



Feidhmeannacht na Seirbhíse Sláinte, Seirbhís Aisíocaíochta Cúraim Phríomhúil
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Health Service Executive, Primary Care Reimbursement Service
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Jen Cummins, T.D.
Dáil Éireann,
Leinster House,
Kildare Street,
Dublin 2.

22nd September 2025

PQ: 44704/25

To ask the Minister for Health to insist that HSE staff are fully informed of the services that the HAA card provides to avoid ongoing issues of accessing help for affected people in receipt of a medical card as part of the mother and baby homes and county homes redress scheme when they ring the HSE highlighting difficulties accessing services. -Jen Cummins

Dear Deputy Cummins,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question (Reference 44704/25), which you submitted to the Minister for Health for response.

There is a dedicated team within the HSE - Primary Care Reimbursement Services who are responsible for managing the administration of the Mother and Baby in Institution Payment Scheme. This includes ensuring compliance with relevant policies, processing applications accurately, maintaining records, and serving as the primary point of contact for any scheme-related inquiries. Queries can be emailed to ClientRegistration@hse.ie.

I wish to acknowledge the difficulties some card holders encountered when contacting our call centre. We are in the process of creating a dedicated call handling team who will receive further training to ensure all calls relating to the scheme are appropriately handled and to ensure callers receive as much assistance as possible.

Please be advised HAA cards are not awarded to survivors under the Mother and Baby Institutions Payment Scheme. The Mother and Baby Institutions Payment Scheme provides a Medical Card to eligible persons

Yours sincerely,

Suzanne Doyle
Primary Care Reimbursement Service

The Health Service Executive operates the General Medical Services Scheme, which includes Medical Cards and GP Visit Cards, under the Health Act 1970, as amended. It has established a dedicated contact service for members of the Oireachtas specifically for queries relating to the status of Medical Cards and GP Visit Cards applications, which the Deputy / Senator may wish to use for an earlier response. Tel: 01-8647180 / email: Oireachtas.pcrs@hse.ie