



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Feidhmeannacht na Seirbhíse Sláinte
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Introduction of a Medical Card Scheme Support Line for GPs

Dear Doctor,

Since July 2011, following the centralisation of Medical Card processing, GPs have collaborated with PCRS to enhance various administrative processes for our clients. This co-operation from GPs continues to be a valuable feature of the operation of the scheme.

As you will be aware, GPs assist with a number of practical modifications to the Medical Card register, as follows:

- Add a new baby
- Sensitive renewal
- Patient reinstatement
- Remove a patient from a Panel List
- Register movement of a patient in/out of nursing home facilities
- Panel List confirmation

These collaborative efforts assist the HSE to deliver on its responsibility to maintain the register and process Medical Card applications and reviews.

In recent discussions with Minister Varadkar and GP representatives, it was agreed that a dedicated Support Line would be helpful for GPs to address issues relating to Medical Cards. In that regard, I am pleased to advise that a new dedicated Support Line will be available from 1 September 2014.

From that date, please call 1890 252 920 to address queries on any of the following matters:

- Client Eligibility status, including the period and type of eligibility
- New Application status
- Review of Existing Eligibility status
- Queries regarding cardholder address and requests to change address

Sensitive information such as a client's financial position cannot be shared with third parties. However, PCRS will review the operation of this dedicated Support Line and will enhance it where possible based on feedback from GPs and their representatives.

Other queries will continue to be handled through the established channels, e.g. contract queries should continue to be addressed through your Local Health Office and reimbursement queries through the Doctors Payment Unit on 01 864 7100.

I trust that this new Support Line will enhance the operation of the scheme and look forward to developing the capability further in collaboration with GPs.

Yours faithfully,

Ivan McConkey
Primary Care Reimbursement Service