Please **Submit your Individual Number**. **企 全国健康保険協会** 協会 けんぽ



We will then send you an Eligibility Notification.

Starting December 2, 2024, the current health insurance card will be replaced with an Individual Number Card that is also registered for use as a health insurance card (referred to as the Individual Number Insurance Card). To use the Individual Number Insurance Card, you must have your correct Individual Number registered with the Japan Health Insurance Association. We kindly ask that you submit an Individual Number Registration Application for this purpose.

We will also be sending you an Eligibility Notification to allow you to easily check your health insurance eligibility information.





Please submit your Individual Number

The Japan Health Insurance Association needs to confirm whether your Individual Number has been registered and whether the registered Individual Number is correct in relation to your health insurance eligibility information. Please fill out the required fields in the enclosed "Individual Number Registration Application" and return it using the stamped self-addressed envelope. If you have any queries regarding how to fill out the application, please contact us using the details below.

Contact information: Japan Health Insurance Association, Individual Number Hotline 0570 - 015 - 369 (Navi Dial) *Lines closed on weekends, public holidays and year-end/new-year holidays

*Some IP phones, etc. may not be able to connect. In that case, please contact your Japan Health Insurance Association branch.



This is the Eligibility Notification

You can easily find out if you are eligible for health insurance.

*If the cut-out Eligibility Notification is damaged or lost, please submit an "Eligibility Notification Issuance Application" to your Japan Health Insurance Association branch on or after December 2, 2024.

After submitting an "Individual Number Registration Application", please check the following details.

How to see a doctor on or after December 2, 2024

(Points ① to ③ only apply if your Individual Number is correctly registered)

1 Individual Number Insurance Card

Using an Individual Number Card registered for use as a health insurance card (Individual Number Insurance Card) means that your health and medical care data can be used to help you enjoy more appropriate medical care and other benefits

Please refer to the separate sheet for details of the benefits and how to register for use.

*The Individual Number Insurance Card can only be used at medical institutions that have adopted the online eligibility confirmation system. For details of the medical institutions that have adopted this system, please visit the official Ministry of Health, Labour and Welfare website (accessible via the QR code on the right).

Individual Number Insurance Card & Individual Number Portal eligibility information screen (smartphone)

Even at medical institutions that have not adopted the online eligibility confirmation system, you can see a doctor by presenting the Individual Number Portal eligibility screen (on your smartphone) together with your Individual Number Insurance Card.

Please refer to the "How to check eligibility information on the Individual Number Portal" section below for details on how to display the eligibility information screen, etc.

Individual Number Insurance Card & Eligibility Notification

If a medical institution has not adopted the online eligibility confirmation system and you do not have a smartphone, you can still see a doctor by presenting the cut-out Eligibility Notification along with your Individual Number Insurance Card.

4 Health insurance card

Starting December 2, 2024, new health insurance cards will no longer be issued. However, you can continue to use your existing health insurance card until December 1, 2025.

Note that if you lose your health insurance eligibility due to retirement, etc., you will not be able to use the card from the day after your retirement date.

Other points

If you do not have an Individual Number Card or are otherwise unable to use an Individual Number Insurance Card, you can still see a doctor at a medical institution by using an "Eligibility Confirmation Document."

How to check eligibility information on the Individual Number Portal (These instructions only apply if your Individual Number is registered correctly)

If you have a smartphone, you can not only check your health insurance eligibility on the Individual Number Portal's eligibility screen, but also visit a medical institution that hasn't adopted the online eligibility confirmation system and see a doctor by presenting the screen on your smartphone along with your Individual Number Insurance Card.

If you cannot log in to the Individual Number Portal, please use the cut-out Eligibility Notification.

*Note that confirmation will not be possible if the Individual Number you submitted is currently under review by the Japan Health Insurance Association, or if you have not submitted your Individual Number to the Association.

How to login, etc. (requires app download)



1 Press "Get started."



2 Press "Register/login" and log in to the Individual Number Portal.



3 After logging in, press "Health insurance card."



4 From "Eligibility information" you can confirm your registered health insurance card information.