

Strengthening Healthcare Institution Identity Verification System

Following the amendment to Article 12-4 of the National Health Insurance Act, starting May 20, 2024, all healthcare institutions (hospitals and clinics) are required to verify the identity of registered members and dependents by using a health insurance card or an identification document when providing healthcare benefits.

Reasons for Identity Verification

1. For the safe use of medical services.
2. To prevent unauthorized receipt of health benefits by ineligible individuals and to prevent financial leaks in the health insurance funds.
3. Preemptive prevention of drug misuse due to the lending or theft of health insurance cards.

Methods of Identity Verification

Patients visiting the facility: Present an ID document at the time of medical registration at the healthcare institution (hospital or clinic).

Healthcare Institution: Verify the identity of the patient and his/her eligibility for health insurance based on the presented ID document.

Types of ID Documents for Identity Verification

“Identification documents and papers issued by administrative or public agencies, which include a photo and the individual's resident registration number or foreigner registration number.”

Examples: Resident Registration Card, Driver's License, Residence Card (for foreigners),
Mobile ID

(In the case of passports, verification may be difficult if they do not contain a foreigner registration number.)

* Download the mobile health insurance card:

- Android: <https://vo.la/iKygg>

- iOS: <https://vo.la/RkbYm>

※ Copies of ID (screenshots, photos, etc.) and various certificates that are not digital IDs are not acceptable.

Identity Verification Exceptions

Pursuant to Article 7-2 of the Enforcement Decree of the National Health Insurance Act, exceptions to identity verification apply in the following situations:

1. Individuals under the age of 19.
2. Patients who have been admitted to the same healthcare institution within the last six months.
3. When the prescribed medication is dispensed at a pharmacy or the Korea Rare Essentials Center according to a doctor's prescription.
4. When referred for treatment in accordance with Article 6 of the National Health Insurance Medical Benefits Act.
5. Emergency patients defined under Article 2, Clause 1 of the Emergency Medical Service Act.
6. Cases specified and announced by the Minister of Health and Welfare where the individual has serious mobility issues.

Q1

How can I receive treatment if I do not have my ID with me?

A1

- **You can verify your identity using your mobile phone** (Mobile Driver's License, Resident Registration Verification Service (PASS), etc. are also available).
- ※ Search for "Mobile Health Insurance Card" in Google Play Store/iPhone App Store → Install
- Even if you do not have your mobile phone with you, you can still **pay for your treatment** (government and personal contributions) and **receive a refund after your ID is verified later.**
- ※ Verification can be done by visiting the healthcare institution with your ID and receipt within 14 days (follow the healthcare institution's guidance).

Q2

Whom should I contact if I have any issues related to identity verification?
(For instance, if a healthcare institution refuses to accept a mobile ID)

A2

- Please report any issues through the **National Health Insurance Service Website** or **Customer Service** (1577-1000). **We will assist you thoroughly.**

Source

Translation