AskEU

ask.eu.com
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EN · DE · PL · UA
Demo video available

PROJECT OVERVIEW · IN DEVELOPMENT · EARLY ACCESS 2027

An AI guide to healthcare rights in the EU

AskEU tells people who live, work or get treated in another EU country where to go, what they are entitled to, what it costs and how to get money back. A language model writes the answer only from a reviewed library of official rules, and every statement is checked against its source. If no rule applies, it says so and names the authority to contact.

THE PROBLEM

4.4 M
people with temporary protection in the EU, each learning a new health system
Eurostat, 2026 · protection extended to March 2028

< 1 in 5
EU citizens knew their rights to healthcare in another EU country
Eurobarometer 2015, cited by the European Court of Auditors (2019)

27 + 2
national systems and two parallel EU routes to get treatment abroad paid
Reg. (EC) 883/2004 · Dir. 2011/24/EU

HOW THE AI WORKS

1. **Understands the situation** in four languages: where the person is insured, where they are, their status, the care needed.
2. **Retrieves official rules** from a reviewed library (EU law, contact points, ministries, public insurers) and writes only from them.
3. **Checks every statement** against its source; unsupported text is removed. No matching rule: it says so and names the authority.
4. **Experts keep it accurate**: a social security law expert approves every rule; sources are monitored weekly.

RELEASE TARGETS

METRIC	TARGET	MEASURED BY
Correct answers	≥ 90%	100 real questions, graded by a legal expert
Critical errors	0	Answers that could cost money or delay care
Statements with a source	100%	Automatic check on every answer
Correct “I don’t know”	≥ 95%	Questions with no checked rule
Response time	< 10 s	Median, end to end

No diagnoses, treatment advice, medical records or paid promotion. AI use is disclosed on every answer (AI Act, Art. 50). Not a medical device under Regulation (EU) 2017/745.

WHO IT SERVES AND WHY IT MUST BE EUROPEAN

People with temporary protection from Ukraine, mobile workers and families, pensioners abroad, patients planning treatment abroad, students and travellers. Every case spans two countries, so no national service can answer it alone.

Why now: temporary protection extended to 4 March 2028; AI Act transparency rules apply since 2 August 2026; the European Health Data Space applies in stages from March 2027.

EU4Health · European Health Data Space · Digital Decade · Pillar of Social Rights · Principle 16 · UN SDG 3.8 · AI Act

DEVELOPMENT STATUS · WORK STARTED SEPTEMBER 2026

DONE
Legal model of who gets what · AI architecture and source hierarchy · Accuracy testing plan · Interface in four languages with live preview

IN PROGRESS
Rule library for the first four countries · Retrieval and fact-checking system

NEXT
Legal expert review of every rule · Early access with 50–100 users and accuracy evaluation

ROADMAP · EACH PHASE STARTS ONLY AFTER A MEASURABLE CHECKPOINT

Q4 2026–Q1 2027
Core build
TRL 3 → 5
Rule library for 4 countries, search and fact-checking, legal review

Q2 2027
Early access
TRL 5 → 6
50–100 users, accuracy test on 100 questions, WCAG 2.1 AA audit

Q3–Q4 2027
Public beta
TRL 6 → 7
10 country guides, reimbursement pack, first partnerships

2028
EU-wide service
TRL 7 → 8
All EU/EEA countries, more languages, EHDS-ready

SUSTAINABILITY MODEL

Free everyday answers for individuals; a one-time reimbursement pack for planned treatment abroad; a subscription for people living between countries; licences for employers, relocation services, NGOs and public bodies.

TEAM AND PARTNERS

Founding team covering product, AI and social security law; advisory board in formation. Seeking NGOs, national contact points, insurers, universities and employers as partners.