



Paul Kehoe, T.D.
Dáil Éireann,
Leinster House,
Kildare Street,
Dublin 2.

18th December, 2019

PQ: 50606/19

To ask the Minister for Health if his attention has been drawn to the withdrawal of a service (details supplied); the measures that will be put in place in order that the information can be easily accessed; and if he will make a statement on the matter. - Paul Kehoe.

Online medical card application reference tracker is no longer available - so all enquiries need to be made to PCRS by phone instead of being able to track online and they are also restricted to the number of enquiries per phone call.

Dear Deputy Kehoe,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question (Reference 50606/19), which you submitted to the Minister for Health for response.

Applicants for eligibility under the GMS Scheme may submit their application using the online portal www.mymedicalcard.ie

Regrettably the online application tracker was unavailable for maintenance, for a short period, and is now restored and operational.

Queries submitted using the dedicated Oireachtas line – 01 864 7180 – are not restricted in terms of the number of individual cases. However, in order to ensure greater efficiency in the use of available resources, it is preferred to address multiple queries, following receipt of a detailed email setting out the specific matters at issue, on an individual case-by-case basis, through email – Oireachras.PCRS@hse.ie

Yours sincerely,

Kieran Healy
Primary Care Eligibility & Reimbursement Service