE HOSPITALIÈRE

Effectuer ma demande

HOSPITAL COVERAGE:

- Fill in the form.
- Hospital coverage will be sent by us to the hospital or clinic.
- Once your request has been sent, an acknowledgement of receipt will be sent to you by email.



In some cases, coverage is not necessary, the presentation of your mutual card is sufficient. (e.g. Pasteur Clinic in Evreux/ Establishments in the Grenoble agglomeration (except the Chartreuse Clinic in Voiron).

Prise en charge hospitalière

La prise en charge vous permet de ne pas faire l'avance des frais hospitaliers, à l'exception des dépassements d'honoraires.

La prise en charge ne concerne pas les frais de télévision ou de téléphone, non pris en charge par la MESE.

Dans certains cas la prise en charge n'est pas nécessaire, la présentation de votre carte Mutuelle est suffisante. Les établissements qui ne nécessitent pas de prise en charge sont :

- clinique Pasteur à Evreux
- tous les établissements de l'agglomération Grenobloise (exceptée la Clinique de Chartreuse à Voiron)

La prise en charge sera envoyée par nos soins par fax, à l'hôpital ou à la clinique.

N° adhérent* 4400000

Personne*

Nom de l'établissement*

N° Finess de l'hôpital ou de la clinique

Date de début d'hospitalisation*

Fax du service d'admission

Email du service d'admission

Valider

Il est nécessaire de saisir au moins le fax ou l'email afin de pouvoir envoyer la demande

Les champs marqués d'une étoile (*) rouge sont obligatoires.

Retour accueil

Centre logiciel

SERVICES and TOOLS

Take advantage of the
shortcuts on the homepage



MA CARTE MUTUELLE

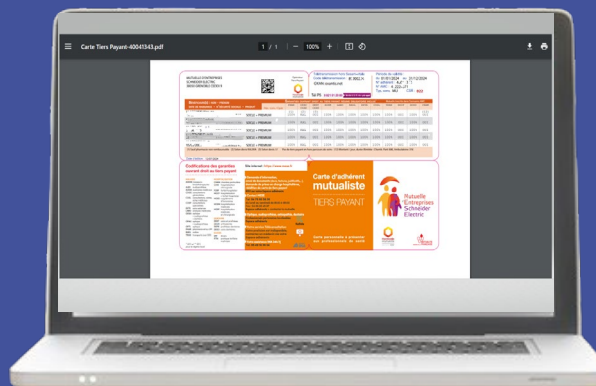
Télécharger ma carte mutuelle



ATTESTATION

Télécharger une attestation

View your MESE health insurance card

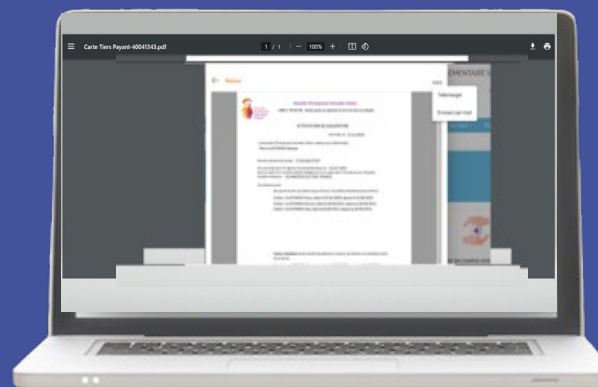


Click on the 3 small dots at the top right of the screen if you want to:

- Download your card or certificate to print a copy
- send it by email to a recipient (health professional or spouse/child registered in your contract).



View your MESE certificate.



SERVICES and TOOLS

Take advantage of the
shortcut on the
homepage



MQM Teleconsultation Service

- Click on the link corresponding to the beneficiary of the teleconsultation.
- You access the MyMedicalQuestion service.
- Fill in the medical questionnaire while waiting to be put in touch with a doctor.

Ma question Médicale

• Si le bénéficiaire de la téléconsultation est l'adhérent(e) principal(e) ou un(e) enfant mineur(e) cliquez sur "Téléconsultation"

Nom	Prénom	Né(e) le	Statut	N° sécurité sociale	Caisse	Du	Au
DUMONT	Axel	10/08/1974	Adhérent	1XX38XXXXX5555	XXX	---	---

• Si le bénéficiaire de la consultation est la/le conjoint(e) de l'adhérent(e) principal(e) ou un(e) enfant majeur(e) cliquez sur le lien suivant <https://app.maquestionmedicale.fr/mese>

Retour accueil

The service is accessible 365 days a day from 8 a.m. to midnight.

It allows you to contact one of the 3200 doctors based in France in case your usual practitioner is unavailable.



Consult the "Teleconsultation" guide available on www.mese.fr > "Questions / Réponses"

Search for a health professional

Search for a health professional using the directory on the Ameli.fr website.

Je recherche un professionnel de santé :

Je renseigne au moins 1 des 3 critères ci-dessous :

Nom Saisissez le nom ou sélectionnez-le dans la liste Ex. Duport, Jean Dupont	Profession Saisissez la profession ou sélectionnez-la dans la liste Ex. Optométriste Lien vers les professions	Acte Saisissez l'acte ou sélectionnez-le dans la liste Ex. chirurgie de la cataracte Lien vers les actes
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Où ? Ex. Rue des Acacias, 13700, France, 05, 911, Strasbourg

Rechercher



SERVICES and TOOLS

Take advantage of the
shortcut on the
homepage



MON ASSISTANCE

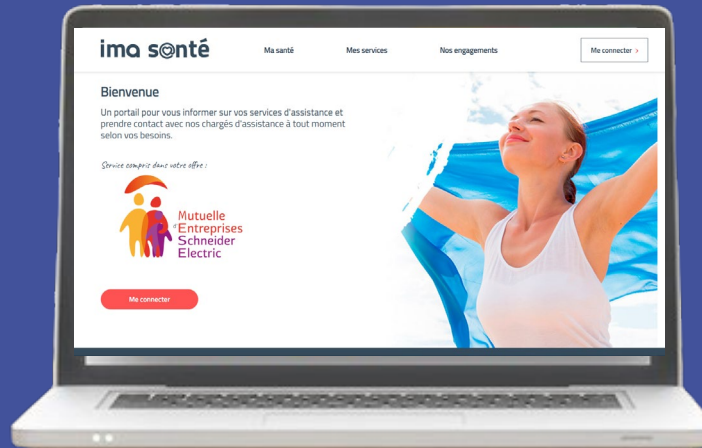
Contacter le service d'assistance et d'aide à
la personne

Assistance IMA ou RMA

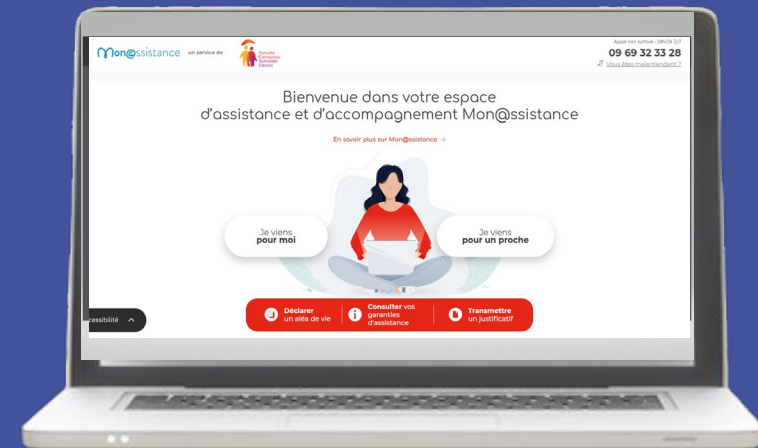
- **Consult the detailed notice** of the support services included in your contract : psychological counselling, information, assistance with daily life and medico-social support, for example in the event of hospitalisation.
- **Go to your support portal** to **learn about** your support services and **get in touch** with a support advisor.



IMA Support for the collective contract (employees)



RMA Support for the individual contract (retirees)



SERVICES and TOOLS

Take advantage of the shortcuts from the home page



Kalixia Tariff Network

Locate a partner optician, dentist, hearing aid specialist, or osteopath in the KALIXIA network. Order your contact lenses at online prices. Find or compare healthcare facilities.

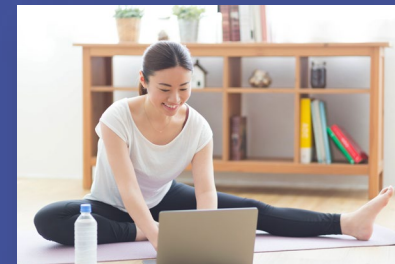
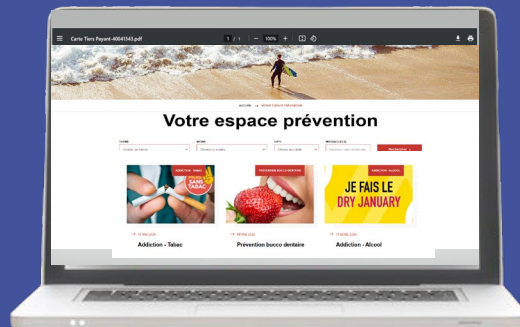
Retrouvez les partenaires Kalixia et les avantages dont vous bénéficiez grâce à votre complémentaire santé

<p>Plus de 6 300 centres d'optique partenaires</p> <p>Trouver un opticien</p>	<p>Service de vente en ligne de lentilles de contact à prix web pratiquant le tiers payant</p> <p>Commander vos lentilles en ligne avec le tiers payant</p>	<p>Plus de 7 300 praticiens partenaires répartis sur l'ensemble du territoire</p> <p>Trouver un chirurgien-dentiste</p>
<p>Plus de 4 300 centres audio partenaires</p> <p>Trouver un audioprothésiste</p>	<p>Comparez la qualité des établissements de santé. Retrouvez les établissements référencés par Kalixia</p> <p>Trouver un établissement de santé</p>	<p>Plus de 500 ostéopathes partenaires</p> <p>Trouver un ostéopathe</p>

Benefit from the advantages of the KALIXIA network:
Preferential rates
Moderate out-of-pocket expenses
Quality services

Health prevention

Access the Prevention Space offered by your mutual insurance company. Consult articles covering various health and well-being themes: sleep, stress, addiction, diet, etc.



Access free health and well-being webinars, live or in replay, led by health professionals.

Future Retired

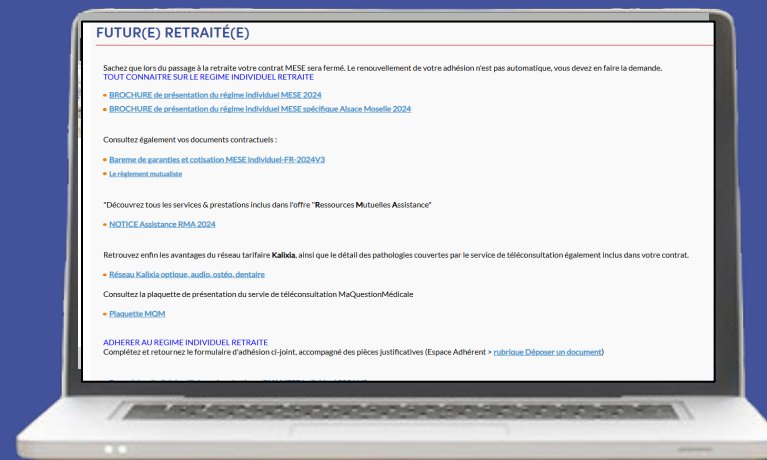
Future retiree — Section only accessible to members of the collective contract (employees)

Are you retiring soon and would you like to find out more about the MESE individual contract (retirees)?

Consult the various documents available to you, such as:

- The scale of guarantees and contributions of the individual contract
- The "Future Retiree" brochure detailing the benefits, guarantees and services of the individual contract and including examples of contributions.
- Brochures of the services included in the contract, including RMA Assistance.
- The enrollment form

Click on **“Contacter la mutuelle”** to formulate your questions or request an appointment with one of our advisors.



Need help?

Contact **MESE Customer Service:**

- Tel : 04 76 60 56 36
- Email: fr-contact@mese.se.com

Do not hesitate to consult the "**Questions / Réponses**" section of our website www.mese.fr





Schneider Electric SIREN N° 390820058 Mutual insurance company subject to the provisions of Book II of the Mutual Insurance Code

public



Images adobe stock