

## **Department of Health - Entitlement Unit**

### **Structure, Functions and Responsibilities**

#### **Functions**

The EU Healthcare Entitlement Unit was set up in 2005 as national liaison body for healthcare benefits-in-kind in terms of European Union Regulations on the Coordination of Social Security. The Entitlement Unit carries out its functions in accordance to EC Regs. 883/04 and 987/09. The main functions include issuing and registration of entitlement document, issuing of bills and payments for use of entitlement documents in terms of the above mentioned regulations and dealing with customer's queries about healthcare entitlement.

#### **Responsibilities**

- Issuing entitlement documents for entitled persons in terms of European Union Regulations on the Coordination of Social Security such as the European Health Insurance Card (EHIC)
- Ensuring healthcare coverage for foreign pensioners from EU MS who transfer their residence to Malta or pensioners who transfer their residence to another EU MS. This includes S1 issuing and S1 registration and Certificate of Entitlement issuing
- Preparing all paperwork necessary to provide healthcare coverage to workers insured in Malta and posted in other EU MS or EU workers posted in Malta. This includes S1 issuing and S1 registration and Certificate of Entitlement issuing
- Dealing with any queries related to entitlement to healthcare in other EU MS or in Malta in care the query is made by foreign visitors/residents
- Issuing claims for healthcare services provided by local public hospitals to persons who present documentation issued by other EU MS in terms of EU Regulations such as the EHIC
- Checking claims for healthcare services provided by other EU MS to persons covered for
- healthcare by Malta in terms of EU Regulations and paying relative costs
- Issuing entitlement documentation in terms of the Reciprocal Health Agreement between Malta and the UK. This includes issuing of the RHA Entitlement Card

#### **Structure**

The Unit is divided into two sections; one dealing with entitlement documents and the other dealing with claims and bills. The Unit reports to the Assistant Director (Entitlement Unit) within the office of the Chief Medical Officer. Nine persons are currently employed with the Unit.

#### **General Description of the Categories of Documents Held**

- Databases
- E.C. Regulations
- Other Documentation issued by the E.C. Commission
- Standardised Operation Procedures
- Circulars

Description of all manuals and similar types of documents which contain policies, principles or rules or guidelines in accordance with which decisions or recommendations are made in respect of members of the Public:

- E.C. Regulations, Decisions and Guidelines
- National Legislation regulating entitlement to healthcare and social security benefits

Addressing requests in terms of the Freedom of Information Act

Members of the public requesting access to documents held by the Health Division should contact the FOI Officer on 22992380 or the Alternate FOI Officers on 22992578 or via e-mail address [foi.doh@gov.mt](mailto:foi.doh@gov.mt)