

2020-2021

# Handbook of Taiwan's National Health Insurance



**Health Insurance: Your Ticket to Well-being**

National Health Insurance Administration,  
Ministry of Health and Welfare





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<b>1</b>	<b>National Health Insurance: Protecting Your Rights to Health Care</b> <b>06</b>
	What is National Health Insurance? ..... 06
	National Health Insurance Act Requires Compulsory Enrollment - 07
	The National Health Insurance Card: Your Health Passport ..... 07
<b>2</b>	<b>How to Enroll in the National Health Insurance Program</b> <b>08</b>
	Taiwanese Citizens Who Reside in Taiwan ..... 08
	Foreign Nationals from Hong Kong, Macau, China, or Other Countries who Reside in Taiwan ..... 13
<b>3</b>	<b>Special Circumstances</b> <b>16</b>
	Loss of Insurance Eligibility ..... 16
	Re-registering when Coverage Is Interrupted ..... 16
	Taiwanese Citizens with an Extended Stay Abroad ..... 17
	Conditions for an Application to Suspend the Insurance of the Insured ..... 18
	What to Do If Going Abroad for More than Six Months ..... 19
Enrollment of Inmates ..... 22	
<b>4</b>	<b>Sources and Calculations of Premium</b> <b>23</b>
	Sources of Funding ..... 23
	How Premiums Are Calculated ..... 24
	Standard Premium ..... 24
	Supplementary Premium ..... 30



5

## Premium Collections 36

Getting More Information on How Premiums Are Calculated .....	36
Premium Payments and Tax Deductibility .....	36
How to Apply for Proof of Payment of NHI Premiums .....	37
Premium Payment Methods .....	38
What Happens If You Forget to Pay Your Premiums or Your Account Is Short of Funds? .....	40

6

## Medical Services Reimbursed by the National Health Insurance Program 42

Outpatient and Referral Services .....	42
How the Referral System Works .....	44
Co-payments for the Same Course of Treatment .....	47
Emergency Care .....	49
Hospitalization .....	50
Home Health Care .....	51
Hospice Care .....	53
Integrated Home Care .....	54
NHI Family Physician Integrated Care Project .....	55
Medical Payment Improvement Plan .....	57

7

## How to Get Health Care 59

Bring Your NHI Card when Visiting a Doctor .....	59
Pick Up Your Prescription after Seeing a Doctor .....	59
Remember to Schedule a Follow-up Appointment within the Valid Period after Seeing a Doctor .....	60
Referral Regulations .....	62
Co-payments .....	63
Receipts, Itemized Medical Expenses, Medication Lists .....	67



7

Doctors Should Notify Patients Beforehand of Out-of-pocket Expenses .....	69
Differential Payments by Patients for Special Medical Devices ...	70
Filing a Complaint .....	79
Dispute Mediation Application .....	80

8

<b>Functions, Updating, Safekeeping and Application Procedures of NHI Card</b> .....	<b>81</b>
NHI Card Functions .....	81
Updating Your NHI Card .....	83
Protecting Personal Information on NHI Card .....	84
Safekeeping of NHI Card .....	85
Application Procedures for First NHI Card for a Newborn Child or a Foreign National .....	85
What to do if your NHI Card is Subject to Damage, Loss, Change of Name, Change of Photo, etc. ....	86
What to Do with Unusable NHI cards with a Normal Appearance and No Tears or Bends? .....	90

9

<b>Medical Rights of Special Groups</b> .....	<b>92</b>
Patients with Chronic Diseases (Refillable Prescriptions) .....	92
Patients with Catastrophic Illnesses .....	95
Patients with Occupational Injuries or Diseases .....	96
Patients with Rare Diseases .....	98

10

<b>Facilitating Access to Health Care for Disadvantaged Groups</b> .....	<b>100</b>
Premium Subsidies for the Disadvantaged .....	100
If You Are Unable to Pay Your Premiums or Co-payments .....	104



10

Reactivating all Suspended NHI Cards and Strengthening Collection of Outstanding Payments to Ensure Rights to Medical Care .....	107
Reducing Co-payments for Specific Patients .....	108
Relieving More Burden for Disadvantaged Groups on Supplementary Premiums .....	108
Improvement Project for Regions Deficient in Medical Resources .....	109

11

<b>NHI MediCloud System</b> .....	<b>110</b>
What is the "NHI MediCloud System"? .....	110
Benefits of the "NHI MediCloud System" to Patients .....	111
Using of "NHI MediCloud System" at NHI Contracted Medical Care Institution .....	112

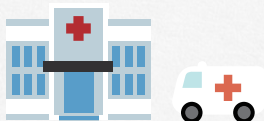
12

<b>Reimbursement for Out-of-Pocket Medical Expenses</b> .....	<b>113</b>
Application Deadline .....	114
Documents Needed .....	115
How to Apply .....	118
Reimbursement Caps .....	118

13

<b>Convenient NHI Services</b> .....	<b>121</b>
Interdepartmental Services .....	121
Upgraded Services .....	122
Active Care for the Disadvantaged .....	124

<b>Appendix</b> .....	<b>125</b>
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# 1

## National Health Insurance: Protecting Your Rights to Health Care

When you fall ill, you should remember that the National Health Insurance (NHI) is there for you. It was launched on March 1, 1995 to safeguard the right to health care of all of the country's citizens.

### What Is National Health Insurance?

The National Health Insurance program is compulsory for all citizens starting from birth. It is founded on the concept of mutual assistance and depends on the insured paying their premiums according to regulations. When people fall ill, the government uses the premiums it receives to help patients pay part of their medical and medication costs to contracted health care institutions. In this way, when we are ill, we can obtain appropriate medical care for a reasonable sum of money.







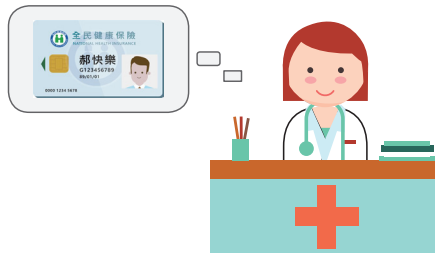
In other words, by paying your monthly National Health Insurance premiums on time, you are not only helping yourself but also are receiving help from other premium payers. When others become ill, they will also receive help from you.

## National Health Insurance Act Requires Compulsory Enrollment

The National Health Insurance program is a compulsory social insurance program. By law, every Taiwanese citizen with official residency or foreign national living in Taiwan with an Alien Resident Certificate (ARC), regardless of age, gender, or employment status, must enroll in the program. Also, this insurance program lasts an entire lifetime. No one may arbitrarily withdraw, except for those who lose their insurance eligibility (such as people who give up their Taiwan citizenship, move abroad, let their Alien Resident Certificate expire, or a person who goes missing).

## The National Health Insurance Card: Your Health Passport

When individuals enroll in the National Health Insurance program, they have to apply for a National Health Insurance Card. The card is proof that a person enrolls in National Health Insurance program, and it must be presented every time you visit a clinic or hospital. Please keep it in a safe place.





# 2

## How to Enroll in the National Health Insurance Program

### Taiwanese Citizens Who Reside in Taiwan

Any Taiwanese citizen whose household is registered in Taiwan must enroll in the National Health Insurance program when their six-month residency has been established. Those who are employed in Taiwan are not subject to the six-month wait. Babies with Taiwanese citizenship, born in Taiwan, are enrolled in the program from the day they are born. The National Health Insurance program classifies the insured into six categories depending on their employment status. Individuals who are residents of Taiwan but are unemployed or in between jobs must remain enrolled based on their current status. They cannot interrupt their insurance coverage.





## Enrolling in the Proper Category

If you are eligible to register in Category 1 or 2, then you cannot choose Category 3, 4 or 5. If you are eligible to register in Category 3, then you cannot choose Category 4 or 5. If you are eligible to register in Category 4, then you cannot choose Category 5.

1. If you work for a company, the government or any other organization, you should be registered in the National Health Insurance program through your employer (formally known as the “insurance registration organization”).
2. If you are the head of a company or corporation, you should form an insurance registration organization to enroll yourself, employees, and their family members in the National Health Insurance program.
3. If you belong to a union, or a farmers' or fishermen's association, you should have your union or association register you in the National Health Insurance program. If you simultaneously belong to a union and a farmers' or fishermen's association, you should have the union register you.
4. If you are unemployed but are a legal dependent of an employed spouse or a direct blood relative, you should enroll through your spouse or relative's insurance registration organization (employer, union, etc.) as a dependent. If you qualify as a family dependent of two or more relatives, you should enroll through the closest blood relative.
5. If you are unemployed, and cannot enroll as a legal dependent of a relative (i.e., parents, spouses, or children), then the local administrative office where your household is registered is your insurance registration organization. Please enroll in the National Health Insurance Program through such office.



### Infants

Once newborns get a birth certificate, they legally become the dependent of their father or mother (whichever is employed; if both are employed, either may be selected) and should be enrolled in the National Health Insurance program through their father or mother's insurance registration organization. Taiwanese citizens born overseas can enroll in the program after they have established their household registration for a full six months.

### Students

#### 1. Unemployed

- (1) Students who are not employed are required to enroll as a dependent through either one of the parents. (For people 20 years of age or older to qualify as students, they must have proof of enrollment at a domestic public school, a private school registered and approved by the education authorities, or an accredited school overseas.)
- (2) Those who cannot be a dependent of a parent can enroll as a "dependent" of their paternal or maternal grandparent. If this is not an option, then they are required to enroll in the National Health Insurance program at their local administrative office where their households are registered.
- (3) Students who graduate or complete their military service and are not employed can enroll as a dependent of a parent or paternal or maternal grandparent within one year of the date of graduation or the date of completing their military service or military training.

#### **Insurance Renewal for Students Who Reach the Age of 20**

Students who have reached the age of 20 and are unemployed or have no way to support themselves must still rely on their parents or grandparents to be covered under the National



Health Insurance system. The insurance registration organization responsible for their enrollment must fill out the “Insurance Renewal Registration Form” by the end of the month in which they turn 20. This form, along with documentation proving they are students, should be submitted to the National Health Insurance Administration regional division where they are registered to extend their insurance coverage after they turn 20. The insurance registration organization responsible for their enrollment has to review the documents specifying the reason for the insurance renewal in detail and keep a copy of these documents for their records.

## **2. Employed Part-time**

Students with a steady part-time job should be registered in the program as employees through their employers.

## **3. Seasonally Employed**

Full-time students who only work during summer and winter vacations for fewer than 3 months and return to school when classes resume do not need to change their enrollment statuses during the period of employment.

## **The Employed**

Those who are employed should enroll through their company, firm, or affiliated organization:

### **1. Company chairpersons/owners**

They are required to establish their own insurance registration unit. If they have other primary jobs, then they can be insured through the company or agency of their primary job without enrollment under the identity of a responsible person.



## **2. Company employees with fixed employers**

They are enrolled through their employers.

## **3. Those employed, but without a fixed employer**

Individuals who are members of an occupational union or a farmers' or fishermen's association, or who are actively engaged in farming- or fishing-related jobs, should enroll in the National Health Insurance program through their occupational union, or farmers' or fishermen's association.

## **4. Individuals working two jobs at the same time**

They should be registered in the program through their main employer (determined by the place at which more hours are worked; if hours worked are similar, and then income can be used as the deciding factor).

## **5. Individuals on unpaid leave (non-parental unpaid leave)**

They can have their employers, if they are willing, continue to register them using their original income basis. The insured should pay 30% of the NHI premium to the organization of the NHI premium to the organization they are insured under monthly. If the original organization they are insured under does not agree to this, they can be insured under an employed spouse or direct blood relative. If they are not married, they can apply for insurance through the local household registration office.

## **6. Parents on unpaid parental leave**

Parents of newborn children who take unpaid parental leave under the "Gender Equality in Employment Act" can either continue to have their employers register them under their original income basis and the insured should pay the premium by themselves, or be registered through their employed spouses. For those paying their own NHI premiums, the bill will be mailed to the insured for payment. Payment can be delayed up to 3 years. If insurance is transferred out, one



should apply for insurance through an employed spouse. If they do not have an identity as a dependent, then they are required to enroll in the program at the local administrative office where their households are registered.

### **The Unemployed**

1. Individuals who are unemployed and qualify as dependents should be registered in the insurance program through employed spouses or direct blood relatives.
2. If individuals cannot be enrolled through spouses or direct blood relatives, then they are required to enroll in the program at the local administrative office where their households are registered under the identity of “regional citizen”.
3. Unemployed veterans or dependents of deceased veterans can enroll in the program through the administrative office where their household is registered under the identity of “veteran”.

### **Foreign Nationals from Hong Kong, Macau, China, or Other Countries who Reside in Taiwan**

The National Health Insurance Act stipulates that foreign nationals who are legal residents of Taiwan (including those from Hong Kong, Macau and China) must either be registered in the National Health Insurance program by their employer starting the day they are employed or enroll in the National Health Insurance program upon living in Taiwan for 6 months (6 months of continuous residence in Taiwan or with one trip abroad not exceeding 30 days when the actual residency period of 6 months is reached after the days abroad have been deducted). Starting on December 1, 2017, newborns of foreign nationality born in Taiwan and having received documentary proof of residence shall enroll in the NHI program starting from the date of birth. In addition, starting on February 8, 2018, for foreign professionals employed to



conduct professional work, their spouse, minors, children over the age of twenty, and children who are unable to live independently due to physical or mental disabilities having received the documentary proof of residence, shall enroll in the NHI program starting from the date when the documentary proof of residence is received.

### **1. Overseas Chinese Students (Hong Kong and Macau Students) and Foreign Students**

- (1) Foreign students can apply to enroll in the program through their school.
- (2) After graduating and before their student resident status expires, overseas Chinese or foreign students, or those who receive permission from the National Immigration Agency under the Ministry of the Interior to extend their residence status, shall continue their enrollment in the NHI program with a legitimate identity.

### **2. Those who are employed by particular employers**

Such employees are required to enroll in the program through the employers starting from the date of employment.

### **3. Those who are unemployed but able to enroll as a dependent through a relative (i.e., parents, spouses, or children)**

Such individuals shall participate in the National Health Insurance program through a relative's insurance registration organization immediately after six months of continuous residence in Taiwan.

### **4. Those without a fixed employer or family members**

Such individuals, with whom dependency can be claimed, must, after six months of consecutive residence, enroll through the local administrative office where they reside.

### **5. Company chairpersons/owners**

They must enroll in the program through their company after six months of consecutive residence.



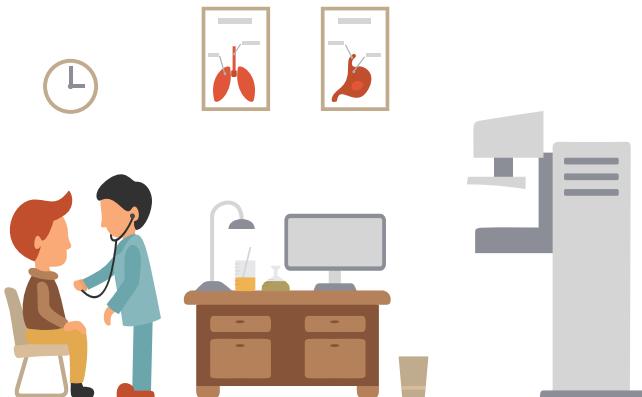


## 6. Newborns of foreign nationality born in Taiwan

According to Article 9, Paragraph 3 of the National Health Insurance Act, starting on December 1, 2017, newborns of a foreign nationality born in Taiwan and having received the documentary proof of residence shall enroll in the NHI program starting from their birthdate.

## 7. Spouse and Relatives of Foreign Professionals Employed for Professional Works

In accordance with the “Act for the Recruitment and Employment of Foreign Professionals” effective for implementation on February 8, 2018, for foreign professionals employed to conduct professional works, their spouse, minors and children over the age of twenty, and children who are unable to live independently due to physical or mental disabilities having received the documentary proof of residence, shall enroll in the NHI program starting from the date when the documentary proof of residence is received.





# 3

## Special Circumstances

### Loss of Insurance Eligibility

People are not allowed to participate in the National Health Insurance program and those already enrolled must withdraw from the program under the following circumstances:

1. They are missing for six months or more. If an individual is missing because of a natural disaster, coverage can be withdrawn from the day the disaster occurred.
2. Death, loss of Taiwan citizenship, move overseas, or their Alien Residence Certificate expires.

### Re-registering when Coverage Is Interrupted

If your insurance coverage is interrupted as a result of a change in jobs, a change in identity or a change of address, we recommend that you update your registration at your earliest convenience to avoid the possibility of having to pay health care expenses out of your own pocket. The procedure to update your registration is as follows:





1. If your coverage has been cut off and you are an employee of a company or an organization, you should re-register in the National Health Insurance program through your employer.
2. If your coverage has been cut off and you are a member of a union, or farmers' or fishermen's association, you should re-register in the National Health Insurance program through your union or association.
3. If your coverage has been cut off and you are unemployed but can be legally registered as a dependent of an employed relative, you should enroll in the National Health Insurance program through the insurance registration organization of your spouse or blood relative as a dependent.
4. If your coverage has been cut off and you are unemployed and cannot be treated as a dependent of a spouse or direct blood relative, please enroll in the National Health Insurance program at the local administrative office where your household is registered.

### **Taiwanese Citizens with an Extended Stay Abroad**

If you have departed Taiwan for more than 2 years without returning to the country and the household registration unit has already deregistered you from your household, then you cannot enroll in the NHI program, and you are required to withdraw from the insurance. Once you have restored your household registration, you can then re-apply for insurance enrollment. For those who had enrolled in the NHI program previously and are withdrawn from the program due to moving their household registration overseas, they need to wait for a period of 6 months after their household registrations have been restored in order to enroll in the NHI program again. They can apply for enrollment immediately upon the restoration of the household registration only when they are employees under particular employers, or their NHI enrollment records are still within 2 years.



1. Those who were abroad for less than two years are qualified for the National Health Insurance as long as they still have their household registration and must enroll in the National Health Insurance program according to the regulations.
2. Those who left Taiwan with cancelled household registration less than two years simply have to reestablish their household registration when they return to Taiwan in order to enroll back in the National Health Insurance program immediately.
3. Those who left Taiwan with cancelled household registration and had their National Health Insurance cancelled for more than two years, a re-establishment of their household registration for 6 months upon returning to Taiwan is required before being able to join the National Health Insurance program again.

### Conditions for an Application to Suspend the Insurance of the Insured

#### 1. Where the insured is missing for less than six months.

- (1) The family members of the insured may file an insurance suspension application on behalf of the insured in order to suspend the insurance starting from the month they went missing.
- (2) Proof documents: Submit the copy of the receipt of the third copy of the search assistance case for missing individuals accepted by the police department.
- (3) For those applying for suspension of their insurance coverage due to a missing person, if the missing person is the insured, then the dependents of such person enrolled in the program are required to apply for enrollment again with other identities.

#### 2. For an insured client scheduled to travel abroad for more than six months, he or she may apply for suspension of insurance. However, for an insured client who has already applied for the



**suspension of their insurance due to traveling abroad, he or she shall only apply for an insurance suspension again after a period of three months has lapsed from the last return and resumption of insurance.**

- (1) For an insured client returning to our nation early for a period less than six months, he or she shall cancel his or her insurance suspension and shall make up the premium payment.
- (2) For an insured client applying for suspension of insurance due to traveling abroad, his or her dependents enrolled in the insurance program shall change to other identities to apply for the insurance enrollment. However, where the consent of the original group insurance applicant is obtained, his or her dependents may continue to enroll in the health insurance through the original group insurance applicant.

## **What to Do If Going Abroad for More than Six Months**

If you plan to go abroad for more than 6 months, you can choose to “continue to participate in the NHI program” or “suspend your coverage”:

### **1. Continuing Coverage**

No application needs to be submitted. As long as the insured continue paying their premiums while they are out of the country, they will be covered for emergency procedures or child delivery abroad but must apply for reimbursement for expenses they paid on their own. (To find out how, please see Chapter 12).

### **2. Suspending Coverage**

- (1) Those who decide to suspend their insurance coverage must submit an “Insurance Suspension Application Form” before going abroad. While outside the country, these individuals do not have to pay premiums but will also not be covered for medical



care. The National Health Insurance Administration now allows “Category 6” insured (those who are unemployed and enrolled in the program through a town or district office) to file an online application to suspend or resume NHI coverage by using their “citizen digital certificate” or NHI card through the NHIA’s “Personal NHI Online Services” network→ NHI Services→ Enrollment Online Counter→ or the “NHI Mobile Access” APP.

- (2) Suspending your coverage means you do not have to pay premiums while abroad, but upon returning to Taiwan, you must remember to restore your coverage from the day of your return. Restoring coverage will fulfill your obligation to enroll in the National Health Insurance program. If you have suspended coverage but left the country for fewer than six months, you must void the suspension and pay back premiums retroactively for the period from when coverage was halted to the time you return to the country.
- (3) Those who suspend coverage during their time abroad can only suspend their insurance starting from the day of the application rather than making it retroactive to the day they left the country. This group of people also cannot apply retroactively to suspend their coverage after returning home or request a reimbursement of premiums paid while they lived abroad. We suggest, therefore, that you complete any appropriate insurance procedures before going overseas. In addition, once you have suspended your coverage, you cannot restore your coverage or request reimbursement of medical expenses during the period when you are abroad. You can only enjoy the NHI program medical benefits and rights after the date when you return to Taiwan and after you apply for restoration of insurance enrollment, as well as pay the premium in full.



- (4) Those who have already suspended coverage for their time abroad and those who choose to suspend their coverage while abroad starting January 1, 2013 can only suspend their coverage again after they have returned to Taiwan and reinstated their coverage for three months.

#### **How to apply for “Suspension of Insurance for Going Abroad” and “Resumption of Insurance After Return” procedures**

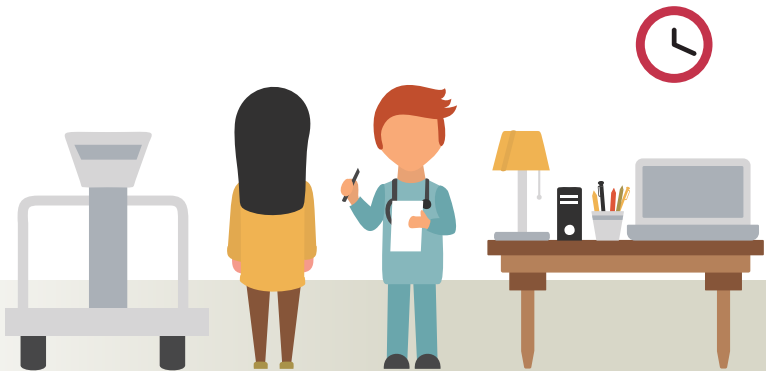
To apply for a suspension of insurance, the original group insurance applicant shall fill out a copy of the “Insurance Suspension Application Form” and submit documentation of visas, airline tickets etc. to the district office of the National Health Insurance Administration where the original group insurance applicant is located. For those who submit the Insurance Suspension Application Form before departure, insurance shall be suspended on the month of departure. For those who apply for insurance suspension after departing, insurance shall be suspended from the month when the Insurance Suspension Application Form is submitted to the National Health Insurance Administration.

When the reason for the insurance suspension no longer applies, such as when returning to Taiwan, the insurance shall resume on the date of arrival in Taiwan. The group insurance applicant shall fill out a copy of the “Resumption of Insurance Application Form” within 3 days and provide a copy of the entry and exit certificate (or a photocopy of the whole passport) for submission to the district office of the National Health Insurance Administration where the group insurance applicant is located. For those who are required to apply for the resumption of insurance but fail to do so, a supplementary premium shall be calculated and paid starting from the arrival date.



## Enrollment of Inmates

Inmates at correctional facilities (inmates serving prison sentences, students, people subject to punishment, defendants, persons undergoing rehabilitation, and juvenile inmates) have been given NHI coverage since January 1, 2013. As inmates in correctional facilities have restricted freedom while incarcerated, the location and method which they receive medical care must be restricted. Inmates should first receive medical treatment at clinics within the correctional facility. If there is a need for transfer, inmates may undergo the process to seek medical care under security.







# 4

## Sources and Calculations of Premium

### Sources of Funding

The National Health Insurance program is mainly financed by the premiums shared by the insured, employers and the government. The premiums received by the National Health Insurance Administration are used to help the insured pay for their health care expenses.

We want to emphasize that National Health Insurance premiums only go toward defraying actual medical expenses. Employee salaries and administrative costs associated with the National Health Insurance program itself are all paid for by the government and under no circumstances is premium revenue used to cover the costs of these items.



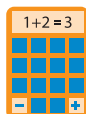


## 4 Sources and Calculations of Premium

### How Premiums Are Calculated Standard Premium

National Health Insurance premiums for individuals in categories 1, 2, and 3 are calculated based on the monthly income they report to the National Health Insurance Administration. The premiums of individuals in categories 4, 5, and 6 are based on the average premium of the individuals enrolled in category 1, 2, and 3.

The formulas used to calculate premiums are as follows:



$$1+2 = 3\% +$$

Category 1		The insured	Salary basis x insurance premium rate x contribution ratio x (1+ average number of dependents)
		Insurance unit, government	Salary basis x insurance premium rate x contribution ratio x (1+number of dependents)
Categories 2 and 3		The insured	Salary basis x insurance premium rate x contribution ratio x (1+number of dependents)
		Government	Salary basis x insurance premium rate x contribution ratio x (actual number of the insured)
Category 6	Veterans, veterans' dependent household representatives	The insured	Average premium x contribution ratio x number of dependents
		Government	Average premium x contribution ratio x actual number of people insured
	Regional population	The insured	Average premium x contribution ratio x (1+number of dependents)
		Government	Average premium x contribution ratio x actual number of people insured



Notes:

1. Salary Basis: The amount on which premiums are calculated based on a payroll bracket table. Please refer to the Premium Contribution Ratios under NHI System on the following page.
2. Insurance Premium Rate: 4.69% since January 1, 2016.
3. Contribution Ratio: Based on ratios set by National Health Insurance Act. Please refer to the Payroll Brackets on which Premiums Are Calculated on the following page.
4. Number of Dependents: Maximum of three, even if actual number of dependents is higher.
5. Average Number of Dependents: Beginning January 1, 2020, the number of persons is announced as 0.58 persons.
6. Beginning in January 2020, the average monthly premium for individuals in categories 4 and 5 will be NT\$1,785. It is entirely subsidized by the government.
7. Since April 2010, the average premium for individuals in Category 6 has been NT\$1,249, with 60% paid for by the individual(NT\$749) and 40% by the government.





## 4 Sources and Calculations of Premium

### Premium Contribution Ratios under NHI System

Classification of the Insured			Contribution Ratio (%)		
			Insured	Registration Organization	Government
Category I	Civil servants	Insured and dependents	30	70	0
	Public office holders, volunteer servicemen	Insured and dependents	30	70	0
	Private school teachers	Insured and dependents	30	35	35
	Employees of public or private owned enterprises and organizations	Insured and dependents	30	60	10
	Employers	Insured and dependents	100	0	0
	Self-employed	Insured and dependents	100	0	0
	Independent professionals and technical specialists	Insured and dependents	100	0	0
Category II	Occupation union members	Insured and dependents	60	0	40
	Foreign crew members	Insured and dependents	60	0	40
Category III	Members of farmers', fishermen's and irrigation associations	Insured and dependents	30	0	70
Category IV	Military conscripts	Insured	0	0	100
	Military school students on scholarships, Widows of deceased military personnel on pensions	Insured	0	0	100
	alternative military service	Insured	0	0	100
	Inmates	Insured	0	0	100
Category V	Low-income households	Household members	0	0	100
Category VI	Veterans and their dependents	Insured	0	0	100
		Dependents	30	0	70
	Other individuals	Insured and dependents	60	0	40



## Payroll Brackets on which Premiums Are Calculated

Bracket Income Differential	Income Tier	Salary Basis(Amount on which Premiums Calculated) (NTS)	Actual Monthly Salary (NTS)	Bracket Income Differential	Income Tier	Salary Basis(Amount on which Premiums Calculated) (NTS)	Actual Monthly Salary (NTS)
Bracket 1 NT\$900	1	23,800	Under 23,800	Bracket 6 NT\$3,000	22	60,800	57,801-60,800
					23	63,800	60,801-63,800
					24	66,800	63,801-66,800
					25	69,800	66,801-69,800
					26	72,800	69,801-72,800
Bracket 2 NT\$1,200	2	24,000	23,801-24,000	Bracket 7 NT\$3,700	27	76,500	72,801-76,500
					28	80,200	76,501-80,200
					29	83,900	80,201-83,900
					30	87,600	83,901-87,600
					31	92,100	87,601-92,100
Bracket 3 NT\$1,500	3	25,200	24,001-25,200	Bracket 8 NT\$4,500	32	96,600	92,101-96,600
					33	101,100	96,601-101,100
					34	105,600	101,101-105,600
					35	110,100	105,601-110,100
					36	115,500	110,101-115,500
Bracket 4 NT\$1,900	4	26,400	25,201-26,400	Bracket 9 NT\$5,400	37	120,900	115,501-120,900
					38	126,300	120,901-126,300
					39	131,700	126,301-131,700
					40	137,100	131,701-137,100
					41	142,500	137,101-142,500
Bracket 5 NT\$2,400	5	27,600	26,401-27,600	Bracket 10 NT\$6,400	42	147,900	142,501-147,900
					43	150,000	147,901-150,000
					44	156,400	150,001-156,400
					45	162,800	156,401-162,800
					46	169,200	162,801-169,200
	6	28,800	27,601-28,800		47	175,600	169,201-175,600
					48	182,000	Above 175,601
	7	30,300	28,801-30,300				
	8	31,800	30,301-31,800				
	9	33,300	31,801-33,300				
	10	34,800	33,301-34,800				
	11	36,300	34,801-36,300				
	12	38,200	36,301-38,200				
	13	40,100	38,201-40,100				
	14	42,000	40,101-42,000				
	15	43,900	42,001-43,900				
	16	45,800	43,901-45,800				
	17	48,200	45,801-48,200				
	18	50,600	48,201-50,600				
	19	53,000	50,601-53,000				
	20	55,400	53,001-55,400				
	21	57,800	55,401-57,800				

Took effect on January 1, 2020



## 4 Sources and Calculations of Premium

### Standard Premium Calculation Principles

1. Premiums are calculated on a monthly basis. In the month of the enrollment, the full-month premium is required to be paid, and the payment of premium is exempt from the month of the withdrawal.
2. In the month of enrollment, if there is no withdrawal (transfer-out) record, then the full-month premium of the insured is calculated at the organization (employer) of enrollment.
3. Regardless of whether the enrollment and transfer take place in the same month, except where those applicants with their insurance transferred on the very last day of the month, the premium is not required to be counted at the original insurance registration organization (employer) during the month when the transfer is applied.
4. If you transfer your insurance status on the last day of the month, you still have to pay your insurance premium for the month through your original insurance registration organization (employer) because the effective day of transferring one's status is the first day of following month. Therefore, unless the original insurance registration organization (employer) noted that you did not receive a full month's pay for the month of the transfer, the effective day will still be the first day of the following month. For example, if you transfer to a new employer on November 30, it will only take effect on December 1, so you still have to pay your premium for the month of November through your original employer.

### Standard Premium Calculation Examples

Example 1: Joe Smith works at company A and makes NT\$35,000 per month. His wife is a full-time housewife, and his three children are still in school.



### Calculation:

1. All members of Joe Smith's family should be enrolled in the health insurance program through company A. Though he has four dependents, he does not have to pay premiums for any more than three dependents under existing NHI guidelines, so one dependent will be covered for free.
2. Based on Mr. Smith's salary, the monthly income used to calculate his premium is NT\$36,300 (i.e. level 11 in the income bracket chart).
3. The amount Mr. Smith will pay from his own pocket for his health insurance premium is:

$$[\text{NT\$}36,300 \times 4.69\% \times 30\%] \text{ (amount rounded)} \times (1 + 3) = \text{NT\$}2,044$$

4. The amount company A will contribute to Mr. Smith's premium on a monthly basis is:

$$[(\text{NT\$}36,300 \times 4.69\% \times 60\%) \times (1 + 0.58)] \text{ (amount rounded)} = \text{NT\$}1,614$$

5. The amount the government will contribute to Mr. Smith's premium on a monthly basis is:

$$[(\text{NT\$}36,300 \times 4.69\% \times 10\%) \times (1 + 0.58)] \text{ (amount rounded)} = \text{NT\$}269$$

Note: 0.58 in the calculation formula in steps 4 and 5 reflects the standard average number of dependents.

The insurance premium rate has been adjusted to 4.69% since January 1, 2016.

Example 2: John Doe and his wife are insured at the district office where their household registration is.

### Calculation:

1. The amount John Doe will pay for his premium from his own pocket is:

$$[\text{NT\$}1,249 \times 60\%] \text{ (amount rounded)} \times (1 + 1) = \text{NT\$}1,498$$



2. The amount the government will contribute to John Doe's premium each month is:

$$[\text{NT}\$1,249 \times 40\%] \text{ (amount rounded)} \times (1 + 1) = \text{NT}\$1,000$$

### Supplementary Premium

#### Supplementary Premium Calculation Principles

1. When an individual has an income listed in Item 6 below, according to the supplementary premium rate (1.91% since January 2016), the paying unit then multiplies the income by such rate in order to withhold the calculated amount and to pay the supplementary premium.

Item	Description	Tax Code (First 2 digits)
Bonuses received during the year that exceed four times the insured's monthly salary basis	Any bonuses (such as year-end bonuses, festival allowances and dividends) not included in the calculation of the insured's registered income apply to this calculation. The portion of the total amount that exceeds four times the insured's monthly salary basis is subject to the supplementary premium.	50, 79A, 79B
Wage from part-time jobs	Any wages or salary paid for part-time work (from organizations other than the one through which the individual is enrolled in the NHI program)	50, 79A, 79B
Fees from professional practices	Fees paid to the insured for professional services (before deducting any necessary expenses or costs)	9A, 9B
Dividends on stock holdings	Dividends (stock and cash dividends) paid to shareholders of a company	54, 71G
Interest income	Interest earned on government bonds, corporate bonds, financial bonds, short-term bills, savings accounts and loans.	5A, 5B, 5C, 52, 73G
Rental income	Rent paid to the insured (before deducting any necessary losses and expenses)	51, 74G





2. The supplementary premium is withheld at the source with the fee deducted by the relevant party at the time of payment. The supplementary premium for each insured person is calculated on a “per person, per time” basis such that no additional settlement is required.

### Supplementary Premium Calculation Examples (Interest Income)

- Example: Mr. Fu has several time deposit accounts at bank B. Three of them expired on June 20, 2017 and paid Mr. Fu NT\$1,500, NT\$25,000, and NT\$1,800 in interest, respectively. How will bank B deduct Mr. Fu's supplementary premium?
- Calculation: Supplementary premium =  $[NT\$25,000 \times 1.91\%]$  (amount rounded) = NT\$478
- Note: Supplementary premiums are calculated based on the interest paid on each time deposit account, not the combined amount. Two of the accounts paid out less (NT\$1,500 and NT\$1,800) in interest than the minimum amount of NT\$5,000 on which supplementary premiums are collected and are therefore exempt from the supplementary premium deduction. Bank B is required to pay the NHIA the NT\$478 deducted from Mr. Fu's NT\$25,000 interest payment by July 31, 2017.

### (Bonus)

- Example: Mr. Wang is a computer software engineer employed by company C. The monthly salary on which his health insurance premiums are based is NT\$150,000. He received a year-end bonus of NT\$450,000 in February 2017 and then a profit-sharing bonus of NT\$600,000 in October.



## 4 Sources and Calculations of Premium

- Calculation: Supplementary premium = NT\$450,000 (NT\$600,000 + NT\$450,000 - NT\$150,000\*4) × 1.91% = NT\$8,595
- Explanation: Wang's bonus in February of NT\$450,000 was not more than four times the amount of his monthly salary basis (NT\$600,000, or NT\$150,000 × 4), so there was no need to deduct a supplementary premium. When he received the profit-sharing bonus of NT\$600,000 in October, the cumulative bonuses came to a total of NT\$1.05 million, which exceeded four times his monthly salary basis by NT\$450,000 (NT\$1.05 million – NT\$600,000). As a result, when company C paid him the bonus in October, it was required to deduct the supplementary insurance premium of NT\$8,595. The calculations are shown in detail in the following table:

Payment Date	Type of Bonus	(A) Monthly Salary Basis at Time Payment Made	(B=A×4) Four times the salary basis (B=A×4)	(C) Amount paid	(D) Cumulative total of bonuses received	(E=D-B) Cumulative bonus amount exceeding 4 times the salary basis	(F) Amount on which supplementary premium should be collected Min (C,E)	(G=F×1.91%) Supplementary premium owed
Feb. 01, 2017	Annual bonus	150,000	600,000	450,000	450,000	-150,000	0	0
Oct. 01, 2017	Profit-sharing bonus	150,000	600,000	600,000	1,050,000	450,000	450,000	8,595
Sub total					1,050,000			8,595

Note: Supplementary premium rate: 1.91% since January 1, 2016





### 3. Types of Income Subject to Supplementary Premiums and the Lower and Upper Limits on which Premiums Collected <sup>Note 1</sup>

Type of income	Lower Limit	Upper Limit
Annual bonuses exceeding four times the insured's monthly salary basis	None	NT\$10 million more than four times the salary basis for that month, received in a single payment
Wages from part-time jobs	Single payments equal to or above the national minimum wage	NT\$10 million (received in one payment)
Fees from professional practices <sup>Note 2</sup>	NT\$20,000 (received in one payment) <sup>Note 3</sup>	
Stock dividend income <sup>Note 2</sup>	<ol style="list-style-type: none"> <li>Those insured as employers or self-employed: single payments amounting to NT\$20,000 higher than the salary basis registered to calculate insurance premiums <sup>Note 3</sup>.</li> <li>Those not insured as employers or self-employed; single payments of at least NT\$20,000 <sup>Note 3</sup>.</li> </ol>	<ol style="list-style-type: none"> <li>Those insured as employers or self-employed: single payments amounting to NT\$10 million more than the salary basis registered to calculate insurance premiums.</li> <li>Those not insured as employers or self-employed; single payments limited to NT\$10 million.</li> </ol>
Interest income <sup>Note 2</sup>	NT\$20,000 (received in one payment) <sup>Note 3</sup>	NT\$10 million (received in one payment)
Rental income <sup>Note 2</sup>		

Note:

- When income subject to the supplementary premium exceeds the minimum threshold, the supplementary premium is calculated based on the full amount of income. If it exceeds the upper limit for income subject to the supplementary premium, then the upper limit amount is used to calculate the premium.
- As of January 1, 2015, members of low and middle-income households, low- and middle-income seniors, disadvantaged children and adolescents receiving living subsidies, individuals with disabilities receiving living subsidies, individuals subsidized due to special family circumstances, and individuals facing economic hardship in accordance with Article 100 of the National Health Insurance Act (NHI Act) are exempt from supplementary insurance premiums on fees from professional practices, dividend income, interest income, or rental income, provided single payments do not reach the statutory minimum wage (currently NT\$20,008).
- Adjustment since January 2016.



## 4 Sources and Calculations of Premium

### 4. Supplementary Premium Exemptions

Individuals holding the following supporting documents can be exempted from the payment of supplementary premiums.

Reasons for Exemption	Income Exempt from Supplementary Premium	Required Documents
Individuals not eligible to be covered under NHI program	All six categories of income normally subject to supplementary premiums.	After the individual tells the employer he/she is not eligible for the NHI program, confirmation of this by the employer with the NHIA
Insured individuals belonging to NHI Category 5 low-income households		A low-income household certificate issued by a social agency that was valid during the period the income was paid
Category 2 insured individuals	Salary paid by sources other than the unit that has enrolled the recipient in the NHI program	Proof of insurance or proof of payment issued by a union during the payment period.
Professionals and technicians in business for themselves or those who are self-employed and insured through a union (income from professional practices considered to be the salary basis).	Professional fees	A. For persons enrolled in the NHI program as a professional or technician, proof of insurance issued by the individual's insurance registration organization. B. For persons insured through a union, proof of insurance or proof of payment issued by the union. Documents must be valid for period during which income was paid.





Reasons for Exemption	Income Exempt from Supplementary Premium	Required Documents
Low-income households	The following incomes with a single payment amount less than the basic wage: 1. Fees from professional practices 2. Dividend income 3. Interest income 4. Rental income	A low-income household certificate issued by a social agency that was valid during the period the income was paid
Individuals facing financial difficulties who meet the criteria outlined in Article 100 of the NHI Act		Documents offering proof of financial difficulties during the period payment received
Low-income senior citizens		Eligibility approval letter issued by a social administrative agency during the period of payment
Recipients of a disability living allowance		
Disadvantaged children and adolescents receiving living subsidies		
Subsidized individuals due to special family circumstances		

## 5. Employer Supplementary Insurance Premiums

[Total salary paid monthly by the insurance registration organization (employer) minus the total combined “salary basis” reported to the NHIA for the organization’s employees] x 1.91%.

- No upper limit
- After the employer calculates this premium amount each month, it shall be paid along with the employer's general monthly insurance premium payment.



# 5

## Premium Collections

### Getting More Information on How Premiums Are Calculated

On the payment receipt sent to the insured or their insurance registration organization, there is a phone number of the person in charge. If you have any questions about how your premium was calculated, you can call the contact the person for help.

### Premium Payments and Tax Deductibility

According to Article 17 of the Income Tax Act, when people file their income tax returns and choose to take itemized deductions rather than standard deductions, they can claim National Health Insurance premiums as an itemized deduction without limitation. Other insurance payments are also tax deductible up to a certain limit, so insurance payments can be deducted from taxable income in two categories:

#### 1. National Health Insurance Premium Expenses

The total amount spent on National Health Insurance premiums (including regular premiums and supplementary premiums) by the individual taxpayer, his or her spouse and reported dependents can be listed as an itemized deduction, without any ceiling on the overall total. Thus, the more you pay in premiums, the more you can deduct from your taxable income and the less you'll have to pay in taxes.



## 2. Other Insurance Premium Expenses

Premiums paid for life insurance, personal injury insurance, national pension insurance, labor insurance, employment insurance, agricultural insurance, and military, public servant and teachers insurance can be listed as itemized deductions. However, there is a ceiling on how much is tax deductible per person per year.

### How to Apply for Proof of Payment of NHI Premiums

1. Proof of payment of NHI premiums can be obtained from your company or trade union (fishermen's association, farmer's association or irrigation association), and proof of payment of supplementary insurance premiums can be obtained from the unit withholding those premiums. The following methods can also be used to search or apply for proof of payment of NHI premiums during the previous year. You can:
  - (1) access the NHIA website with your citizen digital certificate or NHI card for searches or downloads.
  - (2) bring the original copy of your national ID to the local administrative office where you are enrolled in the NHI program, or to an NHI business division. You may also contact the office to conduct a search or file an application.
  - (3) use your citizen digital certificate at a multimedia information workstation in convenience stores to conduct searches or downloads.
2. During the income tax filing period in May of each year, you may search for NHI premium information at the national taxation bureau and its branches in any district and revenue service. You may also access the government's income tax electronic computing and filing software with your citizen digital certificate or NHI card to look up the amount you have paid in NHI premiums.



## Premium Payment Methods

You can make payments at your convenience using the following methods:

### 1. Designated transfer for payment

#### (1) From a deposit account

You can go to a financial institution designated by the National Health Insurance Administration to set up an automatic transfer account from which monthly premiums will automatically be deducted.

#### (2) By a Credit card:

You can contact the financial institution of your credit card for agreement on a designated NHI premium payment, and complete the “Agreement on New Entrustment for Transfer of National Health Insurance Premium (Credit Card Version)” in order to apply for automatic payment deduction from your credit card to pay the NHI premium.

### 2. In person

You can take your NHI premium bill to any bank authorized by the National Health Insurance Administration to collect premiums and pay it there by cash. You may also pay by a credit card at any of the NHI business divisions. Please contact the counter personnel of the National Health Insurance Administration in order to confirm the accepted credit card issuance institution.

### 3. At convenience stores (transaction fee is required)

You can take your NHI premium bill to any 7-Eleven, Family Mart, Hi-Life or OK convenience store around the country and pay it there. (Maximum payment allowed at convenience stores is NT\$20,000)

### 4. Through automated Teller Machines (ATM) (transaction fee is required for inter-bank transfer)





You can use any automated teller machine (ATM) with an automatic interbank money transfer label to pay premiums.

#### **5. Online payment (transaction fee is required)**

You can go to the “Personal NHI Information Web Services” through the NHIA website (path: “NHI Services” > “Online Counter” > “Enrollment Online Counter” > “General Public”) or go to “NHI Premium Payment Section” (path: “NHI Services” > “Online Counter” > “Premium Payment” ), or you can also use the “NHI Mobile Access APP – Mobile Counter” or directly use your own mobile device to scan the QR Code on the payment slip in order to link to the “NHI Premium Payment Section” on the NHIA’s internet services platform to pay your premium with a savings account, credit card (limited to premiums of the deposit account or credit card holder), or use a mobile payment method to pay the premium.

##### **(1) Payment with a savings account**

You can go to the e-Bill national payment website (<https://ebill.ba.org.tw>) and select “NHI premiums” and then follow the instructions to use your savings account (this can only be used to pay premiums for savings account holders) or debit card to make payments. Otherwise, you can log in to the Bank of Taiwan website (<https://ebank.bot.com.tw>) and select Internet ATM, use IC bank card, and select “Tax, Credit Card Payment/NHI Premium Payment”. After inputting your information according to the instructions, your payment is then complete.

##### **(2) Payment with a credit card**

Log in to the “Government Service Platform” and use your credit card for payment. After obtaining the authorization number issued by the card issuance institution, payment is then complete. Once the payment authorization is successful, it cannot be canceled or changed.



### (3) Mobile payment

Payment can be made through the 3 mobile payment tools of the providers “JKDPAY”, “LINE PAY iPASS”, and “Pi”.

## 6. Mobile payment (service charge required)

### (1) Taiwan PAY

Use your mobile device to download the Bank APP offering Taiwan PAY service or download the “Taiwan PAY” APP. Directly scan the QR-Code on the payment slip in order to make payment with your deposit account.

### (2) JKDPAY, Line Pay iPASS, and Pi

Use the aforementioned mobile payment APP to scan the QR Code on the payment slip, and the data is then retrieved automatically for payment of the NHI premium.

To save time and to avoid delay fines for late payment because you forget to pay your premium, we suggest that you use a designated account transfer method for premium payment.

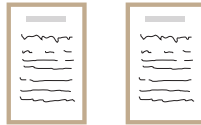
## What Happens If You Forget to Pay Your Premiums or Your Account Is Short of Funds?

### (Calculating Fines for Late Payment)

Once your application to have your premiums automatically deducted from your account officially takes effect, the authorized financial institution will debit your account on the 15th of each month. If your account lacks the necessary funds, financial institutions will no longer debit your account. Instead, the NHIA will send you the unsuccessful transfer payment slip and ask you to pay the amount owed through another channel. Therefore, please make sure that sufficient funds are in the account before the 15th of each month so that the automatic deduction can be made.



No matter how you choose to pay, if you pay your premiums after the grace period (the 15th of the month after the payment period) has expired, the NHIA will count the number of days your payment was late (from the day following the expiry of the grace period, the 16th of the month after the payment period, to the day before the payment was made) and will charge a penalty of 0.1% of the amount owed per day. The penalty cannot exceed 15% of the premiums owed by insurance registration organizations and cannot exceed 5% of the amount owed by individuals.





# 6

## Medical Services Reimbursed by the National Health Insurance Program

### Outpatient and Referral Services

When you visit a doctor, the National Health Insurance Administration will cover most of your examination and medication costs. All you need to pay is a co-payment. (For details on basic outpatient co-payments and medication co-payments, please see Chapter 7)

#### **1. Please visit a clinic first; get a referral to a hospital if necessary**

To ensure that each level of health care institution can provide patients with the most appropriate care, you should seek outpatient treatment at a local clinic and stick to one doctor to get basic care. If a hospital stay or a further procedure or test is necessary, the clinic will refer you to a hospital.





The benefit of doing this is twofold: You can save time by registering at a hospital or clinic, outpatient waiting time, and the time for bill payment and medicine collection. In addition, you can also develop a complete medical record at the clinic while receiving specialized medical care. Moreover, you can also save money and time without having to seek out various different health care institutions.

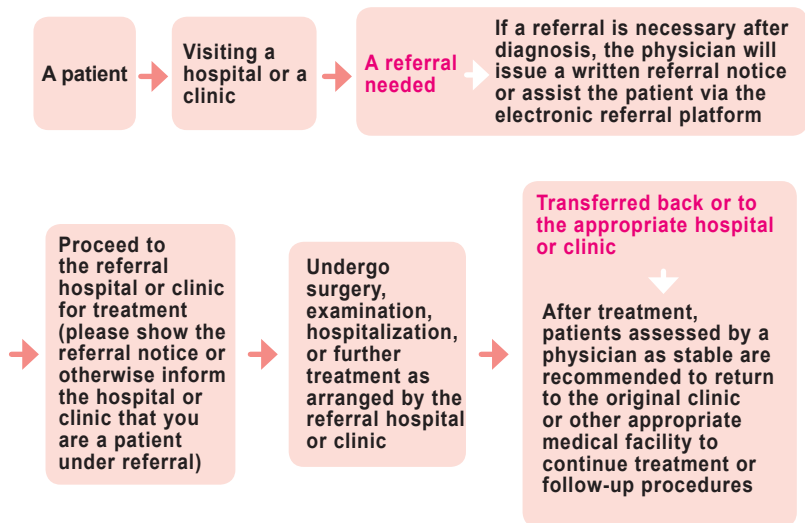
## **2. Visiting a hospital directly without a referral costs more**

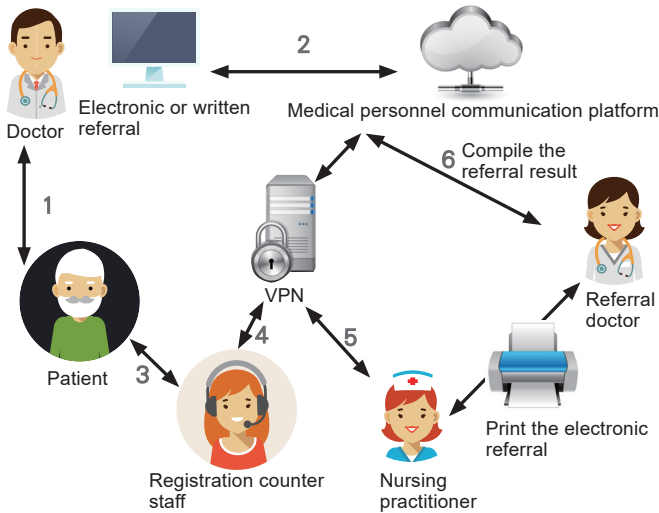
Under the referral system implemented on April 15, 2017, the basic outpatient co-payment at clinics is still fixed at NT\$50. The basic outpatient co-payment for patients with a referral to a medical center or regional hospital is now reduced by NT\$40. In addition, the basic outpatient co-payment for medical centers is reduced from NT\$ 210 to NT\$170, and for regional hospitals, it is reduced from NT\$ 140 to NT\$100. If follow-up care is necessary, a hospital or clinic doctor can refer the patient to a clinic, district hospital, regional hospital, or medical center. The continuous outpatient treatment may be determined by the doctor. Visits to a hospital within one month from the date of receiving medical treatment (up to four visits), or the first visit to a hospital within one month of an outpatient or emergency procedure or a hospital stay, and a new mother's first checkup within six weeks after being discharged from the hospital, are all treated as referral visits. Western medicine basic outpatient co-payment is collected according to the rules for the outpatient referral co-payment.

If individuals go directly to district hospitals, regional hospitals or medical centers without a referral (except for dental care and traditional Chinese medicine therapy), the basic outpatient co-payment will be NT\$30, NT\$140, and NT\$250 higher, respectively, than if they had a referral. There is no difference in the co-payment for medication if you bypass clinics and go directly to a hospital for a checkup.



## How the Referral System Works





**You only have to remember the following easy steps to get a referral without any problems and save time and effort.**

**Step 1:** Patients are advised to visit a local clinic or family doctor first. If the doctor diagnoses that you need to be referred to other hospital or clinic for further treatment, such as surgery, examination or hospitalization, etc., then you can discuss this with the doctor first, and the doctor will assist you with the arrangement for referral to the appropriate contracted hospital or clinic and medical department.

**Step 2:** The doctor issues a written referral note and assists the patient with the referral through the NHIA's electronic referral platform. Then, the doctor will provide you with a paper copy of the referral note or arrange the referral medical treatment through the NHIA's electronic referral



## 6 Medical Services Reimbursed by the National Health Insurance Program

platform, including the arrangement for the medical treatment date, department, and registration assistance.

Step 3: Please visit the referral service counter or window at the designated hospital or clinic within the time limit specified on the referral note and present your referral note for confirmation, or please inform the service counter or window that you are a patient under referral.

Step 4: Once a hospital accepts the patient under referral for medical treatment, it should, within three days after an outpatient visit or within 14 days after an in-patient is discharged from the hospital, inform the patient's original clinic of the treatment given, any suggestions, or the "hospital discharge summary". The original clinic will be notified if the patient needs to remain in the hospital or if further treatment is needed.

Step 5: For patients with a stable medical condition after medical treatment, or patients being diagnosed by doctors as appropriate, they can return to the original clinic for treatment or other contracted hospital or clinic for continuous treatment or follow-up.

### Notes:

1. For referral, doctors are required to make a professional decision on whether there is a need for referral according to the medical condition of the patient and based on the needs of medical treatment. When there is a need for referral, doctors can then issue a referral note.
2. Regardless of whether the referral is from hospital to clinic, clinic to hospital or between same-class health care institutions, transfers out and transfers back are all considered to be referrals.
3. All contracted hospitals and clinics can issue referral notes and refer patients to any level of health care institution without following the priority from small to large hospitals one after another.





## Co-payments for the Same Course of Treatment

Undergoing the special therapies listed below in response to a medical condition is considered following “the same course of treatment.” Patients following the same course of treatment only have to pay the basic outpatient co-payment before their first outpatient visit and deduct one doctor visit from their allotted visits. Subsequent outpatient visits do not require co-payments and do not count against a patient’s allotted visits. The only exceptions to this are patients undergoing western medicine physical therapies (“simple” or “simple to moderate” therapies) and traditional Chinese medicine therapies. They will be required to pay a co-payment of NT\$50 for the second to the sixth outpatient visits related to the same course of treatment, but the visits will not be deducted from their allotted number. In all cases, patients must still present their NHI cards when receiving outpatient care for verification purposes.

### 1. Western Medicine: From the first day of treatment,

- (1) Changing dressings within two days after being treated for a simple wound.
- (2) Getting the same injections not more than 6 times within 30 days at a contracted clinic or hospital to treat a condition (chemotherapy excluded).
- (3) Getting western medicine rehabilitation therapy not more than 6 times within 30 days.
- (4) Light therapy for skin disease, electrical stimulation for urinary incontinence, pelvic muscle biofeedback training not more than 6 times within 30 days.
- (5) Postoperative suture removal not more than 6 times within 30 days.
- (6) Pulmonary rehabilitation therapy not more than 6 times within 30 days.



- (7) Less than six western medicine rehabilitative therapy sessions for children under nine years of age before the end of the following month
- (8) Radiation treatment for cancer within 30 days.
- (9) Hemodialysis, peritoneal dialysis within 30 days.
- (10) Hyperbaric oxygen treatments within 30 days.
- (11) Hyposensitization therapy within 30 days.
- (12) Home care within 30 days.
- (13) Psychiatric community rehabilitation sessions within 30 days.
- (14) Psychiatric activity therapy, occupational therapy, or psychotherapy within 30 days.

## **2. Dental Care: From the first day of treatment,**

- (1) Tooth extraction and related therapy —not more than 6 times within 30 days.
- (2) Operative dentistry in the same part of the mouth —not more than 6 times within 30 days.
- (3) Therapeutic scaling — not more than 6 times within 30 days.
- (4) Root canal in the same part of the mouth — 60 days constitutes one course of treatment.

## **3. Traditional Chinese medicine: From the first day of treatment,**

- (1) Six acupuncture sessions to treat the same condition requiring continuous treatment within 30 days.
- (2) Six dislocation rehabilitation therapy sessions to treat the same condition requiring continuous treatment within 30 days.
- (3) Six injury treatment sessions to treat the same condition requiring continuous treatment within 30 days.



Undergoing the special therapies listed below in response to a medical condition is considered following the “same course of treatment.” Patients following the same course of treatment only have to pay the basic outpatient co-payment before their first outpatient visit and deduct one doctor visit from their allotted visits. Subsequent outpatient visits do not require co-payments and do not count against a patient’s allotted visits.

The only exceptions to this are patients undergoing western medicine physical therapies (“simple” or “simple to moderate” therapies) and traditional Chinese medicine therapies. They will be required to pay a co-payment of NT\$50 for the second to the sixth outpatient visits related to the same course of treatment, but the visits will not be deducted from their allotted number. In all cases, patients must present their National Health Insurance cards (NHI Cards) when getting outpatient care for verification.

**Notes:**

During a course of treatment, if your condition changes and the original treatment cannot be continued such that the attending physician needs to issue a new diagnosis, then the subsequent treatments cannot be considered part of the “same course of treatment.” The patient must follow the normal procedure for registration, outpatient and payment of fees.

## Emergency Care

The National Health Insurance Administration covers most emergency care expenses, including treatment, physical examinations, lab tests, and medication costs. Patients only have to pay an “emergency care co-payment”. (For more details on emergency care co-payments, please see Chapter 7.)



### Hospitalization

When an insured individual needs to be hospitalized, the National Health Insurance Administration will cover most of the cost of “ward fee of NHI bed” and “hospitalization fee”, and you are only required to pay 5% to 30% of the hospitalization cost. (hospitalization expenses, please see Chapter 7 for details.)

#### 1. Hospital Room Fees

“NHI beds” refer to those in a hospital room with three or more beds (inclusive), or special beds, such as intensive care beds and isolation beds. If you stay in a room with only one or two beds, then you are required to pay the difference between the actual cost and the amount covered by the National Health Insurance program for a NHI bed.

Ward fees are calculated beginning the day a patient is hospitalized but the day the patient is discharged is not included. In other words, the date of admittance rather than the date of discharge is used in the ward fee calculation.

#### 2. Hospitalization Fees

The hospitalization fee includes the checkup, medical treatment, handling or surgery expenses during the hospitalization. There is no arbitrary time limit on hospital stays. Length of hospital stays are determined by patients’ needs.

If a physician determines that you no longer need to be hospitalized, but you insist on continued inpatient care, you will be responsible for all additional hospitalization expenses.

As for medication fees, some special medications are regulated and are only covered by the National Health Insurance program if a doctor determines that the medication is appropriate for the medical condition.



### 3. Exemption of deposit of NHI card for hospitalization

From June 1, 2018, patients are exempt from the deposit of NHI cards during their period of hospitalization. Considering the possible situation where a patient may need to receive medical treatment immediately due to diseases associated with different medical department with the diagnosis of attending physician during the hospitalization period, however the current hospital has no appropriate medical departments to provide required services then the patient may apply for leave to seek outpatient services at another institution.

In addition, before leaving your hospital, please provide your NHI card to apply for hospital discharge.

## Home Health Care

Home health care is carried out in coordination between doctors and nurses. Services offered at patients' homes include: home visits, diagnosis and treatment, the provision of medical supplies, and nurse-supervised catheter and ostomy services for the respiratory, digestive and urinary systems. Other services include collecting tissue samples for testing and guiding family members and caregivers on how to help care for the patient.

### 1. How to Apply:

- (1) If a physician assesses that a hospital patient qualifies for home health care, the patient will be handed over to the hospital's home care department or transferred to another health care or nursing care institution that has a home care department.
- (2) If the patient has not been hospitalized, but the attending physician finds he or she meets the conditions required for home health care, the patient can apply directly for home health care with a health care or nursing care institution that has a home care department.



### **Patients Must Meet One of the Following Conditions to Qualify for Home Health Care**

1. Patient is immobile and spends more than 50% of his or her waking hours either in bed or in a chair.
2. Patient has a clear need for medical or nursing services.
3. A chronic disease patient who has need for long-term nursing care or patient who needs follow-up nursing care after being discharged from the hospital.

### **2.Related National Health Insurance Regulations**

- (1) Thirty days of home health care is considered as one course of treatment. Only the first visit of every month by a health care worker is deducted from the NHI Card's visit allotment.
- (2) In principle, home health care consists of two visits a month by a nurse and one visit every two months by a doctor.
- (3) The home health care patient's co-payment is 5% of the actual cost of each visit. Those who qualify for exemption from co-payments and those who reside in areas with a lack of medical resources may be exempted from co-payments.
- (4) Transportation costs incurred by health care workers traveling to the patient.
- (5) Based on the consideration of the inconvenience of patients under home health care encountered during the obtaining of medication outside of home, rules have been revised to permit patients to obtain medication from another contracted hospital or health center, according to Level 1 or Level 2 controlled drug prescriptions issued by physicians when patients are unable to return to the hospital where the original prescription was issued.



## Hospice Care

The hospice and palliative care covered by the National Health Insurance program is divided into three categories: hospice care in a hospital, home hospice care (including community hospice care), and hospice shared care. Patients admitted include various patients with terminal stage cancer, patients with amyotrophic lateral sclerosis (ALS), and 8 types of critically ill patients. These 8 types of critically ill patients include patients with senile and presenile organic psychotic conditions, other cerebral degenerations, heart failure, chronic airway obstruction (uncategorized), other pulmonary disease, chronic liver disease and cirrhosis, acute renal failure (unspecified), and chronic renal failure and renal failure (unspecified).

### Service Content

#### 1. Hospice Care

As hospice beds are not available at all hospitals, you may visit the website at <https://www.nhi.gov.tw> →NHI Services →NHI Medical Plan →Hospice Care (hospitalization, home care, joint care) online inquiry service for more information or call any National Health Insurance Administration regional division or liaison office to inquire hospice availability before seeking medical attention at these locations. After a doctor's professional diagnosis which meets the admittance conditions, the doctor will arrange for your stay at a hospice bed. A professionally trained team will offer a detailed explanation regarding precautions such as signing a hospice care agreement and refusing invasive medical procedures.

#### 2. Home Hospice Care (Including Community Hospice Care)

If you or your family member chooses to return home or go to a nursing facility closer to home to receive care, the National Health Insurance Administration also provides home hospice care. A team of medical professionals or nursing facility visits patients at their homes



to check up on them, diagnose their condition, and offer treatment, and provide care relating to the psychological, social, and spirituality issues of terminally ill patients and their families (Group A). With the introduction of community-oriented home hospice care (Group B) in 2014, the norms for medical personnel involved in “community hospice care” were eased so that primary care physicians could participate in the program, enabling hospice care to be delivered into communities and on outlying islands. To better serve patients at home, medical facilities provide 24 hour phone consultation services so you may call the nursing staff to inquire about any questions you may have regarding care. Please visit the website at <https://www.nhi.gov.tw> →NHI Services → NHI Medical Plan→Hospice Care (hospitalization, home care, joint care) online inquiry service for more information.

### 3. Hospice Shared Care

As not every hospital has hospice beds and some patients who desire hospice and palliative care are unable to receive this care due to the limited amount of hospice beds, the National Health Insurance Administration began implementing the hospice shared care trial project in April 2011. This allows patients in acute care beds, ICU wards, respiratory care wards and emergency wards to also receive care jointly from medical professionals from their original medical team along with a hospice shared care medical team in the same hospital. The hospice shared care team provides hospice and palliative care services while the original medical team continues to provide care services in hospital.

### Integrated Home Care

Since February 2016, integrated home care, including “home care”, “intensive home care”, and “hospice care” have been provided by medical teams composed of medical institutions and home care





givers based on the development of the patient's disease. In addition to providing a 24-hour telephone consulting service, the medical team may refer the patients in need of long-term care to county (city) care centers in the hope of strengthening the connection between medical treatment and medical care.

In addition, starting from June 2019, to expand the service content, the services of dentists, Chinese medicine practitioners, and pharmacists are included. To emphasize the responsibility of family doctors and the overall care needs of patients, family physicians are requested to conduct overall assessments, and the services of dentists, Chinese medicine practitioners, registered nurses, respiratory therapists, and other medical personnel are to be further linked when such services are considered necessary. Moreover, patients are also requested to cooperate with the family physicians in the integrated drug administration and accept complete care.

For the list of available medical institutions near your home, please visit the National Health Insurance Administration website at <https://www.nhi.gov.tw> →NHI Services→NHI Medical Plan→Other Family Related Medical Service option for more information.

## **NHI Family Physician Integrated Care Project**

5 or more primary care clinics in the same region cooperate with the regional hospital to form a community health care group which uses its combined strength to care for people in the community.

### **Service Content**

1. Community health care groups set up 24-hour health care counseling hotlines that can immediately answer questions and offer uninterrupted, complete health care.
2. Providing health management and health education to teach members correct health knowledge and fortify disease screening, vaccinations, and improve self-care capabilities.



3. If a patient needs to be further examined or treated at a hospital or referred to another specialist, your family doctor will contact the partner hospital and help you transfer to its inpatient department. Your medical records will also be sent to the partner hospital. The hospital, in turn, will report the results of the examination and tests immediately back to the clinic. The family doctor's coordination helps you, the patient, "go to the right department and find the right specialist," and will also avoid unnecessary examinations and medications, reduce waiting time for a hospital bed and decrease the confusion you may experience while seeking health care at a major hospital.
4. Once your condition stabilizes, you may return to your original family physician's clinic to receive continued treatment.

### How to Participate

The National Health Insurance Administration analyzes patient behavior from the previous year's data of the outpatient department (western medicine), lists qualified people and then match them to the clinic they visit most frequently, which will be regarded as this patient's main healthcare provider. Once this clinic joins the project, the National Health Insurance Administration will provide the community health care clinic with a roster to provide comprehensive care services to the public. In addition, for family members of the aforementioned members or loyal patients of physicians, the physicians participating in the project can receive applications individually.

If you would like to find out which clinics around your residence are part of the community health care group, please call the NHI service consultation hotline at 0800-030-598. For mobile phones, please dial 02-4128-678 or inquire on the website at <https://www.nhi.gov.tw> →NHI Services→NHI Medical Plan→Family Physician Integrated Care Project→Medical Institution→Family Physician Integrated Care



Project→Member Area for more information→Search Family Physicians in Your Neighborhood.

## Medical Payment Improvement Plan

Prevention is better than a cure. When most diseases first occur, if they are discovered at an early stage through screening and treated, chances for complete recovery can increase significantly. In addition, some patients with chronic or illnesses which require long term treatment can live normal lives if they take their medication according to their doctor's orders and control their condition properly.

Based on the concept of “purchasing health for the public,” the National Health Insurance Administration has selected a few common diseases to be handled under the Medical Payment Improvement Plan. The National Health Insurance Administration hopes that through appropriate incentives, medical institutions will be guided to provide patients with complete, continuous medical care. It also hopes that by making health care quality and efficiency the basis for payment, this scheme will become an innovative way to purchase health.

### Service Content

Diseases currently covered under the “Medical Payment Improvement Plan” include: diabetes, early stage chronic kidney disease, asthma, chronic hepatitis B and C (carriers), breast cancer, schizophrenia, comprehensive maternal care, and early intervention, and chronic obstructive pulmonary disease. In 2019, to improve the quality of medical, clinical and pharmaceutical care provided by hospitals, the new “Improvement of Hospital Medication Safety and Quality Program” has been additionally implemented.

### How to Join

Simply visit the website at <https://www.nhi.gov.tw> →NHI Services → NHI Medial Expense →Medical Expense Declaration and Payment



## 6 Medical Services Reimbursed by the National Health Insurance Program

→Medical Expense Payment →Medical Payment Improvement Plan Section for more information, or call any National Health Insurance Administration regional division or liaison office to inquire about hospitals that are participating in the improvement plan. You may then directly seek medical attention at these locations or visit after a referral.

If doctor diagnosis confirms that you are indeed suffering from a disease designated by the plan, a professional medical team will aid in controlling your condition by setting up a complete treatment plan without need for you to submit an application. As a reminder, to ensure complete treatment and subsequent follow up, it is best if you continue treatment at one hospital or clinic.





# 7

## How to Get Health Care

### Bring Your NHI Card When Visiting a Doctor

Whether you are visiting a doctor, picking up medicine or having a test done, you can use your National Health Insurance card (NHI card) to obtain treatment under the National Health Insurance program. You will be required, however, to pay a registration fee and co-payment.

If you forget your NHI card when visiting a doctor, you must first pay all medical expenses out of your own pocket. But you can have the expenses, minus the required co-payment, refunded if you bring your NHI card to the health care institution where you were treated within 10 days of your doctor's visit.

### Pick Up Your Prescription after Seeing a Doctor

Doctors are responsible for treating patients and deciding what medication they should take. Pharmacists then prepare the medication according to the doctor's prescription and remind patients how to take it.





At the end of your visit with a doctor, the doctor may give you a prescription listing the types of medicine you need, dosages to be taken and how to use them. You should take the prescription slip within three days of the visit (after three days, the prescription is no longer valid, but extended in the case of holidays and weekends) to a NHI-contracted pharmacy to pick up your medicine. (If the hospital or clinic you visited has a qualified pharmacist, you can have your prescription filled by the health care institution's pharmacy on the spot.)

A prescription should include the following information:

1. The patient's name, age and gender (or date of birth)
2. The diagnosis and physician's signature (or seal)
3. The name of the hospital or clinic and its address and telephone number
4. The name of the drug(s), its form (capsule, pill, liquid, etc.), unit dosage content, quantity, dosage, and usage instructions (i.e. how long or when to take the medication, and other medication precautions.)
5. The date the prescription was issued and its refill instructions (shows how many times the patient can refill the prescription and the number of days covered by each prescription).

### **Remember to Schedule a Follow-up Appointment within the Valid Period after Seeing a Doctor**

When a physician has arranged a test, examination or rehabilitation treatment prescription for you, please be aware of the following valid periods for scheduling a follow-up appointment with the contracted hospital/ clinic, or receiving follow-up care (where the final day is a regular holiday, it is postponed to the next working day). In case of a delay of such valid period, the contracted hospital/clinic may refuse to accept the scheduling of appointment or providing medical care service:



1. Schedule appointment for testing, examination prescription: 180 days from the issuance of prescription.
2. Schedule appointment for habitation treatment prescription: 30 days from the issuance of prescription.

### Doctor Visit Flow Chart



Note: Registration fees are administrative fees and vary depending on the health care institution based on a fee schedule approved by the Public Health Bureau of the county or city in which the institution is located. According to the National Health Insurance Act, registration fees are not covered by the NHI program and are not collected by the National Health Insurance Administration. If you have any questions regarding registration fees, please contact your local Public Health Bureau.

### Regular Prescription Rules

When physicians prescribe medicine to a patient, they usually prescribe 7 days of medicine in principle. If a patient is diagnosed with a chronic ailment, doctors can prescribe up to 30 days of medicine. (For more information on prescription refills for chronic patients, please see Chapter 9.)

If the pharmacy does not have a particular drug listed in the prescription, and the doctor did not specify that the specific drug has to be taken, the pharmacists can substitute another drug from another pharmaceutical company that is not more expensive and has the same composition, form and dosage. The substitute drug must also be covered under the National Health Insurance program.



### Referral Regulations

If NHI-contracted hospitals and clinics are unable to provide complete treatment due to limitations such as personnel, equipment, or specialization, they should assist you with a referral to another medical facility with treatment capabilities. However, if your situation is critical, the contracted hospital or clinic should provide the appropriate emergency procedures before making the referral. In addition, if your condition stabilizes after referral treatment and you no longer need to continue treatment at the facility, the contracted facility should aid you in transferring back to your original facility or another appropriate contracted facility to receive continued follow up treatment.

If you meet the aforementioned criteria for referral, your family physician or contracted facility's referral counter will make appropriate referral arrangements for you. This includes date of visit, treatment department, and registration assistance. You will not have to make graduated referrals from a small hospital to larger hospitals. Please communicate with your doctor about the doctor you wish to be referred to when your referral note is being issued. As the referral is made as a professional medical arrangement after communication by both parties, you must visit the specified contracted hospital, clinic, department listed on your referral note in order for doctors to provide you with the most appropriate medical care and for the western medicine clinic basic co-payment to be charged according to referral regulations.

If you are unable to seek medical care on the date of visit specified on your referral note due to outstanding circumstances, you can contact the referral counter at the contracted facility accepting your referral directly to arrange an alternate visit date. (Please refer to Chapter 6 on how to make referrals.)





## Co-payments

When local residents covered under the National Health Insurance program visit a doctor, the system covers most of the medical expenses, but patients are required to pay a small portion of the cost, called a “co-payment.” The main reason for requiring a co-payment is to remind the insured that medical resources are used to help people who are ill or injured and should not be wasted under any circumstance.

In general, outpatients must pay a basic outpatient co-payment and a medication co-payment. If an outpatient was given rehabilitation therapy or traditional Chinese medicine therapy, then there will be an outpatient rehabilitation (including traditional Chinese medicine traumatology) co-payment. If a patient is hospitalized, then he or she will have to pay an inpatient co-payment when discharged.

### 1. Basic Co-payments for Outpatient Visit under NHI System (NT\$)

Institution Class	Basic Co-payments					
	Western Medicine		Emergency Care (by Triage)		Dental Care	Traditional Chinese Medicine
	With referral	Without referral	Level 1-2	Level 3-5		
Medical Centers	170	420	450	500	50	50
Regional Hospitals	100	240	300		50	50
District Hospitals	50	80	150		50	50
Clinics	50	50	150		50	50

Notes:

1. Individuals classified as disabled pay co-payments of NT\$50 for any medical care, regardless of the type of medical institutions they visit.
2. For patients who return for their first checkup after an outpatient or emergency procedure, or within one month after being discharged from the hospital, or within 6 weeks after giving birth, or patients with an illness requiring a referral as determined by the physician and requiring continuous outpatient treatment who to



return for their checkup no more than four times within one month starting from the date of the referral treatment after presenting their referral note for medical treatment, they should pay the same co-payment as if they were given a referral as long as they have a hospital certificate confirming the need for a follow-up visit.

### 2. Medication Co-payments under NHI System (NT\$)

Drug cost per prescription	Co-payment per prescription	Drug cost per prescription	Co-payment per prescription
under 100	0	601~700	120
101~200	20	701~800	140
201~300	40	801~900	160
301~400	60	901~1,000	180
401~500	80	1,001 and above	200
501~600	100		

### 3. Rehabilitation and Traditional Chinese Medicine Co-payments

If you receive physical therapy or traditional Chinese medicine therapy for injuries (including traditional Chinese medicine traumatology) on an outpatient basis, the Co-payment for follow-up visits is uniformly NT\$50 (except for “moderate to complicated” and “complicated” therapies).

### 4. Co-payments for Inpatient Care

If a patient is hospitalized in a NHI-contracted hospital, the inpatient co-payment -- the percentage of the overall cost of the stay to be covered by the patient -- depends on the type of the ward (acute or chronic) and length of stay, as shown in the following table:





Ward	Co-payment Rates			
	5%	10%	20%	30%
<b>Acute</b>	--	30 days or less	31-60 days	61 days or more
<b>Chronic</b>	30 days or less	31-90 days	91-180 days	181 days or more

Note: Co-payments for multiple acute ward stays of fewer than 30 days and chronic ward stays of fewer than 180 days are capped for the same ailment, with the ceiling adjusted annually. For the period from January 1, 2019 to December 31, 2019, caps on hospital stay co-payments for acute ward stays less than 30 days in total or chronic ward stays of fewer than 180 days in total, have been set at NT\$39,000 for a single hospital stay for a particular condition and NT\$65,000 for the entire calendar year. Those who pay more than the ceiling can apply for a reimbursement before the end of June of the following year. (Note: The Ministry of Health and Welfare updates cap for ward stay co-payments every year.)

### Applying for a refund

1. Patients should fill out an “Instructions for NHI Prepaid Medical Expense Refund Application Form” and prepare copies of their medical receipts and itemized expenses. However, for the insured that agrees with the refund amount to be calculated directly by the insurer, the copies of the medical receipts and itemized expenses may be exempted from submission. These documents should be filed at the National Health Insurance office closest to the hospital where treatment was initially sought.
2. You can go to an NHIA office or the NHIA website to download an application form from the website: <https://www.nhi.gov.tw> →NHI Services →NHI Medical Expense →Medical Expense and Refund →Prepaid Medical Expense Refund →Prepaid Medical Expense Refund Introduction and Relevant Application



Forms→NHI Prepaid Medical Expense Refund Application Form.

### **Who is Exempt from Paying Co-payments**

#### 1. Those Exempt from all Co-payments:

- (1) Individuals suffering from a catastrophic illness, or living and being treated in remote mountain areas or island regions, or women giving birth.
- (2) Outpatients or emergency care patients from outlying islands who have been referred to a health care facility on Taiwan.
- (3) Veterans who have the symbol for “veteran” on their NHI cards and their dependents.
- (4) Members of low-income households.
- (5) Children under three years of age.
- (6) Registered tuberculosis patients who receive treatment at specified contracted hospitals.
- (7) Patients with labor insurance who are being treated for occupational ailments.
- (8) Patients suffering from PCB (polychlorinated biphenyl) poisoning.
- (9) Centenarians.
- (10) Alternative servicemen who hold military service ID cards (including general alternative servicemen and alternative servicemen involved in first- and second-stage R&D).

#### 2. Those Exempt from Co-payments on Prescribed medication:

- (1) Patients with chronic illness refill prescriptions (prescriptions for more than 28 days). The National Health Insurance Administration has listed 100 diseases as chronic illnesses, including hypertension and diabetes. Please visit the website at <https://www.nhi.gov.tw> →NHI Services →NHI Medical



Services→Chronic Illness and Prescription → Chronic Illness Refill Prescription for more information.

- (2) Dental patients.
  - (3) Patients receiving care for one of the ailments covered under the “per case payment” system.
3. Those Exempt from Physical Therapy Co-payments:
- (1) Patients undergoing “moderate to complicated” physical therapy, defined as undergoing three or more types of “moderate” therapy, such as electrical muscle stimulation and 13 other therapies, for a total of more than 50 minutes.
  - (2) Patients undergoing “complicated” therapeutic treatment requiring specialized therapists, such as balance training and six other therapies. Limited to prescriptions issued by rehabilitation medicine specialists.
4. Regions Deficient in Medical Resources:
- The co-payment amount of patients who receive clinic, emergency, or home care services in regions deficient in medical resources will be reduced by 20%. The National Health Insurance Administration will make annual announcements regarding regions determined to be deficient in medical resources.

## Receipts, Itemized Medical Expenses, Medication Lists

When you visit a doctor or are discharged from a hospital, please remember to get a receipt from the hospital or clinic as well as an itemized list of medical expenses and an itemized list of medications prescribed.





### 1. Receipt

The receipt should include “items covered by NHI” and “out-of-pocket expense items” along with the NHI Card treatment serial number. If you choose to itemize your deductions when filing personal income taxes, the receipt can be used as an itemized tax deduction. The NHI Card treatment serial number tracks a patient’s number of outpatient visits for the year and prevents the NHI Card from being mistakenly used.

Some clinics and hospitals combine the receipt and itemized list of medical expenses on one receipt, while others separate them.

### 2. Itemized List of Medical Expenses

The itemized medical expense list for any doctor’s visit or hospital stay should include out-of-pocket expenses (including the registration fee, co-payments and other expenses), total medical expenses, the amount to be covered by insurance, and itemized expenses (including the costs of examinations, treatment, medication and drug dispensing services). If a patient has undergone physical therapy or traditional Chinese medicine traumatology therapy, the itemized list of medical expenses should include a list of therapies and total time involved.

With this list, patients can check if the clinics or hospitals they visited collected co-payments correctly and see how much of the total bill was covered by the National Health Insurance program.

### 3. Medication Lists

The medication list should include the patient’s name and gender, the name of the drug(s), instructions for the drug’s unit, amount, usage and dosage, the dispensing unit’s (health care institution or pharmacy) name, address, and phone number, the dispenser’s name, the date the drugs were dispensed (or received by the patient), and any drug-related warnings. This information shall be printed on the prescription packet in accordance with the Pharmaceutical Affairs



Act. If information cannot be listed on the prescription packet, drug details shall be provided separately.

The medication list can help patients clearly understand what drugs they are using and how to use them. It can also serve as a reference for physicians with different specialties when administering treatment for other ailments.

## Doctors Should Notify Patients Beforehand of Out-of-pocket Expenses

Whenever a doctor wants to recommend a course of treatment that is not covered under the National Health Insurance program, the physician must first have the patient's approval before proceeding.

If you have any doubts or questions about the items listed as "out-of-pocket items" and related expenses on your itemized bill, please ask the medical institution. You may request the health care provider to check on the matter or call the NHIA's service consultation hotline at 0800-030-598. For mobile phones, please dial 02-4128-678. We have service agents who can speak English.

### **The following items are not covered under the National Health Insurance program, as per Article 51 of the National Health Insurance Act**

1. Medical service items on which the expenses shall be borne by the government according to other laws or regulations.
2. Immunization and other medical services on which the expenses shall be borne by the government.
3. Treatment of drug addiction, cosmetic surgery, non-post-traumatic orthodontic treatment, preventative surgery, artificial reproduction, and sex conversion surgery.
4. Over-the-counter drugs and non-prescription drugs that should be used under the guidance of a physician.



5. Services provided by specially designated doctors, specially registered nurses and senior registered nurses.
6. Blood, except for blood transfusion necessary for emergent injury or illness according to the diagnosis by the doctor.
7. Human-subject clinical trials.
8. Hospital day care, except for psychiatric care.
9. Food, other than that provided through tube feeding, and balance billing on hospital rooms.
10. Transportation costs, registration fees, and costs of obtaining certificates or medical records.
11. Dentures, artificial eyes, glasses, hearing aids, wheelchairs, canes, and other equipment not required to actually treat the patient.
12. Other treatments and drugs officially announced by the relevant authorities as not being covered under the National Health Insurance system.

### Differential Payments by Patients for Special Medical Devices

#### 1. NHIA has approved some special devices for differential payments by patients to offer more choices for treatment.

The National Health Insurance program currently covers a number of technologically advanced devices and materials that provide clear health benefits. Nevertheless, some special devices have only minor improvements in terms of their materials or functions, but their prices are far more expensive than the currently existing special devices listed by the NHI program such that they cannot be included in the items for full payment covered by the NHI program. To lessen the financial burden of patients, NHIA lists such special devices with differential payments. In other words, the NHI program covers





the amount for the basic function, and patients pay the differential amount in order to allow patients to have more choices during the medical treatment. Up to the date of January 1, 2019, such types of special devices listed by the NHI program are described as follows:

#### (1) Prosthetics

Starting from March 1, 1995, prosthetics are listed as items for differential payments. Presently, the NHI program covers the conventional type of prosthetics, and patient can make differential payments for customized prosthetics with special functions and greater appearance. If a patient needs to use prosthetics with a special function, he or she can use such prosthetics voluntarily after a physician's clear explanation and his or her sufficient understanding of such explanation. NHIA will then make its part of payment according to the price for the conventional type of prosthetics, and the excessive part of the cost for the device will be paid by the patient individually.

#### (2) Artificial Pacemakers with Special Functions

Starting from August, 3, 1995, artificial pacemakers with special functions are listed as items for which patients have to pay part of the cost. The artificial pacemaker (including electrode lead) currently covered by the NHI stimulates the heart through a faint electric current, which is used to correct the heart's rhythm, maintain heart function, and stimulate the heartbeat. "Artificial pacemakers with special functions" feature better signal detection that is more in line with the functional needs of the heart and the long-term clinical needs of patients, but they also have contraindications. Careful evaluation by a specialist is needed to provide the best possible treatment and outcome.

If an "artificial pacemaker with special functions" is to be used, the NHIA will pay the price of a regular artificial pacemaker for those



who meet the artificial pacemaker indications, with the difference for the more expensive device paid by the patient.

### (3) Coronary Artery Drug-Eluting Stent

Starting from December 1, 2006, this item has been listed as an item for differential payments by patients. General stents covered by the NHI are adequate for use. “Coronary artery drug-eluting stents” are bare-metal stents coated with drugs that help prevent the arteries from narrowing again. They also have contraindications and side effects, however, so a specialist must carefully assess their use to provide the best treatment.

If the “coronary artery drug-eluting stent” is to be used, the National Health Insurance program will cover the standard fee it would pay for the conventional bare-metal stent. The patient is required to cover the difference in the cost between the drug-eluting and bare-metal stents.

### (4) Special artificial total hip joints:

Artificial ceramic hip joints and ultra-high molecular weight polyethylene acetabular inserts with the addition of oxidizing agents are items qualifying for differential payments by patients since the dates of January 1, 2007 and October 1, 2008 respectively. NHIA currently covers femoral components used in total hip replacements made of titanium or Co-Cr-Mo (cobalt-chromium-molybdenum) alloys. The NHI program also covers acetabular components, made of wear-resistant high density polyethylene (HMW-PE), and under normal conditions, such components can be used for more than 15 to 20 years. In addition, the Taiwan Orthopedic Association also indicates that the artificial hip joints covered by the NHI program have reached high international standards in terms of both the material and quality of such joints. As long as these inserts are used



appropriately, patients should not have to undergo revision hip replacement surgery.

If, however, the patient wants to use an “artificial ceramic hip joint” or an “ultra-high molecular weight polyethylene acetabular insert”, the NHI program will cover the cost of a conventional artificial hip replacement for those who qualify for such a procedure and the patient is required to cover the price difference between the conventional and the special hip prosthesis. It should be noted that the newer artificial joints have contraindications and side effects, and a specialist should assess their use.

#### (5) Artificial Intraocular Lenses with special Functions

It has been listed as an item for patients' differential payments starting from October 1, 2007. The cost of conventional artificial intraocular lenses used on patients who qualify for cataract surgery under the NHIA's guidelines is fully covered under the NHI program. Conventional lenses are made of PMMA, silicon, or acrylic. Artificial intraocular lenses have excellent long-term stability, and according to domestic ophthalmologists with more than 20 years of experience in their use of artificial intraocular lenses, they are sufficient for more than 90% of patients with cataracts. In addition, “artificial intraocular lenses with special functions” are equipped with the functions of aspherical shape, multi-focal, astigmatism correction, such that they are not applicable to all patients with cataracts. Instead, physicians should conduct assessment along with discussion with the patient according to the patient's individual condition, followed by carefully selecting an appropriate product.

If a patient meets the criteria for usage of an artificial intraocular lens, and wants to use an advanced artificial intraocular lens after consulting with a specialist, the NHI program will cover the



cost of a conventional lens, but the patient will be responsible for paying the difference.

### (6) Bioprosthetic Heart Valves with Special Material

Bioprosthetic heart valves have been included as an item for the general public differential payment starting from June 1, 2014. Artificial heart valves currently used by the NHI program are adequate for the vast majority of patients. The new function category for the bioprosthetic heart valves with special material is a kind of biological heart valve. Compared to traditional biological heart valves, this new device has advantages in terms of anti-calcification technology, biological tissue fixation, valve-frame materials, potential length of use and the design of the implant method. Bioprosthetic heart valves with special material also have contraindications and side effects, however, and a detailed assessment by a specialist must be made to ensure the best treatment.

If a patient needs to use artificial heart valve replacement surgery and opt for a more expensive bioprosthetic heart valves with special material after consulting in detail with a physician, the NHIA will cover the amount of the traditional biological heart valves, and the difference will be paid by the patients themselves.

### (7) Programmable Ventriculoperitoneal Shunt

This item has been listed as an item for the general public differential payment starting from June 1, 2015. The standard ventriculoperitoneal shunt covered by the NHI drains excess fluid using constant pressure. It is effective for patients whose condition is stable, and satisfies the needs of most cases. For patients whose condition is unstable or worsening, however (such as hydrocephalus patients with normal pressure, trauma patients, pediatric patients, etc.), the drainage pressure needs to



be adjusted at times. The new programmable ventriculoperitoneal shunt enables doctors to do that without having to install a new shunt. However, careful evaluation by a specialist is still needed to ensure the best treatment and outcome.

If a patient needs a ventriculoperitoneal shunt and decides to use the more advanced version after the physician explains it in detail, the NHIA will pay the price of a standard shunt and the extra amount for the advanced version will be paid by the patient.

#### (8) Drug-device Combination Products for Superficial Femoral Artery Stenosis

This item has been listed as an item for patients' differential payments starting from May 1, 2016. Presently, the superficial femoral artery blood stents covered by the NHI program require no drug application layer, and appropriate sizes of stents can be selected according to the vascular lesion such that the device is able to reduce the occurrence of vascular restenosis or vascular dissection in order to maintain the blood circulation of vessels. These devices (such as stents and balloons) yield lower restenosis rates after one year of use compared with traditional balloon angioplasty or superficial femoral artery blood stents (naked metal stents). Because each patient is different, however, medical specialists must still conduct detailed evaluations to provide the most optimal treatment.

If the patient requires the use of a drug-device combination product for superficial femoral artery stenosis, and the patient agrees of his or her own will to use it after receiving a clear explanation from the doctor, the NHIA will reimburse the cost of a standard superficial femoral artery blood stent (naked metal stent), and the patient will cover the additional amount on his or her own.



(9) Cryoablation Catheter for Treatment of Atrial Fibrillation

This item has been listed as an item for patients' differential payments starting from November 1, 2017. Presently, the 3D Mapping Perfusion Cooling Diagnostic Electrocautery Recording Catheter utilizes the method of converting electricity into thermal energy in order to perform cardiac tissue electrocautery point by point with the device tip, which can be used to in operations for treating patients with complex atrium or ventricular arrhythmia. In comparison to the "3D Mapping Perfusion Cooling Diagnostic Electrocautery Recording Catheter", the newly included "Cryoablation Catheter for Treatment of Atrial Fibrillation" is able to shorten the operation time and grant patients relatively less pain during the treatment. However, since patients may have different illness conditions and the parts applicable to such method are also different, detailed evaluations from specialized physicians are still required in order to achieve most optimal treatment and handling.

When a patient has the need for use of the Cryoablation Catheter for Treatment of Atrial Fibrillation, the physician shall provide detailed explanation in order to allow the patient to fully understand the process. If the patient chooses to use such a method, then the NHI program covers the fee according to the amount of 3D Mapping Perfusion Cooling Diagnostic Electrocautery Recording Catheter, and the remaining amount will be paid by the patient out-of-pocket.

(10) Elongated Gamma Intramedullary Nail Set with Special Material

Starting from June 1, 2018, the conventional type of nail set has been listed as an item for patients' differential payments. Currently, the NHI program covers the conventional gamma internal nail set, used for securing intertrochanteric fractures. Since the femoral intertrochanteric fracture is adjacent to the



proximal femur, an intramedullary nail set of shorter length is used, and this is sufficient to provide anchoring strength for the fractured bones and to promote the healing of the bone fracture. If the bone fracture position of the proximal femur is extended downward, such as an intertrochanteric fracture with a subtrochanteric fracture, subtrochanteric fracture, proximal femoral fracture, or intertrochanteric pathological fracture, etc., then since the bone fracture range is longer in some cases, the length of a conventional gamma intramedullary nail set will not be able to achieve appropriate bone fracture anchoring strength. Under such conditions, it is necessary to use the elongated gamma intramedullary nail set in order to provide appropriate bone fracture anchoring strength.

If a patient needs to use the elongated gamma intramedullary nail set, after a detailed explanation by the physician and sufficient understanding of such explanation, the patient can choose to use such device voluntarily, and NHIA will cover the cost for the conventional gamma intramedullary nail set, but the excessive part of the cost will be paid by the patient individually.

- 2. The customized computer-aided craniofacial skeleton fixation system originally listed as an item for patients' differential payment has been newly listed as an item with full coverage under the NHI program starting from December 1, 2018. In other words, as long as the patient fits the requirements of the NHI program coverage, when he or she uses this type of fixation system, the patient is not required to pay the difference any more, and it is covered by the NHI program completely.**
- 3. To ensure that patients obtain adequate information, the NHIA stipulates that NHI-contracted medical institutions provide transparent and complete information when recommending**



### **to patients that they use more expensive medical devices and have patients sign letters of consent**

For special devices that are only partially covered by the NHI system, health care providers recommending the devices must engage in a two-stage notification procedure to make sure patients have enough information to make an informed decision.

#### ◎ **First Stage**

- (1) The physician shall give a detailed description of the device to the patient or patient's family members two days before the operation (except in emergency situations) and fully explain the procedure. The physician and patient/family members then jointly sign two copies of the written description, one for the patient and one for the hospital's medical records.
- (2) The description should include: the cost of the device to be used and its special features, the reason for using it, precautions that need to be taken, potential side effects, and a comparison with similar items covered fully by the NHI system.

#### ◎ **Second Stage**

- (1) After the patient/family members obtain relevant medical information, the medical services provider will explain to them the additional costs involved and give them sufficient time for consideration. The said persons shall be required to jointly sign two consent forms, one for the patient/family, the other for the patient's medical records.
- (2) Matters specified in the consent forms: name of the advanced device to be used, the item's code number, medical device permit number and unit price, the quantity to be used and the amount the patient will have to pay out of pocket.





The health care provider will issue a receipt to the patient/family members for their records with an accompanying list of the item's name, code number, and unit price, the quantity used, and the amount paid out of pocket by the patient/family members.

In accordance with the provisions of the NHIA, the addition or cancellation of these partially covered advanced items or changes in payment collection standards are to be entered in the NHIA's VPN (virtual private network) and announced on the NHIA's website. The public may search the NHIA's website "Out-of-Pocket Medical Device Price Comparison Website" (Home/NHI Service/NHI Medicine and Special Device/NHI Special Material/Out-of-Pocket Medical Device Comparison Website) for a comparison chart that shows how much respective health care providers charge for the same device. The public may also look up the medical device permit to search for the products' indications, contraindications, side effects, and precautions to follow.

## Filing a Complaint

If you notice during the medical treatment that a hospital has not followed the above guidelines, you can file a complaint or report the problem in one of the following three ways:

1. Please call the NHIA's service consultation hotline at 0800-030-598. For mobile phones, please dial 02-4128-678.
2. By sending an e-mail to the National Health Insurance Administration's Web site at <https://www.nhi.gov.tw>→NHI Services→NHI Medical Services →Medical Complaint Service for more information (The e-mail can be written in English.)
3. By filing a complaint in person at any National Health Insurance Administration regional division or liaison office.



## Dispute Mediation Application

If an individual is not satisfied with a decision handed down by the NHIA in any of the areas listed below, he or she can submit an application for dispute mediation to the NHI Dispute Mediation Committee within 60 days of receipt of the NHIA's written decision:

1. The insured's qualifications and insurance procedure.
2. Approved items related to the insured's registered salary basis.
3. Insurance premiums, penalties and fines.
4. Insurance benefits.
5. Contracted hospitals and clinics management
6. Other items relating to insurance rights.

Contact information for the National Health Insurance Dispute Mediation Committee is as follows:

Telephone: (02)8590-7222

Address: No. 488, Sec. 6, Zhongxiao E. Rd., Nangang District, Taipei City 11558

Website: <https://dep.mohw.gov.tw/NHIDSB/mp-117.html>

Service Content		Telephone
Equity issues in dispute	Matters pertaining to insurance premium, supplementary insurance premium, insurance qualifications, insurance payment, issue of major injury/illness proof for the insured target and insured unit, matters pertaining to NHI contract for contract medical affairs service agencies, and other equity cases.	(02)8590-7222



# 8

## Functions, Updating, Safekeeping and Application Procedures of NHI Card

The National Health Insurance Administration has adopted the use of an IC NHI card for all individuals enrolled in the program since January 1, 2004. The card is generally printed with an identifiable photo of the insured, making it unnecessary to bring your ID to a medical institution when seeking medical attention. The chip embedded in the card stores records of your last six medical visits, information on catastrophic illness, records of all important tests, and medication information, which will be helpful when patients see a doctor.

### NHI Card Functions

#### 1. Prescription and Examination Records

The NHI Card stores records of medication usage and past examinations for doctors to use as a reference when they treat a patient so that they don't duplicate prescriptions or tests. This helps safeguard patient safety, improve health care quality and reduce medical waste.



## 2. Treatment Records

The NHI Card serves as the authoritative record of treatment under the National Health Insurance program, recording all doctor visits. When a patient receives health care, an allotted visit is normally deducted from the card, but if the attending physician enters on the card “clinic referral,” “post surgery outpatient follow-up visit,” or “hospitalization clinic follow-up visit,” the subsequent visit is not deducted from the card total.

## 3. Catastrophic Illness Record

Records of a patient’s catastrophic illness are directly entered into the NHI Card, enabling patients with such illnesses who present their NHI Card when getting care for the disease to be treated without having to pay a co-payment. Individuals covered by the National Health Insurance program who have applied for and received catastrophic illness certification can ask clinics or hospitals to update their NHI Cards if the cards do not include the catastrophic illness information. Cards can also be updated to include the catastrophic illness designation at any location where a card reader is available, such as any National Health Insurance Administration regional division or village, town, city, or area administrative office.

## 4. Registration for Organ Donation, Palliative Care, or Advance Decision

Individuals who are willing to donate organs can submit an application via the “Taiwan Organ Registry and Sharing Center”, “Taiwan Hospice Organization”, or “Institutions for Advance Care Planning Announced by Ministry of Health and Welfare (MOHW)”. Those organizations transfer the information to the MOHW, which then sends it to NHIA’s database after the approval by the MOHW. The information is then written into the NHI Card from the database when the card is updated, helping medical workers know immediately



should the situation arise if patients are willing to donate their organs or agree to palliative care or make an advance decision.

## **5. NHI Card Auditing Mechanism**

Individuals who are not enrolled in the NHI program cannot receive medical care or apply for hospitalization as the identity of the insured under the NHI program. To ensure your medical benefits, please be sure to complete enrollment procedures as soon as possible.

## **6. Online Service Application and Registration through the NHI Card (or a mobile device)**

The National Health Insurance Administration website has set up a “Personal NHI Online Services” network, enabling people to apply for various online insurance services using their “citizen digital certificate.” Online services accessed by a “password-registered NHI card,” which enables the public to apply for and use services online, were made available on February 4, 2015. People can also now download the “NHI Mobile Access” app at Google Play or Apple Store and enjoy e-services through the NHI card or a mobile device.

## **Updating Your NHI Card**

### **1. When to Renew Your NHI Card**

Every time you use your card for medical services, the hospital or clinic you visit updates your NHI card in order to allow you to use such NHI card for outpatient or hospitalization services. To protect your rights to use medical services, please be aware of your insurance enrollment status and please pay your NHI premium on time, as well as keeping your NHI card properly, in order to prevent any impact to your rights to use medical services due to an update failure of your NHI card.

### **2. Location for Card Update**

Normally, your NHI card is automatically updated during your



registration at general clinics or hospitals. You can also perform updates at the NHI card readers installed at district offices of NHIA, contact offices, or local administrative offices.

### 3. When Personal Information Needs to Be Changed

If your personal status changes to that of a member of a low-income household or unemployed veteran, please update your NHI Card at a National Health Insurance Administration regional division or a health care institution, following which you can be exempt from co-payments.

## Protecting Personal Information on NHI Card

1. The NHI Card is designed with many security features to prevent counterfeiting, and its contents can only be read on dedicated card readers. These card readers can only be operated after having a “Security Authentication Module” card installed, and a strict authorization and mutual recognition system (such as doctors being required to use their “health professional cards” to access the information in the readers) has been adopted. Because access to the reader cards is tightly controlled, you do not have to worry about your private records leaking out.
2. You can also choose whether to open the NHI Card’s cryptographic functions (new card’s default setting is password disabled). Once a password is set, even if there is a card reader and a security module, you must still enter the correct password in order to read the card’s information.
3. The password can be set at any NHIA joint service center or liaison office or local administrative office. Exclusive NHI card readers can be used to set, change or remove your password. If you forget your password, please present your ID documents at an NHIA service center or contact office or via fax to remove the password setting.



## Safekeeping of NHI Card

If the information shown on the front of your NHI Card or its embedded chip is damaged, the NHI Card cannot be read by the card reader. Therefore, cardholders are advised to pay attention to the following:

1. Do not over-bend the card or scratch, poke or sit on the chip to avoid damage.
2. Do not wash or soak the card or use alcohol or a solvent to clean the chip, expose it to a sharp object, or to a highly acidic, alkaline or other corrosive environment.
3. Avoid directly exposing the chip to a power source, fire source, bright sunshine or high temperatures. Do not store the card near items with a magnetic field such as a television set or computer.
4. The NHI card has a long shelf life. It does not have to be reissued even if one changes employers. Please keep it safe.

## Application Procedures for First NHI Card for a Newborn Child or a Foreign National

Since July 1, 2015, people registering the birth of a newborn child at a household registration office can apply to enroll the child in the NHI program and obtain an NHI card at the same time. For newborns born overseas, people may apply for the child's enrollment in the NHI program and the NHI card after meeting household registration requirements for six months. For newborns and foreigners applying for thean NHI card printed with a photo, choose an appropriate category for insurance registration as described in Chapter 2 and fill out a form to apply for an NHI card. Please attach a copy of your national ID and one 3.5x5 (cm) photograph (photograph is optional for newborns under the age of one year old) and mail the documents to the business section of any NHIA administrative office. The issuance of the first NHI card is free



of charge, and there is no handling charge. If you have any medical needs prior to receiving the card, you can present your application form and proof of national ID and fill out a “Treatment Exception Registration” form at a contracted health care institution to obtain care as a person covered by the system. For newborns with Taiwanese citizenship, if medical care service is needed within 60 days from the date of birth, the NHI card of one of the parents (equipped with notes on newborns on parents’ cards) may be used to get care for the infant when the NHI card of the infant has not been received.

### **What to do if your NHI Card is Subject to Damage, Loss, Change of Name, Change of Photo, etc.**

For the purpose of improving the convenience of medical services for the insured, reducing the hassle of identification verification at hospitals and clinics, and preventing fraudulent use of health care insurance identity, the rules have been revised to include the requirement for the submission of one photograph for printing onto the NHI cards during the issuance, renewal or replacement of the cards of insured. With the consideration that the photograph recognizability of card holders under the age of one year old is low and for people with special conditions, NHI cards without a photo printed thereon may be issued. For simplified administration and convenience to the public, in addition to the photos provided by the insured, the digital file of the photo of the insured or photo file retrieved from other agencies and departments can be used.







## 1. On-site Application in Person at NHIA

To apply for a new NHI card, please present your ID (original), one 3.5x5 (cm) photograph, and the NT\$200 handling fee at any NHIA service center or contact offices. If you appoint a representative to apply for an NHI card on-site, that person should present their ID and your ID to NHIA staff for verification.

NHI Card On-site Application Service Locations of NHIA (please refer to Appendix: NHIA service locations, telephone numbers and addresses).

## 2. Post Office Collection

Limited to Replacements of Lost or Damaged Cards or Cards with Name or Photo Changes. Please present the original ID (original ID of a representative is also required if the application is submitted by a representative), fill out the “NHI Card Application Form,” paste one 3.5x5 (cm) latest photograph on the front of the form, and paste a copy of the ID on the form. Pass the form along with a handling fee of NT\$200 to the savings/remittances counter clerk. You will receive your new NHI card after about seven working days. You can get the form at the post office or download it from the National Health Insurance Administration website.

© Opening hours and locations of post offices nationwide are available on the Chunghwa Post Co., Ltd. website: <http://www.post.gov.tw>

## 3. Internet Applications

For Internet applicants (limited to applications for re-issuing NHI cards due to damage, loss, or photograph replacement), please apply for the NHI card via one of the application platforms below:





## 8 Functions, Updating, Safekeeping and Application Procedures of NHI Card

Application Platform	Multi-network coverage credential platform	Personal NHI information network services	E. Sun Bank website	NHI Mobile Access APP	No Document is required
Method of use	Log in with unit certification (or NHI card of the responsible person already registered) or authorized citizen digital certificate (or NHI card already registered) for application	Log in with a citizen digital certificate (or NHI card already registered) for application	Log in with an E. Sun Bank IC Bank Card for application	For first-time log-in, it is required to complete the device verification, and one of the following methods can be chosen for verification: 1. "Device code" verification: Use a citizen digital certificate (or NHI card already registered) 2. "Mobile phone" verification: R.O.C. citizens can use monthly rental type of mobile phone number and personal mobile network (4G)	Online application is verified via the household registration number; after the payment is made, the NHI card is available for pickup at the designated service location
Applicants	All insured persons registered by the insurance registration unit	Owner of account logged in and his/her dependents	Chip ATM card holder	Owner of the account logged in and his/her dependents	All insured Taiwan nationals



Application Platform	Multi-network coverage credential platform	Personal NHI information network services	E. Sun Bank website	NHI Mobile Access APP	No Document is required
Payment method	Online ATM Demand account Download the bill	Online ATM Demand account Download the bill	Online ATM	Demand account	Online ATM Demand account

#### 4. Application through Household Registration Office

If you lose your ID or want to change basic information (ID number, name, or date of birth), you can visit any household registration office nationwide to file an application for a new ID and a new NHI card. People may also file an application for an NHI card when applying for a new national ID card at the household registration office. Once the service is paid for, your new NHI card should arrive within seven working days. Normally NHI cards are made and issued using the photo file of the national identification card transmitted from the household registration office. If a citizen has not received the national identification card, he or she can request the household registration office to report for the “making and issuing of an NHI card with a photo (photo to be supplemented)”. After the report, please scan the QR Code on the certificate sheet provided by the household registration office in order to link to the “NHI card photo upload platform” of NHIA to supplement the photo. Then, NHIA will issue the NHI card using the uploaded photo.

#### 5. Application through Township (Town/City/District) Office

For a lost or damaged NHI card, people may apply for a new card at a nearby district office. Applicants may file applications by presenting their original ID (an original ID of the representative is also required if the on-site application is submitted by a representative) and a file



containing a photo at the local administrative office. If the on-site application is submitted to offices not authorized by the NHIA to issue a card on the spot, your new card should arrive within about seven working days once the service is paid for.

### ◎ Addresses of Offices Accepting On-site Application of NHI Card

Please refer to the website of NHIA: [www.nhi.gov.tw](http://www.nhi.gov.tw)→NHI Services→NHI Card Application and Registration→How to Apply for an NHI Card→What If the NHI Card Is Damaged or Lost, or the Holder Wants to Change His/Her Name or Photo? →Counter Location to Pick Up NHI Card

### What to Do with Unusable NHI cards with a Normal Appearance and No Tears or Bends?

When the card and IC chip on an NHI card are not subject to man-made bending, scratches/cracks, deformation, loss of IC chip, color change or wear such that the card cannot be used, then card holder can apply for reissuance of their NHI card with the NHIA without charge via any one of the following methods:

1. If the application is submitted via mail, please fill out the “NHI Card Application Form” and mail a photocopy of your national ID and a 3.5x5 (cm) photograph attached to the application form along with the old NHI card to the NHIA.
2. For an on-site application for an NHI card, please present the original ID (original ID of the representative is also required if the application is submitted by a representative), a 3.5x5 (cm) photograph and the NHI card at any NHIA service location.



**You need to know:**

1. To facilitate the verification of identification by medical personnel and to prevent the NHI card from fraudulent use, it is required that renewed and replaced NHI cards shall be attached with one 3.5x5 (cm) photo (all service locations and contact offices of NHIA can provide the on-site free photograph service). For newborns or other applicants with special conditions, NHI cards without photos can be applied for.
2. When applying for a new card, a processing fee of NT\$200 is required. When the new card is produced, the National Health Insurance Administration will automatically cancel the old card.
3. For card holders presenting an NHI card without photo when seeking medical attention, he or she will be required to present identification document at the same time, such as ID card (for children under age of 14 without an ID card, a household registration or a household registration transcript may serve as replacement), driver's license, passport or residence certificate, in order to allow the hospital or clinic to verify identification.
4. If you have applied to replace a card and need to see a doctor while your new card is being processed, you can present your receipt for the NT\$200 processing fee and ID within 14 days of the receipt's issuance to any health care institution and fill out a "treatment exception registration" form to receive care covered by the National Health Insurance program.





# 9

## Medical Rights of Special Groups

### Patients with Chronic Diseases (Refillable Prescriptions)

If you are diagnosed by a doctor as suffering from a chronic illness as defined by the Ministry of Health and Welfare, and your condition is stable and can be controlled by medication taken regularly, the doctor will issue a “refillable prescription for chronic diseases ” that will save you money. To check on what constitutes a chronic disease, please see the NHIA website at <https://www.nhi.gov.tw> →NHI Services →NHI Medical Services →Chronic Illness and Prescription →Chronic Illness Refill Prescription for more information





The valid period of a “refillable prescription for chronic diseases” is calculated based on the number of days of drugs indicated in the prescription. For dialysis solution used in peritoneal dialysis, the maximum number of days for drugs can be 31 days per time depending upon the condition of the illness. However, for the rest of the drugs, the maximum number of days of drugs is 30 days per time, and the maximum total number of days for drugs is 90 days per refill prescription. The hospital, clinic or pharmacy must verify your NHI card every time you fill the prescription, but it will not deduct the number of allotted doctor's visits from the card. When you get more than 28 days of medicine in the second and the third refill of your “chronic illness refill prescription”, you are exempted from co-payment of the medication.

Patients with chronic diseases requiring a long period of medication but cannot attend to medical attention in person due to the reasons of physical disability (certified by physician or affidavit document provided through trustee), or out-at-sea, participating in remote fishing operations or providing services onboard of ships of international navigation routs (affidavit document provided through trustee), or patients under guardianship or assistantship announcements (photocopy of court ruling document provided by trustee) or patient of dementia certified by physician, or other special conditions accepted by NHIA, the patients may appoint others to describe the illness condition to the physician, and the physician can issue the same prescription drugs for refill based on his or her professional evaluation of the illness explained.

The refillable prescription system can save patients a considerable amount of money, but it's up to the doctor to decide if you should receive a standard prescription or a refillable prescription. Even if you suffer from a chronic disease as defined by the Ministry of Health and Welfare, if your condition is not stable and you need to get regular checkups at a clinic or hospital, you are not a suitable candidate for a “refillable prescription for chronic diseases.”



### **Guidelines on Using a Refillable Prescription for Chronic Diseases**

1. Starting from June 1, 2018, for people seeking medical attention without presenting NHI cards, refillable prescriptions for chronic diseases will not be issued, but only general prescriptions can be issued.
2. In case you lose your “refillable prescription for chronic diseases”, please return to the original clinic or hospital for clinical diagnosis again and pay the remaining balance not covered by the NHI program.
3. In case of re-visit due to loss or damage of drugs already collected with a refillable prescription for chronic diseases, based on the principle of non-repetitive payment for one single identical event under the national health insurance program, the entire amount of the medical treatment fee for the re-visit is required to be paid by the patient. Therefore, you are recommended to properly keep the drugs already received.
4. To avoid running out of medication, you may take your prescription to the clinic or hospital where you were originally diagnosed or a NHI-contracted pharmacy 10 days before the last day of your medication to refill your prescription. You can have the prescription refilled further in advance before long holidays, such as the Chinese New Year holiday.
5. If there is no a NHI-contracted pharmacy in your neighborhood or you cannot get back to the original health care institution that issued the prescription, you can have the prescription refilled at other NHI-contracted hospitals or a community health center.
6. If you plan on traveling abroad (expected to be abroad for more than 2 months), returning to offshore area or remote fishing crew onboard fishing operation or serving as crew providing onboard service on international ships, or patients





of rare diseases or special patients confirmed by the NHIA to have the need for collecting the total amount of dosages of the prescription all at one time, then you can present an affidavit document during the collection of the drugs in order to collect the total amount of dosages for the refillable prescription for chronic diseases. The total amount of dosages collected at one time is limited to 90 days.

7. If you suffer any discomfort while taking any of the prescribed medicines, you should return as soon as possible to the clinic or hospital that treated you originally with your prescription and discuss the situation with your physician. You must remember to inform the doctor of the medications prescribed so that he or she will not unwittingly prescribe the same medications which may undermine your health.

## Patients with Catastrophic Illnesses

If you are diagnosed by a physician as having a condition classified as a catastrophic illness by the Ministry of Health and Welfare, you can submit relevant information and apply for a catastrophic illness certificate in person or by a representative or a medical institution appointed by you. The application will be formally reviewed, and if approved, you should then visit the hospital to have the information entered into your NHI Card. Patients with a catastrophic illness certificate who get care for an illness or for related conditions confirmed by a doctor to be catastrophic, or receive outpatient services or hospitalization in conjunction with other treatment for catastrophic illness by the same doctor within the certificate's validity period do not need to pay a co-payment for outpatient or inpatient care.

To check on what constitutes a Patients with Catastrophic Illnesses or Rare Diseases , please see the NHIA website at <https://www.nhi.gov>.



tw →NHI Service →NHI Medical Services →Care for Special Groups  
→Patients with Catastrophic Illnesses or Rare Diseases

### Patients with Occupational Injuries or Diseases

When you seek treatment at a NHI-contracted clinic or hospital for an occupational injury or disease, as long as you have labor insurance in addition to National Health Insurance, not only are you exempt from co-payments, half of your expenses for a hospital stay of up to 30 days are covered by labor insurance.

#### Definition of Occupational Injuries or Diseases

1. Injuries sustained while on the job.
2. Occupational diseases shown on the labor insurance occupational diseases list or occupational diseases in different professions, workplaces or jobs later added to the labor insurance occupational diseases list.
3. Injuries sustained in an accident while traveling to or from work, but the time of the accident must be verified as being consistent with going to or getting off work and the patient must be cleared of having violated major traffic regulations.

Note:

1. The occurrence of occupational injuries and diseases shall comply with the regulations of the “Regulations of the Examination of Injuries and Diseases Resulting from the Performance of Duties by the Insured Persons of the Labor Insurance Program”.
2. Necessary commute location: The route or location necessary to travel through during a commute from the regular residence to the working place.

#### Documents Needed to Get Care

1. Application letter for occupational disease (either a labor insurance occupational disease outpatient treatment request form or labor insurance occupational disease hospitalization application form).



## 2. NHI Card.

Note:

1. The application letter for occupational disease can be downloaded at the Bureau of Labor Insurance website. It is also available at their branch offices. After the organization through which the patient is insured affixes its seal, it can be used for medical purposes. See the Bureau of Labor Insurance website for details at <https://www.bli.gov.tw/en>→Employee → How to Apply for Insurance Benefit? → Labor Insurance Benefit→ Occupational Accident Medical Benefits
2. The same “labor insurance occupational injury/disease treatment form” can only be used in the same clinic or hospital to treat the same injury/disease. A single form can be used six times.
3. Those seeking outpatient care without the “Labor insurance occupational injury/disease medical treatment form” can still be exempted from co-payments if the physician, whose qualifications are verified by the Ministry of Health and Welfare or is employed at a medical center, diagnoses their condition as an occupational injury or disease.

### **What to do If You do not to Bring the “Labor Insurance Medical Treatment Form for Occupational Disease” and Have Visted a Doctor and Paid the Co-payment Out-of-pocket?**

1. If you present your “application letter for occupational disease” to the clinic or hospital where you were treated within 10 days of the outpatient visit or prior to being discharged, your co-payment will be refunded.
2. Patients who paid their co-payments out of pocket but failed to submit a labor insurance occupational injury/disease treatment form within 10 days from the day they were treated or before being discharged from the hospital have another way they can have the payment reimbursed. They can submit the following documents by mail to the Bureau of Labor Insurance within six months from the date when they were treated (or discharged, or within five years if special reasons exist, effective from December 21, 2012):



- (1) “Labor insurance occupational injury/disease medical expense reimbursement form and payment receipt”
- (2) “Labor insurance occupational injury/disease outpatient or inpatient visits form” (As mentioned above, the form is not needed if the refund application form has the seal of the insured unit).
- (3) The original copy of the medical expense receipt and expense details: In case the original copy of the receipt and expense details are lost or used for other purposes, the medical institution that originally supplied the said information should provide a duplicate copy with same text as the original and stamp it with their official seal.
- (4) A certificate of diagnosis or other certifying documentation.

Note: A “labor insurance occupational injury/disease medical expense reimbursement form and payment receipt” can be obtained at any Bureau of Labor Insurance office. It can also be downloaded from the Bureau of Labor Insurance website.

1. Bureau of Labor Insurance website: <https://www.bli.gov.tw/en>→Employee → How to Apply for Insurance Benefit? → Labor Insurance Benefit→ Occupational Accident Medical Benefits
2. Bureau of Labor Insurance Address: No.4, Section 1, Roosevelt Road, Taipei City 10013. Telephone: (02)2396-1266.

## Patients with Rare Diseases

Rare diseases are classified as catastrophic illnesses. After a physician confirms the diagnosis and informs the Health Promotion Administration of the Ministry of Health and Welfare, patients can submit the diagnosis certificate issued by the physician, identity document and catastrophic illness application form to apply for a catastrophic illness certificate for exemption from co-payments for treatments related to the disease. For medicines for rare diseases, the National Health Insurance Administration reimburses these through specially earmarked funds, enabling patients with rare diseases to receive appropriate treatment.



Patients with rare diseases can seek care at NHI-contracted health care institutions, where the clinical physicians will provide treatment and issue a prescription based on the diagnosis and refer to the regulations covering the reimbursement of related medications.

If a needed drug has not yet received formal regulatory approval but the Ministry of Health and Welfare agrees to the drug's import (or manufacture) on a special-case basis and lists it under the "Rare Disease Control and Orphan Drug Act," it must be reviewed on a special-case basis by the National Health Insurance Administration before it can be used. For related application procedures and protocol, please visit the NHI website for more information. <https://www.nhi.gov.tw> →Download →File Download →In the medicine list, select the Product File of NHI Medicine and Applicable to "Rare Disease Control and Drug Administration Method".





# 10

## Facilitating Access to Health Care for Disadvantaged Groups

### Premium Subsidies for the Disadvantaged

Some people are entitled to government subsidies to pay their insurance premiums. Different segments of the population are eligible for different subsidy amounts, as explained below.

#### 1. Those eligible to have their premiums fully subsidized:

- (1) Low-income households.
- (2) Children and adolescents under the age of 18 from low- and middle-income households.
- (3) Citizens over 70 in low- to middle-income households.
- (4) Indigenous citizens under the age of 20 or above the age of 55 who are unemployed and are registered in the NHI program through their local administrative offices.





- (5) Indigenous citizens whose households are registered on Orchid Island and are registered in the National Health Insurance program as “local residents,” (meaning they are unemployed), as “members of an occupational union or farmers’ or fishermen’s association,” or as a “dependent”.
- (6) Individuals with severe or extreme physical or mental disabilities.
- (7) The unemployed and those claimed as dependents when the unemployed individual lost his or her job (limited to those registered for National Health Insurance under Category 6 “Non-income Earning Individuals” or as dependents of those insured under categories 1, 2 and 3) will have their premiums subsidized during the time the jobless individual collects unemployment benefits or professional training stipends.
- (8) Indigenous persons in Taipei City who have had their NHI enrollment suspended due to involuntary unemployment, unexpected financial difficulties or other similar situations and are not receiving any similar subsidies from other agencies, may receive subsidies from the city government of up to three months of contributions to their premiums in a given year. To be eligible, the individual must be aged between 20 and 55 and have had a household registration and actually lived in Taipei for at least six months, and also have his or her registration information from a district office approved by the Indigenous Peoples Commission of the Taipei City government.
- (9) Seniors 65 and older whose household registration has been on an outlying island for more than a year.
- (10) New immigrant spouses of low-income households prior to getting household registrations (application should be made through the NHIA to the “New Immigrants Development Fund” under the Ministry of the Interior’s National Immigration Agency)



**2. Those eligible to have half of their premiums subsidized:**

- (1) Moderate low-income households complied with the Public Assistance Act.
- (2) Individuals with moderate disabilities.
- (3) New immigrant spouses of low-income households prior to getting household registrations (application should be made through the NHIA to the “New Immigrants Development Fund” under the Ministry of the Interior’s National Immigration Agency)

**3. Those eligible to have one-quarter of their premiums subsidized: Individuals with mild physical and mental disabilities.**

**4. The maximum subsidy for regional premium subsidies is currently NT\$749:**

- (1) Seniors 65 years of age or older with household registrations of at least one year in Taoyuan City (with an income tax rate below 20%) or Kaohsiung City (with an income tax rate less than and including 5%) or Taichung City (with an income tax rate less than and including 5%).
- (2) Seniors at least 70 years old or who turned 65 on or before December 31, 2015 (who pay an income tax rate of below 20%) whose household has been registered in Taipei City for at least one year.
- (3) Individuals aged between 65 and 69 from low-to-medium income families whose households have been registered in the cities of New Taipei, Taoyuan, Hsinchu, Taichung, Chiayi or Tainan or the counties of Hsinchu, Changhua, Yunlin, Yilan, Taitung and Hualien for more than a year.
- (4) Seniors above 70 years of age with household registrations in Taipei City, Taoyuan City, or Kaohsiung City (for at least one year)





who satisfy eligibility requirements for low-to-medium income living subsidies for the elderly.

- (5) Indigenous people aged above 55 with household registrations in Taipei City (with an income tax rate less than 20%), Taoyuan City (with an income tax rate less than 20%), and Taichung City (with an income tax rate less than and including 5%)
- (6) Seniors 65 and older or indigenous people 55 or older whose household registration has been in Keelung City for at least three years.
- (7) Individuals living in parts of Tainan City's An-nan District that were affected by petrochemical pollution (those whose households were registered in Siangong, Luer, Sihcao and other boroughs before June 30, 2005), and employees listed by the Ministry of Economic Affairs.
- (8) Seniors above 65 years of age with household registrations in Tainan City or Kaohsiung City (for at least one year and an income tax rate less than and including 12%) with mild to moderate disabilities.
- (9) People with disability cards whose households have been registered in Kaohsiung City for at least one year and whose income tax rate is less than and including 5%.
- (10) Children 6 and under or people suffering from cancer living in Penghu County.

Those listed above who qualify for government subsidies do not have to take the initiative to apply for the subsidies. The National Health Insurance Administration will directly reduce or waive premiums based on information received from related subsidizing agencies (such as local governments). Those who have questions regarding subsidy eligibility or those who believe they qualify for subsidies but have not seen their



premiums reduced or waived can call the related subsidizing agencies for further information. <https://www.nhi.gov.tw> →General Services → Premium Calculation and Payment →Assistance to Disadvantaged → Government Premium Subsidies to Insured Overview Table for more information.

### **If You Are Unable to Pay Your Premiums or Co-payments**

If you are unable to pay your Notional Health Insurance premiums or co-payments because of temporary financial setbacks, you may be eligible for one of the following National Health Insurance financial assistance programs:

#### **1. Relief Fund Loans**

- (1) Who's eligible: Anyone who meets the definition of suffering from economic hardship or extenuating financial circumstances as defined by the National Health Insurance guidelines and certified by their local administrative offices.
- (2) How to apply: Please bring your national ID card, personal chop, and certificate from a local administrative office certifying financial hardship or extenuating financial circumstances along with receipts or invoices of out-of-pocket medical expenses from hospitals or clinics to your National Health Insurance Administration Regional Division and submit these with an application for a relief loan. (The documents should also include the family household registration, financial hardship qualifications, and proof of your income and property in the most recent fiscal year). If you cannot apply in person, your agent will have to present his or her national identity card and personal seal, and the agent must be an adult. Once the application has been approved, you will be required to pay back the loan as per the terms noted in the loan contract.



## 2. Referrals to Charitable Organizations for Help with Premiums

- (1) Who's eligible: Those registered in the NHI program through their local administrative offices and who are unable to pay their premiums.
- (2) How to apply: Please bring your household registration and "low-income status" issued by your local ward chief (or a "certificate of diagnosis" from a hospital if a doctor has diagnosed that you cannot work) to your National Health Insurance Administration regional division and submit those documents with your application for referral. If the application is approved by a charitable organization, you can receive assistance in paying your premiums from that organization.

## 3. Paying Premiums in Installments

- (1) Who's eligible
  - A. People who do not qualify for relief fund loans but owe premiums (including late fees) of more than NT\$2,000 and cannot pay it off in one lump sum because of financial difficulties may apply for the payment in installments with any regional business division of NHIA.
  - B. People whose overdue insurance premium cases have been handed over to the Administrative Enforcement Agency under the Ministry of Justice for collection. In those cases, the staff of the Agency's branch office may decide to handle the case through installment payments.
- (2) How to apply:
  - A. On-site application:

Please bring your ID card and personal chop to your local National Health Insurance Administration regional division or office and submit an installment plan application with payment



of the first installment. (If you cannot apply in person, your agent is required to present his or her national identity card and personal seal, and the agent must be an adult.) If your overdue bills have already been referred to administrative proceedings, you need to get the approval of the administrative agency in charge of the case before applying for the installment payment plan. (For the telephone number and address of National Health Insurance Administration regional divisions, please see appendix.)

### B. Online application:

Please log in to the “Personal NHI Online Services” network using the registered NHI card or the citizen digital certificate. Click “Unpaid Premiums and Simplified Installments” to check your unpaid premiums and apply to pay in installments (for those who are not subject to administrative enforcement, have not already applied for payment in installments, and have no record or only one instance of defaulting on a payment).

#### **Conditions that denote financial hardship or extenuating financial circumstances include:**

1. A certificate from the local administrative office showing that the applicant is a member of a low-income household based on the Social Assistance Act criteria.
2. National Health Insurance premiums cannot be paid because the household’s main income earner is suffering one of the following circumstances:
  - (1) Deceased within the past two years.
  - (2) Has been reported as missing for fewer than two years with an official record showing that at least six months had passed since the police were notified.



- (3) has a certificate of physical or mental disabilities.
  - (4) Is suffering from catastrophic injury or illness that requires long-term treatment and rehabilitation and cannot work.
  - (5) Has been pregnant for over six months or gave birth within the past two months.
  - (6) Began military service or alternative military service and still has more than six months of service time.
  - (7) Is serving a jail sentence, with more than six months left.
  - (8) Has been unemployed for more than six months.
3. National Health Insurance premiums cannot be paid because of one of the following household circumstances:
- (1) Spouse or blood relative who lives in the same household is suffering from a catastrophic illness.
  - (2) Head of household is a single parent who must support non-adult children on his or her own.
  - (3) Grandparents left to support grandchildren on their own due to the death of the parents of non-adult grandchildren.

If you need further information on regulation details, please enter the website at <https://www.nhi.gov.tw> →NHI Services →Enrollment and Premium →Assistance to Disadvantaged →Relief Fund and Loan, or please call the NHIA's service consultation hotline at 0800-030-598. For mobile phones, please dial 02-4128-678.

## **Reactivating all Suspended NHI Cards and Strengthening Collection of Outstanding Payments to Ensure Rights to Medical Care**

To further implement the universal value of equal rights to medical care, the NHIA began implementing policies to “decouple outstanding premiums and the right to medical care” on June 7, 2016. All NHI



cards that had been suspended because of unpaid premiums were reactivated, affording equal protection to all citizens of their right to health care. All individuals who have enrolled in the NHIA will have access to care. As for those who cannot afford their NHI premiums, various options are available to help them pay their bills, such as paying in installments, relief fund loans and referrals to charitable organizations. If you have any questions, please contact the NHIA's service consultation hotline: 0800-030-598. For mobile phones, please dial 02-4128-678.

### **Reducing Co-payments for Specific Patients**

1. For people with disability certificates, the basic co-payment regardless of the type of hospital grade will be NT\$50, lower than the NT\$80 to NT\$420 charged to the general public.
2. Patients with catastrophic illness certification for cancer, chronic mental illness, kidney dialysis, rare diseases, and congenital disease are exempt from the co-payment for medical treatment of the disease. In addition, to ensure rights of patients of rare diseases, mandatory medications for rare diseases as announced by the Ministry of Health and Welfare will be paid for in full by the National Health Insurance program to alleviate the economic burden of medical treatment.

### **Relieving More Burden for Disadvantaged Groups on Supplementary Premiums**

Since September 1, 2014, the Ministry of Health and Welfare has amended the rules so that all people insured under the NHI system only pay supplementary premiums on part-time wage payments equal to or higher than the minimum wage.

As of January 1, 2015, members of low and middle-income households, low- and middle-income seniors, disadvantaged children



and adolescents receiving living subsidies, individuals with disabilities receiving living subsidies, individuals subsidized due to special family circumstances, and individuals facing economic hardship in accordance with Article 100 of the National Health Insurance Act (NHI Act) are exempt from supplementary insurance premiums on fees from professional practices, dividend income, interest income, equity income or rental income, provided single payments do not reach the statutory minimum wage.

## Improvement Project for Regions Deficient in Medical Resources

The National Health Insurance Administration has implemented an improvement project for regions deficient in medical resources to encourage doctors of Chinese medicine, Western medicine, and dentists to provide medical services in regions lacking medical resources on a rotating basis in a spirit of serving local communities. This gives residents in remote regions more convenient access to medical resources.

Regarding the time and location of medical services provided by medical facilities for areas with scarce medical resources, please visit the website at <https://www.nhi.gov.tw>→Important Policies→Improvements to Insufficient Medical Resources Section for more information. You can also call any National Health Insurance Administration regional division or liaison office to inquire about medical services provided by outside hospitals and clinics in underserved areas.





# 11

## NHI MediCloud System

### What is the “NHI MediCloud System”?

For the purpose of improving medical service and quality of medication as well as assisting physicians and pharmaceutical personnel in providing health care services to the public, the NHIA



健保醫療資訊  
雲端查詢系統  
*NHI MediCloud*

has utilized the cloud technology to establish a patient-centered “NHI MediCloud system” to allow physicians performing clinical treatment and pharmaceutical personnel preparing drugs to look up recent medical and examination records of the patient, including western medicine records, Chinese medicine records, test/examination records, test/examination results, detailed operation records, dental treatment and operation records, drug allergy records, specific controlled drug usage records, specific coagulation factor drug records, rehabilitation medical records, discharge medical record summary and preventive vaccination records from Centers for Disease Control, etc., (12 categories of information).





Starting from January 2018, the NHIA has encouraged hospitals and clinics to timely upload examination and inspection results of medical images and reports of the computed tomography (CT), magnetic resonance imaging (MRI), gastroscopy, colonoscopy, ultrasound, and X-ray, etc. Physicians can also use this system to retrieve images and medical reports so as to improve the medical service quality and convenience for patients.

Starting from September 2018, an active notification function of repetitive issuance of the prescription has been newly added, such that it is able to promptly notify doctors of information on repetitive prescribed drugs and examinations, in order to reduce the possible harm to patients due to repetitive prescription or examination, as well as to prevent waste of medical resources. This is of positive and active benefit to the medical treatment quality and drug use safety for patients.

### **Benefits of the “NHI MediCloud System” to Patients**

The “NHI MediCloud system” is a patient-centered system, integrating the medical treatment records of patients across different hospitals and clinics, and is capable of assisting physicians in obtaining a thorough understanding of the past test/examination results and drug use status of patients. It is able to assist physicians in making relatively more precise diagnosis and prescription while reducing harm and waste of medical resources due to repetitive prescription or repetitive examination/test on patients.

Benefits of the system to patients:

#### **1. Safe:**

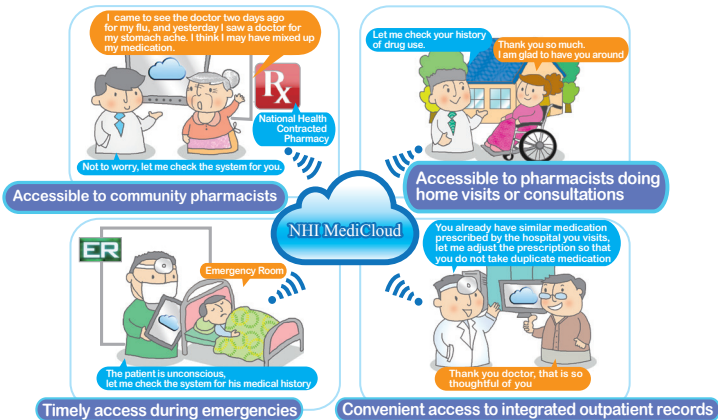
- (1) It reduces medical risks of repetitive blood collection and examination as well as repetitive drug use.
- (2) It reduces exposure to multiple X-ray radiation.
- (3) It reduces physical discomfort due to gastroscopy, colonoscopy examinations.



2. Cost saving: It reduces time for seeking medical attention across different hospitals, and saves costs on the application of medical record summary photocopies and image optical disk preparation.

## Using of “NHI MediCloud System” at NHI Contracted Medical Care Institution

The NHI MediCloud system is constructed on the NHI information network service system of a virtual private network (VPN), which is provided for use by physicians and pharmacists of NHI contracted medical service institutions to inquire about information whenever necessary during diagnosis or treatment of patients. According to the statistics, in 2018, there are 25,885 NHI contracted hospitals/clinics and pharmacies throughout the nation using this system. When people seek medical attention at hospitals or clinics with their NHI cards, under the three-card (safety module card, medical personnel card, and patient’s NHI card) certification approval, medical personnel can use this system to perform information inquiries according to the medical treatment needs.





# 12

## Reimbursement for Out-of-Pocket Medical Expenses

If you meet any of the following criteria, simply prepare the related documents and request reimbursement from any National Health Insurance Administration regional division or liaison office. The National Health Insurance Administration will reimburse your medical expenses according to audit results:

1. An emergency situation arose and you could not get to a NHI-contracted institution in time, so you had to seek emergency care at a medical service organization where you could not use insurance; or if you were overseas on vacation or on business when an unexpected illness or injury or emergency childbirth occurred and you had to visit a doctor at a local hospital or clinic.





2. You received medical attention at an NHI-contracted institution during a period while payment was on hold, and you have finished paying the insurance premium and related fees incurred during that period.
3. You sought medical attention at an NHI-contracted institution but had to pay your medical expenses up front due to reasons which cannot be attributed to you (for example, you were hospitalized due to a catastrophic illness, but only qualified for catastrophic illness status after being discharged from the hospital), and you did not receive a refund within the medical facility's refund period (10 days within receiving treatment, not including holidays) or did not present your NHI Card and proof of ID before being discharged from the hospital.
4. The co-payment stays in acute wards ward within 30 cumulative days or for chronic wards within 180 cumulative days in a whole year exceeding the legal limit.

### **Application Deadline**

1. Within six months from the date of outpatient/emergency treatment or discharge. For crewmen out to sea, six months are counted starting from the day they returned to the country.
2. During the period when benefits are temporarily suspended, patients must apply for reimbursement within 6 months after premiums are paid (medical expenses in the recent five years in arrears can be applied for).
3. Please be aware no matter the expenses are occurred at home or abroad, reimbursement cannot be applied exceeding the dateline.
4. Before June 30 for individuals whose co-payment for hospitalization in a whole year exceeds the legal limit.
5. Patients who apply for catastrophic illness status while hospitalized and only receive approval after being discharged should file an application within six months after being discharged.



## Documents Needed:

1. NHI Prepaid Medical Expense Refund Application Form.  
You can obtain an application form in any of the following ways:

- (1) Go directly to a National Health Insurance Administration regional division in your area or contact the liaison office and pick up a form at a service counter.
- (2) Download the form from the National Health Insurance Administration regional division's English-language Website at <https://www.nhi.gov.tw> →NHI Services →NHI Medical Expense →NHI Medical Expense →Medical Expense and Refund→ Repaid Medical Expense Refund Approval →Prepaid Medical Expense Refund Introduction and Relevant Application Forms →NHI Prepaid Medical Expense Refund Application Form.
- (3) From the NHIA information website, log on to the online application data and print the application form. URL: <https://www.nhi.gov.tw> →NHI Services →NHI Medical Expense →Medical Expense and Refund →Prepaid Medical Expense Refund Approval →Prepaid Medical Expense Approval Online Registration Operating System.

2. Original copies of your medical expense receipts and an itemized statement of expenses

If you have accidentally lost the original copy of your receipt or the statement of expenses, or the original documents are needed for other purposes, you may apply for a duplicate copy of the receipt with the health care institution and have it stamped with their clinic or hospital chop. If it is difficult to have the copy of the receipt of medical treatment abroad stamped, then you are not required to return to the hospital to get it stamped. In addition, regardless of the medical treatment received at home or abroad, as long as the receipt



provided is not the original, a statement confirming that the patient was “unable to provide original receipts of medical expenses” must be signed. You must also note on the copies why you were unable to provide the originals.

3. If the person seeking medical attention is a minor (under 20 years old), a legal representative shall submit and sign the application, and present a copy of the household registration certificate; if the application is made by a representative, a power of attorney and a copy of ID documents of the representative shall be provided as well.

#### 4. A Diagnosis Certificate or Documentary Proof

For individuals who seek medical attention outside the NHI implementation region (including foreign countries and China) or at non-NHI contracted clinics or hospitals, please obtain the following documents from the physician or hospital:

- (1) If you made an outpatient or emergency ward visit, please prepare a “certificate of diagnosis” (should specify the symptoms shown and the name of the diagnosed condition).
  - (2) If you were hospitalized, you must also obtain a “hospital discharge summary” in addition to the “diagnostic certificate” (specifying the symptoms and diagnosis).
5. If you apply for reimbursement for out-of-pocket medical expenses incurred overseas, please also submit copies of documents proving exit and entry (usually copies of your passport with a photograph and Taiwan exit and entry stamps for the trip in question), or a Certificate of Entry and Exit Dates from the National Immigration Agency (which can be applied for and issued online), or related documentation from your employer. If you use “Automatic Customs Inspection System” for customs clearance, you can manually stamp the departure/arrival inspection seal at the “Inspection official counter” of the departure/arrival automatic customs clearance inspection system



exit. Alternatively, you can also print out the departure/arrival date certificate online via the “Departure/arrival date certificate online application system” of the National Immigration Agency, Ministry of the Interior. In addition, alternatively, you can also indicate “Use of automatic customs inspection system for customs clearances” on the photocopy of the first page of your passport and the application attachment. Those who have yet to enter Taiwan can appoint an agent to represent them. Please attach a “letter of authorization” with the application. (The form can be downloaded from the NHIA’s Chinese-language website: <https://www.nhi.gov.tw> →NHI Services →NHI Medical Expense →NHI Medical Expense →Medical Expense and Refund →Repaid Medical Expense Refund Approval →Prepaid Medical Expense Refund Introduction and Relevant Application Forms →Authorization Letter).

Note: To apply for reimbursement for out-of-pocket medical expenses incurred in places outside of Taiwan, a certificate of diagnosis, the original copy of the receipt, a detailed statement of expenses and other relevant documents are required. If such documents are not in English, then Chinese or English translations of the documents should be provided.

6. To apply for reimbursement of expenses for a hospital stay in China for five days (totaling 5 days but not including the date of discharge; for example: if one is hospitalized on January 1 and discharged on January 6, the number of days hospitalized is calculated as five days) or more, you must present the original copy of the receipt, a certificate of diagnosis, and the hospital discharge summary (including the discharge summary and record). They must be notarized by a notary public in China. After returning to Taiwan, you need to apply to the Straits Exchange Foundation to have the original copy of the notarized document(s) verified. For related information, please contact the Straits Exchange Foundation at 02-2533-5995 or consult its website at <http://www.sef.org.tw>



7. In the case that the whole-year cumulative hospitalization payment exceeds the statutory maximum amount, if the insured agrees for NHIA to calculate the return amount according to the information reported by the contracted hospital, then the insured is not required to submit the payment details and the original copy of the receipt.

### How to Apply

Please collect all documents specified above and file an application online via the NHIA's global information website (you will still need to send the application form, the original receipt, the certificate of diagnosis, and the hospital discharge summary by registered mail), in person, or by mail.

1. To apply for a refund of expenses incurred overseas, please file an application at the NHIA Regional Division at which you are insured or submit it to the NHIA office where you reside and have it forward the documents to the applicable department.
2. To apply for a refund of expenses incurred within Taiwan, please file an application at the NHIA Regional Division covering the area where the care was received.

### Reimbursement Caps

To apply for reimbursement of out-of-pocket medical expenses incurred in Taiwan, the NHIA makes payments based on NHI reimbursement standards and the examination of professional doctors. The payment may therefore be different than the out-of-pocket expenses you paid for treatment.

Claims for payment of medical expenses for outpatient, emergency or inpatient care incurred outside the jurisdiction of the National Health Insurance Administration (including overseas and in China) are processed the same way as when NHI-contracted health care





institutions make payment claims. The applications are professionally evaluated based on the appropriateness of the treatment (including whether it complied with unexpected emergency procedures), and the scope of coverage and payment conditions are the same as for domestic care and must conform to related National Health Insurance coverage regulations.

Reimbursements for out-of-pocket medical expenses are capped at the average cost for per outpatient visit, or per emergency care visit, or the average cost of hospitalization per person per day at domestic hospitals and clinics paid by the National Health Insurance Administration in the previous quarter. Please visit the website for more information (website: <https://www.nhi.gov.tw> →NHI Services →NHI Medical Expense →NHI Medical Expense →Medical Expense and Refund →Repaid Medical Expense Refund Approval →Prepaid Medical Expense Refund Upper Limit for Overseas or China Region.).

NHIA reminds you to jointly treasure the use of NHI resources legitimately. Anyone providing deceptive documents, such person will be subject to a fine equivalent to two to twenty times the benefits or medical expenses received. If a criminal offense is involved, he/she shall also be referred to the court, according to Article 81 of the National Health Insurance Act.

If you have further questions or suggestions related to any aspect of the National Health Insurance program, you can contact us in any of the following ways:

1. Please contact the NHIA's service consultation hotline: 0800-030-598. For mobile phones, please dial 02-4128-678 or please contact the local NHIA service district office in your area.
2. Send your suggestions by e-mail to our suggestion box found on our Website at <https://www.nhi.gov.tw>



3. Inquire directly at any National Health Insurance Administration regional division or liaison office.

### Addresses and telephone numbers of the National Health Administration Regional Divisions that handle refunds

Business Division	Assress	Jurisdiction	Contact No.
Taipei Division	1F, No.15-1, Gongyuan Road, Zhongcheng District, Taipei City 10041	Taipei City, New Taipei City, Yilan County, Keelung City, Kinmen County, Lianjiang County	(02)2523-2388
Northern Division	No. 525, Sec. 3, Zhongshan East Rd., Chungli District, Taoyuan City 32005	Taoyuan City, Hsinchu City, Hsinchu County, Miaoli County	(03)433-9111
Central Division	No.66, Shizheng N. 1st Rd., Xitun District, Taichung City 40709	Taichung City, Changhua County, Nantou County	(04)2258-3988
Southern Division	No. 96, Gongyuan Rd., Zhongxi District, Tainan City 70006	Yunlin County, Chiayi City, Chiayi County, Tainan City	(06)224-5678
Kaoping Division	No. 259, Zhongzheng 4th Rd., Qianjin Dist., Kaohsiung City 80147	Kaohsiung City, Pingtung County, Penghu County	(07)231-5151
Eastern Division	No. 36, Xuanquan Rd., Hualien City, Hualien County 97049	Hualien County, Taitung County	(03)833-2111





# 13

## Convenient NHI Services

To enhance administrative efficiency, the National Health Insurance Administration shall continue to provide various convenient, simplified services to the public to safeguard public health.

### Interdepartmental Services

#### “Household Registration Office Interdepartmental Notification of NHI Card Information”

1. For people who visit a household registration office because they have lost their national ID card, want to change their basic information on the ID card (name, date of birth, ID number, or indigenous people changing to their traditional names), or want to have an ID card re-issued due to a data entry error by household registration personnel, they can apply for related changes to their NHI ID with the NHIA at the same time. Once proof of payment has been received, the NHIA will produce the NHI card and applicants should receive them at their designated address within approximately five to seven working days.
2. When parents of newborns apply for birth registration of their child at a household administration office, the parents can apply for the NHI program dependent for the child and apply for an NHI card with a photo (photo to be supplemented) or NHI card without a photo. Once



the NHIA receives the submitted documents, it will proceed with the NHI enrollment of the newborn and mail the NHI card. For those who apply for a NHI card “with” a photo (photo to be supplemented), after the report, please scan the QR Code on the certificate sheet provided by the household registration office in order to link to the “NHI card photo upload platform” of NHIA to supplement the photo. Then, NHIA will issue the NHI card based on the uploaded photo. For newborns who have not obtained an NHI card within 60 days from the date of birth, the NHI card of the parent the child is registered under can be used to receive preventive health care services for children.

### Upgraded Services

#### 1. “Form-free, Paper-free” Service

If your NHI card is lost or damaged or you want to change the name on the card, you can apply for an NHI card without filling out forms simply by bringing an original copy of your national ID (applicants under the age of 14 who do not have a national ID card should present an original copy of their household certificate) and one 3.5x5 (cm) photo to any National Health Insurance Administration service location. You simply need to confirm the information and provide a photo to complete the application.

#### 2. Local Card Insurance Service

To make it easier for people in counties, cities, outlying islands or remote areas around Taiwan to apply for NHI cards in a timely manner, the NHIA made it possible beginning in 2016 for NHI cards to be produced and issued at its service locations and some of its local administrative offices. People can apply for and obtain cards on-site, satisfying the needs of people who need to use their cards quickly. People who apply for an NHI card in person may bring a



digital photo file saved on a CD or upload a photo file via e-mail from a mobile device. (For details, please refer to “NHI Card On-site Application Service Locations” in Chapter 8.)

### **3. Certificate-free Application for NHI Card**

To reduce the waiting time of the public at the counter during the application and collection of NHI cards and to provide friendly network application space, the public is allowed to use the household number registered on the household certificate of card applicant to apply for NHI card on the NHIA information website; in addition, once payment is completed online, the applicant can then set up the collection of his or her card at the external service location of NHIA. To collect your NHI card, please bring your original copy of the identification document for verification. If you appoint another representative to collect the card on your behalf, please also present the original copies of the identity documents of both the NHI card applicant and the appointed representative.

### **4. On-site Payment by Credit Card or Electronic Money**

**On-site Application for Payment by Credit Card and Electronic Voucher** To reduce the risk associated with the public carrying cash for payment, each service location of NHIA now allows NHI payments to be made by credit cards. The NHI payment can also be made by EasyCard or i-Pass.

### **5. Trouble-free Application for "Catastrophic Illness Certificate"**

(1) If a person is hospitalized, family members of individuals whose illness makes them eligible for a catastrophic illness certificate may apply for the certificate by submitting relevant documents to a National Health Insurance Administration service location. After review and approval, qualified individuals will be entitled to partial exemptions of their medical expenses.



- (2) In addition, individuals whose illness makes them eligible for a catastrophic illness certificate can also apply for one through the hospital online to the National Health Insurance Administration. This process can also be used to check the status of the application.
- (3) The catastrophic illness certificate is valid for five years for most types of cancers and valid for three years for other types. When the certificate expires, an application should be filed to renew it. The National Health Insurance Administration will ask medical and pharmaceutical experts to examine the application and determine if it complies with provisions for “requiring active or long-term care.” If it does, a new catastrophic illness certificate will be issued.

## **Active Care for the Disadvantaged**

### **1. Care and Charitable Assistance for the Disadvantaged**

The National Health Insurance Administration has set up “Charity Accounts.” When measures, such as payment in installments or loans designed for individuals who are unable to pay NHI expenses, fail to solve their financial difficulties, these donations from the public will be used to pay their NHI expenses.

### **2. NHI Premium Subsidy Plan for New Immigrants Prior to Household Registration**

In conjunction with the social or civil affairs departments of local administrative offices, the National Health Insurance Administration provides assistance and guidance and accepts cases from new immigrants who qualify as “low-income” or “low-to-middle-income” households before applying for an R.O.C household registration to make it easier for them to file applications at their respective local administrative offices.



## Appendix

### The List of the National Health Insurance Administration and its Regional Divisions

Please contact the NHIA's service consultation hotline: 0800-030-598.  
For mobile phones, please dial 02-4128-678.

Office	Tel. Number	Address
Headquarters	(02)2706-5866	No. 140, Sec. 3, Xinyi Rd., Daan District, Taipei City (10634), Taiwan (R.O.C.)
Taipei Division	(02)2191-2006	5th Fl., No. 15-1, Gongyuan Rd. Zhongzheng District, Taipei City (10041), Taiwan (R.O.C.)
Keelung Liaison Office	(02)2191-2006	No. 95, Yiyi Rd., Keelung City (20241), Taiwan (R.O.C.)
Yilan Liaison Office	(02)2191-2006	No. 11, Jhancian N. Rd., Luodong Town, Yilan County (26550), Taiwan (R.O.C.)
Kinmen Liaison Office	(082)372-465	1F, No. 65, Huandao Rd., Jincheng Town, Kinmen County (89350), Taiwan (R.O.C.)
Lienchiang Liaison Office	(083)622-368	No. 216, Fusing Village, Nangan Township, Lienchiang County (20941), Taiwan (R.O.C.)
Northern Division	(03)433-9111	No. 525, Sec. 3, Zhongshan E. Rd., Zhongli District, Taoyuan City (32005), Taiwan (R.O.C.)
Taoyuan Liaison Office	(03)433-9111	No. 11-4, Jieshou Rd., Taoyuan District, Taoyuan City (33062), Taiwan (R.O.C.)
Hsinchu Liaison office	(03)433-9111	No. 3, Wuling Ed., North District, Hsinchu City (30054), Taiwan (R.O.C.)



Office	Tel. Number	Address
Jhubei Liaison Office	(03)433-9111	No. 9-12, Guangming 9th Rd., Jhubei City, Hsinchu County (30268), Taiwan (R.O.C.)
Miaoli Liaison Office	(03)433-9111	No. 1146, JhongJheng Rd., Miaoli City, Miaoli County (36052), Taiwan (R.O.C.)
Central Division	(04)2258-3988	No. 66, Shihjheng North One Rd., Xitun District, Taichung City (40709), Taiwan (R.O.C.)
Fongyuan Liaison Office	(04)2258-3988	No. 146, Ruei-an St., Fongyuan District, Taichung City (42041), Taiwan (R.O.C.)
Shalu Liaison Office	(04)2258-3988	No. 16, Fulu St., Shalu District, Taichung City (43352), Taiwan (R.O.C.)
Changhua Liaison Office	(04)2258-3988	3F, No. 369, Jhonghua W. Rd., Changhua City, Changhua County (50056), Taiwan (R.O.C.)
Nantou Liaison Office	(04)2258-3988	No. 126, Jhongsing Rd., Caotun Town, Nantou County (54261), Taiwan (R.O.C.)
Southern Division	(06)224-5678	No. 96, Gongyuan Rd., Jhongsing District, Tainan City (70006), Taiwan (R.O.C.)
Sinying Liaison Office	(06)224-5678	No. 78, Dongsyue Rd., Sinying District, Tainan City (73064), Taiwan (R.O.C.)
Chiayi Liaison Office	(06)224-5678	No. 131, De-an Rd., West Dist., Chiayi City (60085), Taiwan (R.O.C.)
Yunlin Liaison Office	(06)224-5678	No. 395, Jhuangjing Rd., Douliou City, Yunlin County (64043), Taiwan (R.O.C.)
Kaoping Division	(07)231-5151	No. 259, Zhongzheng 4th Rd., Qianjin Dist., Kaohsiung City (80147), Taiwan (R.O.C.)
Gangshan Liaison Office	(07)231-5151	No. 1, Dayi 2nd Rd., Gangshan District, Kaohsiung City (82050) (1F of the Kaohsiung Armed Forces General Hospital Gangshan Branch), Taiwan (R.O.C.)





Office	Tel. Number	Address
Cishan Liaison Office	(07)231-5151	No. 60, Jhongsyue Rd., Cishan District, Kaohsiung City (84247) (Inside Chi-Shan Hospital), Taiwan (R.O.C.)
Pingtung Liaison Office	(07)231-5151	No. 1518, Guangdong Rd., Pingtung City, Pingtung County (90071), Taiwan (R.O.C.)
Donggang Liaison Office	(07)231-5151	No. 210, Sec. 1, Jhongshan Rd., Donggang Town, Pingtung County (92842) (Inside Antai Tian-Sheng Memorial Hospital), Taiwan (R.O.C.)
Penghu Liaison Office	(07)231-5151	No. 63-40 Siwun Ao, Siwun Li, Magong City, Penghu County (88050), Taiwan (R.O.C.)
Eastern Division	(03)833-2111	No. 36, Syuanyuan Rd., Hualien City, Hualien County (97049), Taiwan (R.O.C.)
Yuli Liaison Office	(03)833-2111	No. 91, Xinxing Street, Yuli Township, Hualien County (98142), Taiwan (R.O.C.)
Taitung Liaison Office	(03)833-2111	No. 146, Sec. 3, Siwei Rd., Taitung City, Taitung County (95049), Taiwan (R.O.C.)

The information in this handbook is updated as of July 1, 2019.

As regulations may change over time, please visit the website at <https://www.nhi.gov.tw> for the latest information.

This English handbook is for the service of translation. If there is any inconsistency with the laws and regulations, the laws and regulations shall prevail.



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