

Entitlement Unit

Structure, Functions and Responsibilities

The EU Healthcare Entitlement Unit falls within the Health Care Funding Directorate in the Department of Policy in Health (Ministry for Health) and is accountable to the Office of the Chief Medical Officer. It has five main functions: EU and National Health Care Entitlement Policy, IT Development, Health Care Entitlement Verification and Issue of Certifications, and Claims Management.

The EU Healthcare Entitlement Unit was set up in 2005 as the national liaison body for healthcare benefits-in-kind in terms of European Union Regulations on the Coordination of Social Security. It carries out its functions in accordance with Regulation (EC) no 883/2004 of the European Parliament and of the Council of 29 April 2004 on the Coordination of Social Security Systems, and Regulation (EC) no 987/2009 of the European Parliament and of the Council of 16 September 2009 laying down the Procedure for Implementing Regulation (EC) No 883/2004 on the Coordination of Social Security Systems. The Directorate's main functions include issuing and registration of entitlement documents, including the European Health Insurance Card (EHIC), S1 and S2, management of claims in terms of the aforementioned regulations and customer care through direct contact, generic email service and telephone.

The Health Care Funding Directorate and the Entitlement Unit was awarded the ISO 27001 certification in 2020. The ISO 27001 standard focuses on information security and ensures enhanced GDPR and data legislation compliance. In 2020 the Health Care Funding Directorate and the Entitlement Unit was also awarded the Equality Mark by the National Commission for the Promotion of Equality (NCPE), reflecting how gender equality is one of its main values.

Responsibilities

- Processing of entitlement documents in terms of EU Regulation (EC) no 883/2004 and Implementing Regulation (EC) no 987/2009, including the European Health Insurance Card (EHIC), S1 and S2.
- Ensuring that citizens covered for healthcare in Malta are covered for emergency necessary care whilst on temporary stay in another EU Member State.
- Ensuring the right for planned health care in another EU Member State in terms of Regulation (EC) no 883/2004 and Implementing Regulation (EC) no 987/2009.
- Ensuring healthcare coverage for foreign pensioners from EU Member State/s who transfer their residence to Malta or citizens receiving a Maltese pension who transfer their residence to another EU Member State.
- Preparing all paperwork necessary to provide healthcare coverage to workers insured in Malta and posted in another EU Member State or EU workers posted in Malta.
- Managing queries related to entitlement to healthcare in other EU Member States or in Malta.

- Processing/Issuing of claims for health care services provided by local public hospitals to EU/EEA Nationals in terms of EU Regulation (EC) no 883/2004 and Implementing Regulation (EC) no 987/2009.
- Verification of payment claims for health care services (or health care expenses incurred abroad) provided by other EU/EEA Member States to citizens covered for health care in Malta.
- Issuing entitlement documentation in terms of the Health Care Convention (Reciprocal Health Agreement) between the Government of the Republic of Malta and the Government of the United Kingdom of Great Britain and Northern Ireland including the issuing of RHA Entitlement Cards
- Ensuring mandatory local/EU reporting obligations are timely met.
- Meet any audit follow-ups/recommendations as proposed by NAO (National Audit Office).

General Description of the Categories of Documents Held

- Electronic Databases
- IT system including a National Application, Health Care providers application and Citizens application
- E.C. Regulations and other Documentation issued by the E.C. Commission
- Circulars
- Standardised Operation Procedures and Processes
- E.C. Regulations, Decisions and Guidelines
- National Legislation regulating entitlement to healthcare and social security benefits
- Application forms for the European Health Insurance Cards (EHIC) and the Reciprocal Health Agreement (RHA) card amongst others.
- Documents related to the Electronic Exchange of Social Security Information (EESSI) project

Contact Details of the FOI Office of the Entitlement Unit

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