

European Health Insurance Card (EHIC)

Please remember to take your EHIC with you when you travel and check that it is still valid, as you are required to present it for medical treatment. Each traveller will require a card. The EHIC will cover the costs of managing pre-existing medical conditions, maternity care or renal dialysis but it will not cover you if you are going abroad to receive medical treatment.

The EHIC is not an alternative to Travel Insurance. Repatriation, private medical treatment, mountain rescue, stolen property and the like are not covered.

Countries covered by the EHIC:

Austria, Belgium, Bulgaria, Cyprus (not including Northern Cyprus), Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and Switzerland.

Applying for the EHIC

You can apply by picking up an application form from your local Post Office or by calling 0845 606 2030.

Reciprocal Health Care Agreements (RHCA)

Outside of the European Economic Area (EEA), United Kingdom Government has established Reciprocal Health Care Agreements, which entitle UK residents to free or subsidised health care when temporarily visiting the country in question.

Countries covered by the RHCA:

Anguila, Armenia, Armenia, Australia, Azerbaijan, Barbados, Bosnia and Herzegovina, British Virgin Islands, Croatia, Falkland Islands, Georgia, Gibraltar, Isle of Man, Kazakhstan, Kyrgyzstan, Macedonia, Moldova, Montserrat, New Zealand, Russia, St Helena, Serbia and Montenegro, Tajikistan, Turkmenistan, Turks and Caicos Islands, Uzbekistan, Ukraine

The free or subsidised health services will vary depending on the country you are visiting. In all instances, you will require your UK passport or evidence of UK residence such as your NHS card. For more details, please visit

<http://www.nhs.uk/NHSEngland/Healthcareabroad/Pages/NonEEACountries.aspx>

Travellers are still advised to take out Travel Insurance as this is not an adequate replacement.

Frequently Asked Questions - EHIC

What is an EHIC?

In line with EU rules, all EEA (European Economic Area) countries are issuing the European Health Insurance Card (EHIC) as a replacement for the E111 form.

The EHIC gives the holder rights to treatment that becomes medically necessary during a temporary visit to EEA (European Economic Area) countries or Switzerland. People who are ordinarily resident in the UK can apply for an EHIC. Each individual travelling requires a card.

Who is entitled to an EHIC?

Any person who is ordinarily resident in the UK, is eligible for an EHIC. However there are some restrictions depending on your nationality. For further information, please visit: <http://www.nhs.uk/nhsengland/Healthcareabroad/pages/Healthcareabroad.aspx>. You must be over 16 years of age in order to apply. Residents of the Channel Islands and the Isle Of Man are not eligible.

Is there any charge for an EHIC?

There is no charge.

How long will my card last?

An EHIC will last for up to 5 years.

How do I renew my EHIC?

You can renew your card up to 6 months before its expiry date, or at any time after. The expiry date is printed on the front of your card.

To renew your card online [visit www.ehic.org.uk](http://www.ehic.org.uk)

Alternatively you can renew your card:

- by calling 0845 606 2030; or
- by picking up an application form from the Post Office.

Please provide your EHIC Personal Identification Number (PIN) when renewing.

I don't have my PIN; can I still renew my EHIC online?

If some of your details have changed since your card was issued, you may not be able to renew your card online without your PIN.

None of my details have changed.

You can renew your card online. Please enter all of your details without the PIN.

My name has changed.

You cannot renew online. Please contact the application line on 0845 606 2030 to renew your card. (You can renew online if you have your PIN).

My address has changed.

If none of your other details have changed, or if you have previously informed us of your change of address, you can renew online.

Enter your new address in the address field; your renewed card(s) will be sent to this address. If

you are unsure whether you have informed us of any changes, or if there have been any other changes to your details, please contact the enquiry line on 0845 605 0707.

I wish to renew my EHIC, but my partner/child has a card which has not yet expired. Can I renew my card online?

Yes. Please enter details of all members of the family, including those who still have valid cards (a warning message will be displayed for those whose cards cannot be renewed). This will ensure that details of all members of the family remain linked. Only those whose cards have expired or are due to expire will receive new cards this time.

You already have my all my details; do I have to enter them again to renew my card?

In order to ensure that your personal details are kept completely secure, and to ensure that the information we hold is accurate, we ask that you complete the application in full each time you apply.

I have had my E111 for several years and I always take it with me on holiday. Can I still use this?

All E111s are now invalid. You now need to apply for an EHIC. To apply online, visit www.ehic.org.uk

Alternatively, you can apply:

- by calling 0845 606 2030; or
- by picking up an application form from the Post Office.

What happens if my personal details change?

If something changes, such as you get married which results in a name change, please let us know and we will record this information and, where appropriate, issue a new card. You can contact our enquiry line on 0845 605 0707 or write to us at:

EHIC Enquiries
PO Box 1114
Newcastle upon Tyne
NE99 2TL

What happens if I lose my card?

If you lose your card, call the EHIC Enquiries Line on 0845 605 0707. If calling from abroad +44 191 212 7500.

Alternatively write to EHIC at:

EHIC Enquiries
PO Box 1114
Newcastle upon Tyne
NE99 2TL

Tell us your full name, UK address, Date of Birth and if known, your EHIC Personal Identification Number (PIN).

Will my partner and children need separate cards?

Yes. Every family member requires a card.

How do I get an EHIC for my child?

You should apply for an EHIC in your name and include your child as your dependant. You will each receive your own EHIC.

I wish to apply by post but do not have the addressed envelope. Where do I send my application?

Send completed applications to:

EHIC Applications
PO Box 1115
Newcastle upon Tyne
NE99 1SW

Why do I need an EHIC if I have travel insurance?

The EHIC and holiday insurance are complementary and you are advised to have both. The EHIC does not cover some costs such as repatriation. Some insurance companies require you to have an EHIC and some companies will waive the excess charge if an EHIC has been used.

What does the EHIC cover?

The EHIC covers treatment provided by the state healthcare scheme in the country you are visiting. It does not cover repatriation costs. If you need more specific information about:

- What treatment is covered
- How much is covered
- How to use card
- How to get treatment abroad

Visit www.dh.gov.uk/travellers.

Where can I use EHIC?

For a full list of all countries visit www.dh.gov.uk/travellers or read '[Access to Healthcare Abroad](#)' which can be found by visiting <http://www.nhs.uk/nhsengland/Healthcareabroad/pages/Healthcareabroad.aspx>.

How do I claim a refund?

Should you be unfortunate enough to need treatment that becomes medically necessary during your visit, you should seek to claim reimbursement before you return. Visit www.dh.gov.uk/travellers for country-specific information regarding this. If you can't claim while you are away you should contact the following upon your return to the UK:

The Department for Work & Pensions
International Pension Centre
Tyneview Park
Whitley Road
Newcastle upon Tyne
NE98 1BA.
Tel: 0191 218 1999 (Monday to Friday 08.00-17.00).