

Hiroshima NOW

8

2024

English No. 28

Updated medical insurance cards sent

— Myna Health Insurance Card system will begin December 2, 2024—
 保険証を更新し、郵送しましたー12月2日からはマイナ保険証へ移行しますー
 ひろしま市民と市政 7月1日号 (p2)

Updated medical insurance cards were sent to insurance holders in July

Medical insurance cards for National Health Insurance (国民健康保険 // *Kokumin kenkō hoken*) and Late-stage Elderly Medical Care (後期高齢者医療制度 // *Kōki kōreisha iryō seido*) are renewed in August every year. The City issued and sent updated medical insurance cards to insurance holders in July. If you have not received your renewed medical insurance card by the end of July, please inquire at your local ward office.

Inquiries: National Insurance and Pension Division (*Hoken Nenkin Ka*) Tel: 082-504-2157

▷ Inquiries regarding National Health Insurance cards:

Your ward office's National Insurance and Pension Division (*Hoken Nenkin Ka*)

Ward	Tel	Ward	Tel
Naka	082-504-2555	Asaminami	082-831-4929
Higashi	082-568-7711	Asakita	082-819-3909
Minami	082-250-8941	Aki	082-821-4910
Nishi	082-532-0933	Saeki	082-943-9712

▷ Inquiries regarding Late-stage Elderly Medical Care insurance cards:

Your ward office's Welfare Division (*Fukushi Ka*)

Ward	Tel	Ward	Tel
Naka	082-504-2570	Asaminami	082-831-4941
Higashi	082-568-7730	Asakita	082-819-0585
Minami	082-250-4107	Aki	082-821-2808
Nishi	082-294-6218	Saeki	082-943-9729

From December 2, 2024, My Number Cards and health insurance cards will be integrated together into the Myna Health Insurance Card

Beginning December 2, 2024, the Japanese government will shift to a system where the My Number Card will take over the function of current health insurance cards, meaning that health insurance cards as you know them now will be no longer issued.

The health insurance card that you have as of December 2, 2024 will be valid until the expiration date on the card (up to July 31, 2025, depending).

Notes:

- If you move out of Hiroshima City to live in another municipality, your present health insurance card issued by the City of Hiroshima will become invalid from the date you submit a Notification of Moving-Out to your local ward office or branch office.
- Myna Health Insurance Cards are My Number Cards that take on the same function as your current health insurance card. In order to use your My Number Card as your health insurance card, you must register to use it as such in advance via the Mynaportal, Seven Bank ATM, or a card-reader with facial recognition function installed at a medical institution.

What is Mynaportal?

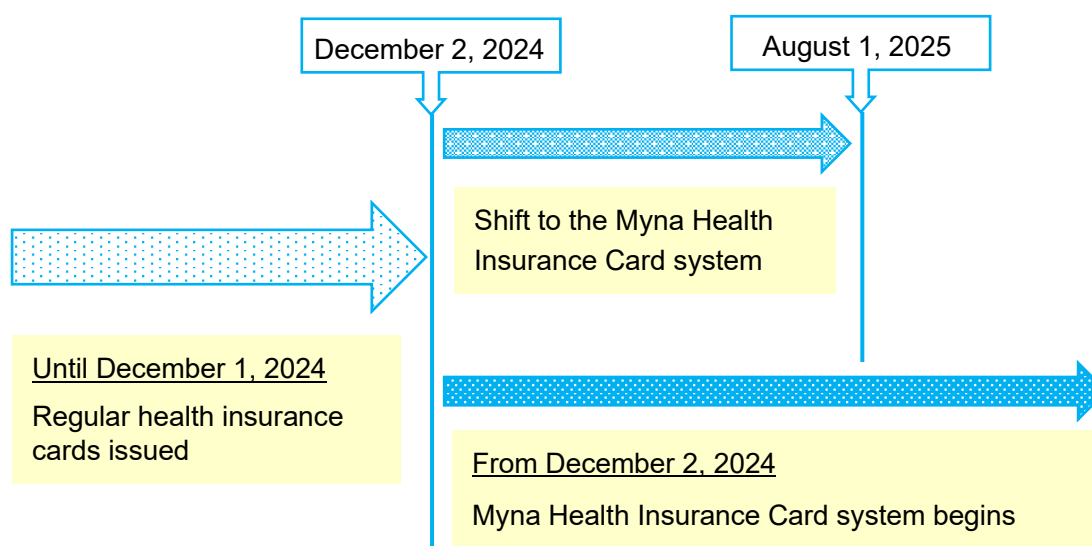
Mynaportal is a one-stop site for online applications for administrative procedures. For more information, please visit the Japanese Government Digital Agency's website:

<https://myna.go.jp>

Certificates of Qualification for health insurance will be issued to those who do not register in the Myna Health Insurance.

After December 2, 2024, Certificates of Qualification (資格確認書// *Shikaku kakunin-sho*) for health insurance will be issued to those whose current health insurance cards have become invalid, but who are not registered in the Myna Health Insurance system. When you go to a medical institution, please present your Certificate of Qualification at the reception desk.

Timeline for the shift to the Myna Health Insurance Card system



- ▷ Between December 2, 2024 and July 31, 2025, you can continue to use your current health insurance card at medical institutions until its expiration date.
- ▷ Certificates of Qualification (資格確認書// *Shikaku kakunin-sho*) for health insurance will be issued to those whose current health insurance cards have become invalid, but who are not registered in the Myna Health Insurance Card system. When you go to a medical institution, please present your Certificate of Qualification at the reception desk.

How long can my current health insurance card be used? What should I do if I have not registered for the Myna Health Insurance Card system after my present insurance card becomes invalid?

Case A:

I am currently enrolled in the National Health Insurance (or Late-stage Elderly Medical Care)

Your current health insurance card will be valid until the expiration date stated on the card (up to July 31, 2025, depending).

From August 1, 2025, present your Certificate of Qualification at the reception desk when you visit a medical institution.

Case B:

I will turn 75 on December 10, 2024, and am enrolled in Late-stage Elderly Medical Care

Your current health insurance card will be valid until December 9, 2024.

From December 10, 2024, present your Certificate of Qualification at the reception desk when visiting a medical institution.

Case C:

I will resign from work and enroll in National Health Insurance beginning on January 1, 2025.

Your current health insurance card will be valid until December 31, 2024.

From January 1, 2025, present your Certificate of Qualification at the reception desk when you visit a medical institution.

FAQ

- Q How can I check whether I have been registered in the Myna Health Insurance Card system?
- A You can confirm your registration via Mynaportal. Login to Mynaportal by using your My Number Card to check (these services are offered both in Japanese and English).



Mynaportal (マイナポータル)



For more information regarding the Myna Health Insurance Card system, please check or inquire at the following information sources:

▷ **City of Hiroshima official website (Japanese)**

<https://www.city.hiroshima.lg.jp/soshiki/71/199885.html>



▷ **Hiroshima City Call Center for Myna Health Insurance Card system (Japanese)**

Tel: 050-3644-4343

Hours: 8:30 am-5:15 pm from Monday to Friday between July 17, 2024, and October 16, 2024
(excluding August 6 and national holidays)

▷ If you are not confident in your Japanese, please contact the office below:

Hiroshima City & Aki County International Resident Consultation Service

Tel: 082-241-5010

Email: soudan@pcf.city.hiroshima.jp

Hours: 9 am-4 pm (Mon-Fri)

Closed: Saturdays, Sundays, national holidays, August 6 and December 29-January 3

Supported Languages: Japanese, English, Chinese, Spanish, Portuguese, Vietnamese, Filipino (consultation for Filipino is available on Fridays and the 1st and 3rd Wednesdays of the month.)

✦ **My Number Card Support Centers**

At some commercial and public facilities there are support centers available to help those who have not yet applied for a My Number Card apply to receive one.

Note:

- If you are unable to visit a support center, the City of Hiroshima offers a service where a member of staff will visit and help you apply. For further information, please check the City of Hiroshima's official website.
- Generally, it takes 1.5 months to issue a My Number Card, so please start planning early.

Inquiries: My Number Card Support Service Tel: 0120-239-651