

ITALIAN HEALTH INSURANCE CARD

VADEMECUM



«The Republic safeguards health as a fundamental right of the individual and as a collective interest, and guarantees free medical care to the indigent.»
(Art. 32 Constitution of the Italian Republic)

The Italian Health Insurance Card is part of our daily life: it allows us to receive assistance at the Local Health Service Centre (ASL), at the pharmacy, in the hospital or for a medical check-up. It also allows us to access the services and facilities of the National Healthcare System, and to receive a detailed receipt, the so called “scontrino parlante” for the tax refunds of medical expenses and health professional services. Newborns receive the card directly at home, as parents can immediately activate paediatric healthcare.

For this reason, we would like to publish this guide. It is a small gesture towards all citizens to help them to request a duplicate when they need it, and explain what to do when it is lost damaged or expires.

We have also improved a faster issuance and actively worked on important technological developments. For example, the health card, when microchipped, serves as a National Services Card (CNS) and allows access to online Public Administration services. When personalized on the backside, it also entitles the holder to receive healthcare services in all Member State of the European Union.

All the information collected in this guide aim to provide an answer to citizens’ doubts in a simple and accessible way.

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1. THE ITALIAN HEALTH INSURANCE CARD

What is it?

The Italian Health Insurance Card - **Tessera Sanitaria (TS)** - is the personal document issued to all citizens, entitled to the benefits of the National Health Service (SSN).

It replaces the old green card that only contained the data of the **tax code**.

Since 2011, the TS has been equipped with a microchip and allows secure access to the *online* services of the Public Administration, in compliance with data protection regulation.

It is necessary to activate the Health Insurance Card (TS-CNS) according to the instructions in "*Modalità di accesso con TS-CSN*".

What do I need it for?

Once issued, it can be used when going to a doctor, when buying medicines at the pharmacy, when undergoing specialist examinations at the ASL (Local Health Authority) or Hospital or as proof of **tax code** for all the cases provided for by law.

What encloses?



On the front side:

- The owner's **tax code**
- Personal data
- Expiry date.

The reverse side is the European Insurance Card (T.E.A.M.).

In this case, the T.E.A.M. Health Card guarantees health assistance in the European Member States, Norway, Iceland, Lichtenstein and Switzerland under the current rules of the above-mentioned countries.



Expiry date

The card is valid for **six years** from the date of issue. Before the expiry date, a new card will automatically be sent to the address registered in the "Italian Tax Register" (Anagrafe Tributaria).

How to get it

The Health Card is free of charge and available to all citizens who:

- have the correct tax code assigned by the Agenzia delle Entrate (Revenue Agency)
- are registered with the competent ASL (Local Health Authority) which has transmitted the data to the "Health Card System".

Citizens, who have a valid **tax code**, must necessarily register with the competent ASL in order to obtain the Italian health card.

Citizens who do not have the **tax code**, can get it at any Office of the Agenzia delle Entrate [click here to book an appointment](#) by filling out the form [AA4/8](#) properly, and attaching a copy of a valid ID.

Citizens without a **tax code** can submit the request by email or Pec using the form AA4/8, duly filled in and signed, without going to the office. You can [find here the mail and Pec addresses](#).

The form can be digitally signed and must be accompanied by the required documents, and in any case, a valid identity document. The certificate of attribution of the **tax code** will be sent to the taxpayer through the channel chosen for the request.

The delivery

The health card is sent by ordinary mail to the address of residence resulting in the Italian Tax Register, the databases of the Tax Authority. It is the address of residence that is transmitted by the municipalities to the Revenue Agency.

2. NEWBORNS HEALTH INSURANCE CARD

Tax code and issue of the health insurance card

Shortly after the birth of the child, parents must apply for the **tax code** to the municipality of residence to receive the health insurance card at home. Parents must submit the birth declaration to the municipality, which assigns the tax code to the newborns, through a computer system linked to the Italian Tax Register. When the **tax code** is issued, newborns automatically receive at the residential address, identical to that of the mother, the first Health Card valid for one-year.

Once the parents (or guardians) have registered the child at the competent ASL (a process that is also necessary for the choice of pediatrician) a new Italian Health Insurance Card, normally valid for six years, is prepared and sent to the place of residence.

New-Borns tax code request at the Revenue Agency

In urgent cases, or if the Municipality concerned has not issued the newborn's tax code, parents or guardians may apply for the tax code at any Revenue Agency office, submitting the form [AA4/8](#). The form duly completed and signed by one of the parents (or guardian), is submitted along with an identity card of signing parent signing and a birth certificate (from the hospital after birth) or a birth certificate (from the Municipality).

The AA4/8 form can be also sent by email or Pec

In the above-mentioned situation, the message must contain:

- A copy of the duly completed and signed form AA4/8 scanned (or digitally signed);
- Other necessary documents (e.g. birth certificate or hospital birth certificate, in the latter case the parents declare the registration of the baby in the Municipality's Population Register;
- A copy of an identity document of the applicant.

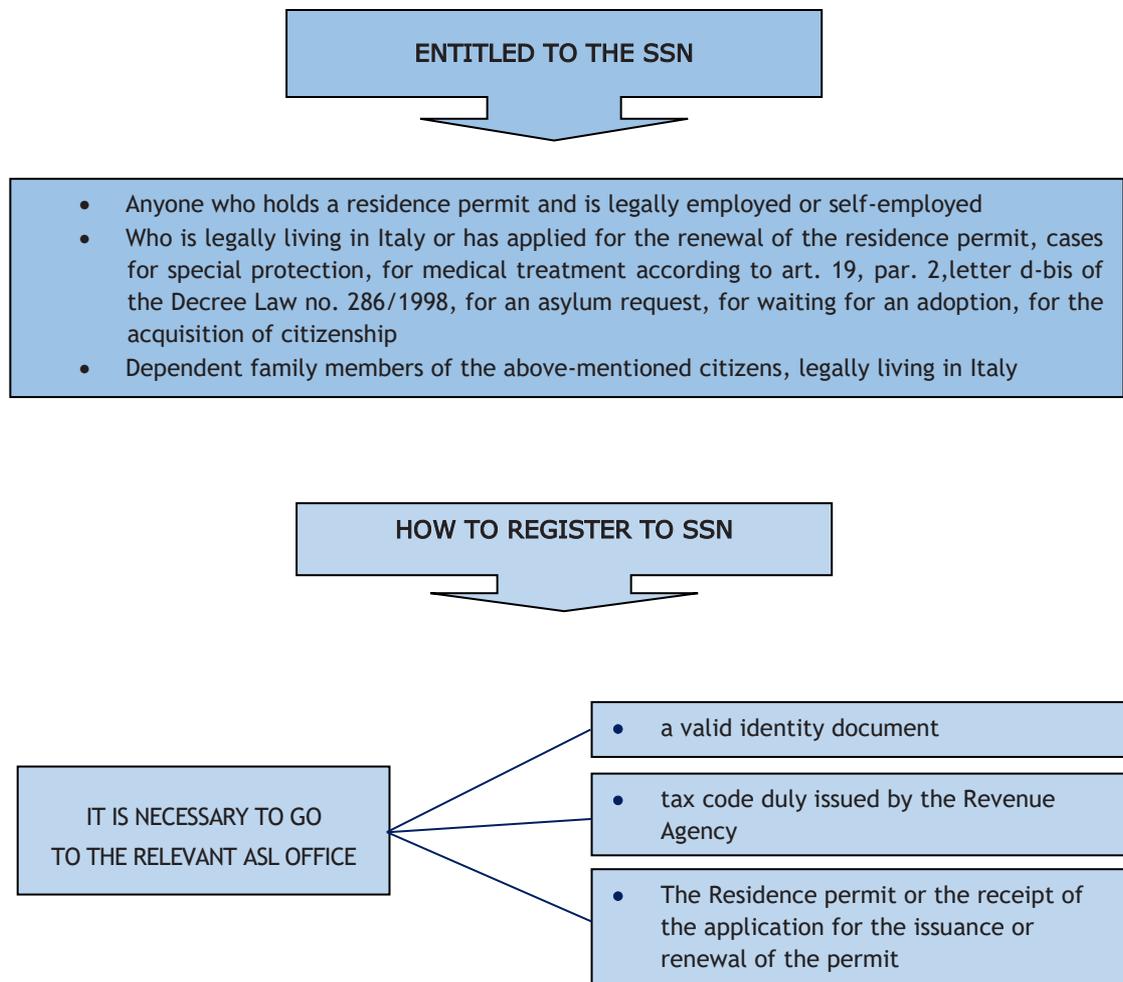
The tax code certificate, digitally signed by the head of the Office or an authorized representative, is sent to the email or Pec address used for the request.

3. HEALTH INSURANCE CARD FOR FOREIGNERS

Foreign nationals who wish to apply for a health-card must first register with the National Health Service (SSN).

Registration with the National Health Service

Registration with the National Health Service is normally valid for the same period as the residence permit. After the period of validity has expired, the citizen who has obtained an extension of his/her residence permit must contact the competent ASL.



In order to register the citizen in the National Health Service, the ASL can also use **the provisional tax code** assigned by the Agenzia delle Entrate (also following requests from the Ministry of the Interior (SUI/Questura, procedure for emersion from irregular work).

If two or more persons with the same personal data generate the same tax code, the ASL requests the foreign citizen to contact the offices of the Agenzia delle Entrate to be assigned the **final tax code** assigned.

The **tax code** requested by citizens and issued by the Agenzia delle Entrate within the first 90 days of their stay in Italy is valid even after this period, as it is not linked to the residence permit. This **tax code** can also be used for registration with the National Health Service.

Foreign citizens legally residing in Italy who do not belong to the categories mentioned in the box "Registering with the SSN", who have a residence permit for a period of more than three months (and who are not obliged to register with the National Health Service), can still register voluntarily with the National Health Service by paying an annual lump-sum contribution (for more information, see: [How to do voluntary registration at SSN](#)).

For more information, please visit "[Health assistance for foreigners](#) " on the Ministry of Health website.

CITIZENS PENDING REGULARISATION

Citizens pending for regularisation can be enrolled in the National Health Service with a **temporary numerical tax code** (usually issued by the *Sportello Unico dell'Immigrazione* or the Questura), by presenting the ASL receipt for the regularisation application to the ASL.

In this case, the Health Card will not be sent automatically, but only a replacement certificate, containing the Health Card identification number, which can only be issued by the ASL.

If the foreign citizen for whom regularisation has been requested does not know the **tax code** assigned to him/her, the ASLs have a procedure to retrieve it by entering the citizen's complete personal data.

However, a foreign citizen who does not comply with the rules for entry and stay in Italy is entitled to urgent or necessary outpatient and inpatient treatment, even if it is ongoing, and to treatment for illness and accident in public or private affiliated institutions. For this purpose, he/she must apply to the ASL for a card called '**STP**' (**Straniero Temporaneamente Presente –Temporarily Present Foreigner**), which is valid for **six months** and can be renewed.

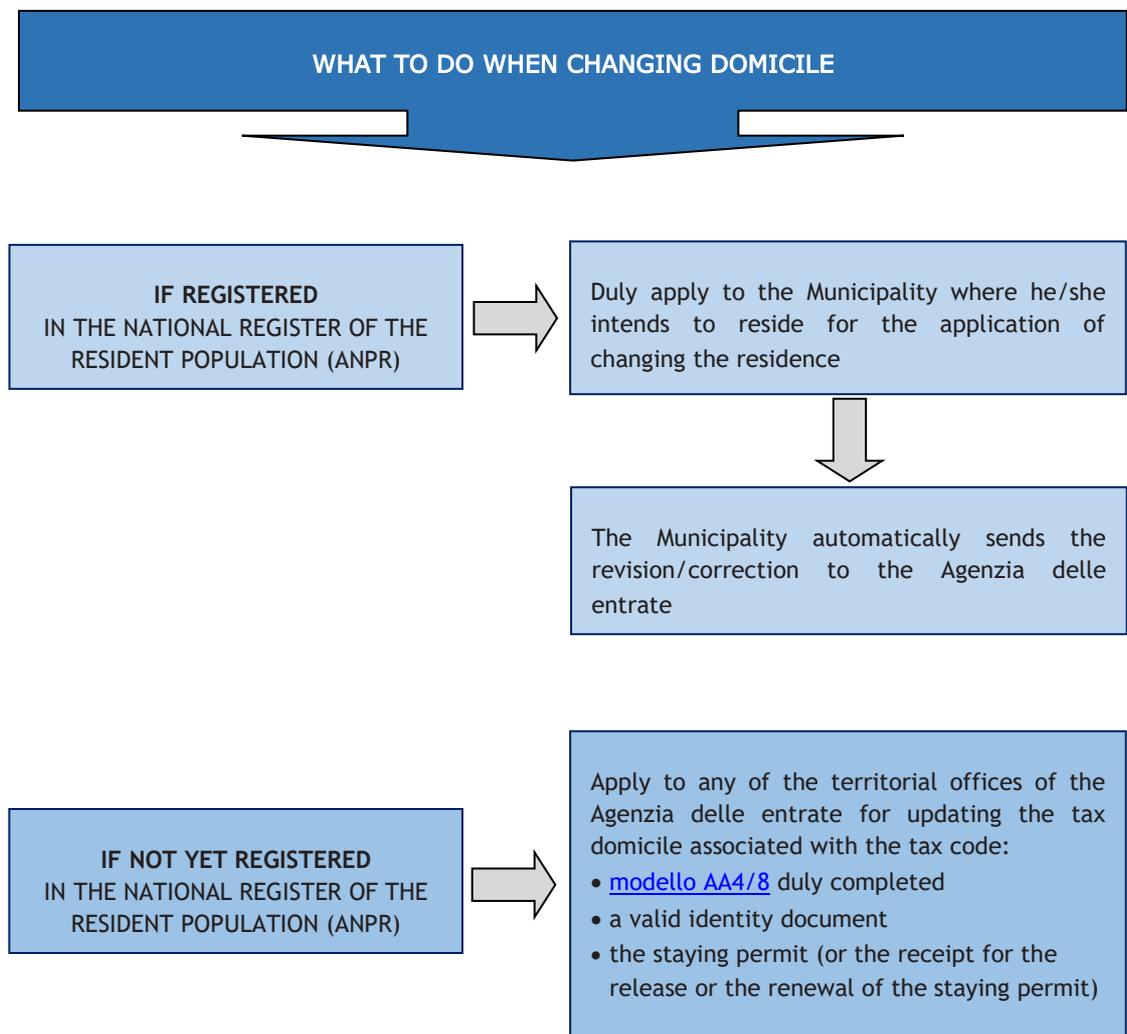
For more information on health care for foreign citizens, see a [section](#) on the Ministry of Health website with answers to frequently asked questions.

Issuance and validity of the health card for everyone

Upon enrolment in the National Health Service, the ASL (local health authority) applies for the issuance of the health card and electronically transfers the citizen's data to the health card system.

The card is valid for the same period as the residence permit and is sent to the applicant's tax domicile registered in the Agenzia delle Entrate database.

If the citizen has changed domicile, he/she must notify his/her new domicile before reporting to the ASL for registration with the National Health Service.



4. REQUEST FOR A DUPLICATE OF HEALTH CARD

On line - Revenue Agency website

Citizens who are entitled to health care and are regularly enrolled in the National Health Service (SSN) can apply for a duplicate of their Health Insurance Card online at the Agenzia delle Entrate website.

The duplicate can be requested:

- if you have a Health Insurance Card without a microchip (TS), through the **free-access service** or the **service in the reserved area**.
To make a request through the Open Access Service, you must provide your tax code or, alternatively, your full personal data and the reason for application. For security reasons and to prevent the service from being used for fraudulent purposes, certain data relating to your tax return will also be requested.

The web page "[Richiesta del duplicato](#)", using either the tax code or personal data.

The screenshot shows the Agenzia delle Entrate website interface. At the top, there is a navigation bar with the logo and the text 'Ministero dell'Economia e delle Finanze'. Below the logo, there are links for 'Richiedi il PIN', 'Contatti e assistenza', and 'Trova l'ufficio'. A search bar is also present. The main content area features a sidebar with 'Servizi online' and a main section titled 'Servizio di richiesta duplicato della Tessera Sanitaria o del tesserino di codice fiscale'. The main section contains a description of the service, a list of related links, and two buttons: 'Richiesta per codice fiscale' and 'Richiesta per dati anagrafici'. A video player for YouTube is also visible.

- if you have a health card with microchip (TS/CNS), **exclusively** through the **reserved area** of the Revenue Agency's telematics services (Fisconline/Entratel) by logging in with SPID (Sistema Pubblico d'Identità Digitale- The Public Digital Identity System), CIE (Carta d'Identità Elettronica- Electronic Identity Card) or CNS (Carta Nazionale dei Servizi- National Service Card) credentials.

ATTENTION

To apply for a duplicate of your Health Insurance Card (which also contains your tax code) you must be registered with the National Health Service (SSN). Those who are not enrolled with the National Health Service can apply for and receive only the tax code card.

Per richiedere il duplicato è necessario fornire i seguenti dati:

➤ **Motivazione richiesta**

Furto o Smarrimento

Sostituzione tecnica:

Codice della Tessera da sostituire:

Ti trovi in: [La mia scrivania](#) / [Richiesta duplicato TS/tesserino CF](#) / Riepilogo motivazione

Riepilogo di conferma per la richiesta duplicato:

N.B. Per i titolari di TS/CNS la richiesta di duplicato comporta l'automatica disattivazione dell'ultima tessera emessa.

Motivazione:Furto o smarrimento.

Inserisci il codice Pin e conferma l'operazione. **Codice PIN:**

By email or Pec

The applicant may submit the duly completed and signed form ([modello AA4/8](#)), accompanied by valid identification, by Pec (posta elettronica certificata) or e-mail ([find here pec and email addresses](#)) to any office of the Revenue Agency. The form can also be digitally signed.

Otherwise, it is possible to book an appointment.

Please visit the guide on the Tax Agency's website "[I servizi agili dell'Agencia delle entrate](#)" to know which are the services the Agency provides by Pec, email or telephone.

Web service on "Sistema tessera sanitaria" platform

The Health Card System [service](#) allows you to download and print your health card in PDF format. The service is available for cards that expire in 2020 or subsequent years. The service is only available if you log in to the private citizen area and use the credentials SPID and or TS-CNS.

The web page "Tessera Sanitaria"

MEF - Ragioneria Generale dello Stato

TS Sistema Tessera Sanitaria

FAQ | CONTATTI E ASSISTENZA

Cerca nel sito...

Home | Il Sistema TS | Cittadini | Operatori | Area riservata

Cittadini

- Esenzioni da reddito
- Spese sanitarie
- Tessera Sanitaria**
- Fascicolo Sanitario Elettronico
- Modalità di accesso

Ti trovi in: Home - Cittadini - Tessera Sanitaria

Tessera Sanitaria

La **Tessera Sanitaria TS-CNS** è lo strumento in possesso di ogni cittadino iscritto al Servizio Sanitario Nazionale (SSN).

Può essere utilizzata come strumento di autenticazione per accedere ai servizi online della pubblica amministrazione. Per farlo è possibile seguire le istruzioni riportate in "[modalità di accesso con TS-CNS](#)".

I servizi rivolti al cittadino permettono di:

- **Richiedere una nuova tessera** in caso di furto, smarrimento o deterioramento.
- Scaricare in formato PDF e stampare la copia della propria Tessera Sanitaria. Per farlo i cittadini possono accedere al servizio con la **TS-CNS attivata**, con le **credenziali Fisconline** o tramite **SPID**.

Approfondimenti

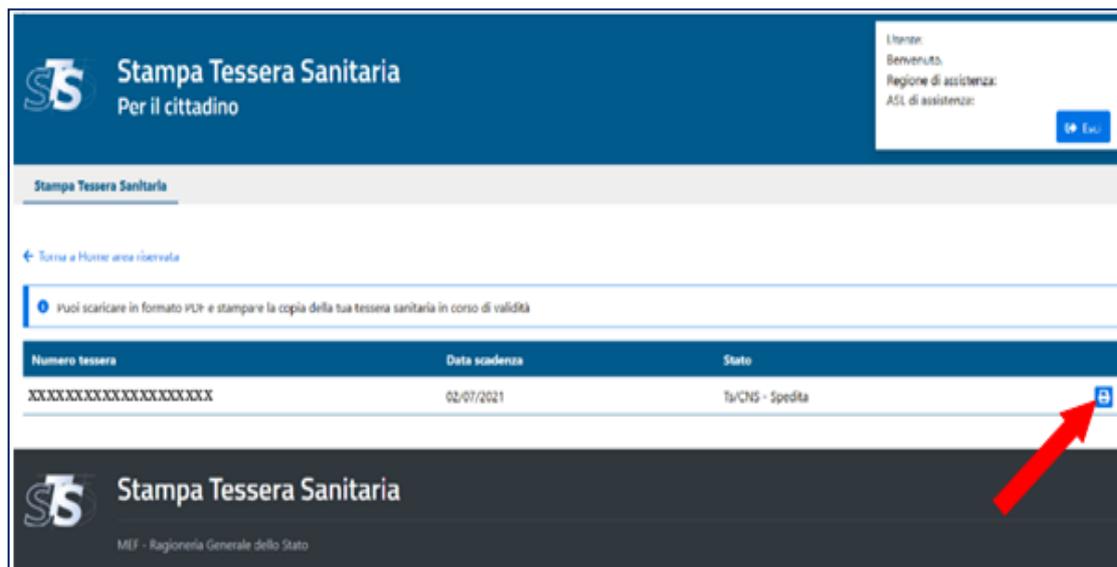
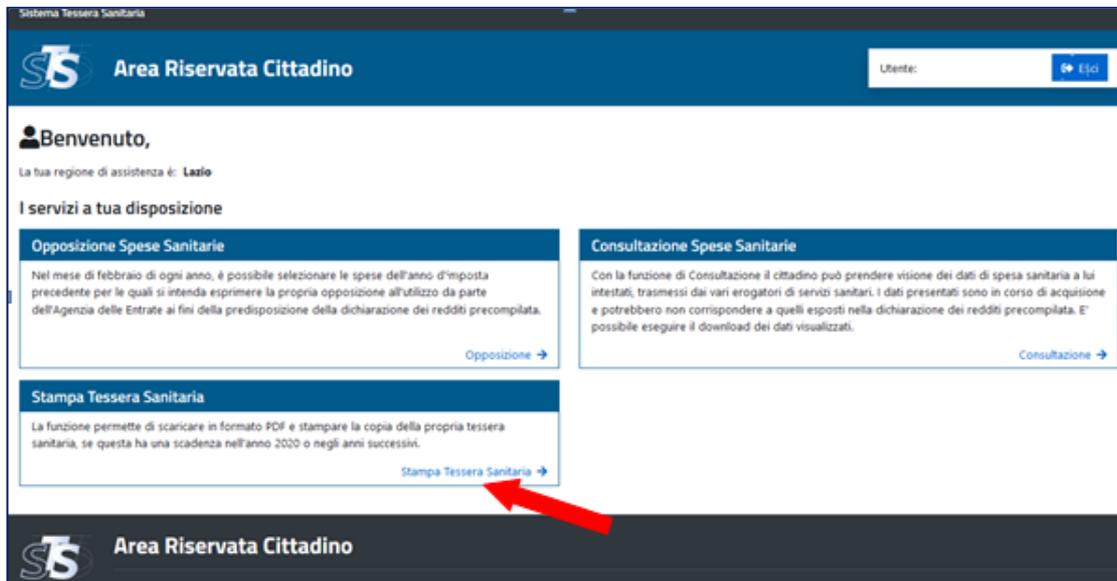
- ➔ [Maggiori informazioni su Tessera Sanitaria](#)

Accedi al servizio

- ➔ [Accesso con TS-CNS](#)
- ➔ [Accedi con credenziali Fisconline](#)
- ➔ [Accedi con SPID](#)

Informazioni sulle [modalità di accesso](#)

The pages for the service "Print Tessera Sanitaria"



For further information needed please visit: "[Sistema tessera sanitaria](#)".

5. WHAT TO DO ...

... If the Card contains errors

If the personal data on the card is incorrect (first name, surname, tax code, place and date of birth, gender) resident citizens may contact the competent municipality. Citizens who do not belong to the above-mentioned register can ask all updates and corrections to any office of the Revenue Agency presenting a duly, valid identity document. All citizens holding a SPID (Public Digital Identity System), CIE (Electronic Identity Card) or CNS (National Service Card) can request the correction of personal data through the online service "*Rettifica dati*" on the website of the Italian Ministry of Interior: www.anagrafenazionale.interno.it

... if the Health Card has expired and you need health assistance

Regardless the expiry date on the card, you are guaranteed to receive all medical services and health assistance presenting a red prescription or a national electronic prescription.

... if the Card has expired and you have to go abroad

Citizens who go abroad, but have not received the Health Card must contact their Local Health Office and apply for a replacement European Health Insurance Card (T.E.A.M.).

... if you do not have the Card with you at the pharmacy

For all health services paid by the National Health Service, the pharmacy could detect the Tax code directly on the red or electronic prescription. For health services that are not paid by the National Health Service, the citizen can provide the tax code directly.

... in case of theft, loss, or damaged of the Card

If the Card is lost, stolen or in a deteriorated condition it is possible to ask for a new card. In the first two cases (theft or lost), you must file a report directly to the Competent Authority.

Citizens can send a request for a new card through the following channels:

- a) *online*, Agenzia delle entrate Website
- b) via *e-mail* o PEC to any office of the Agenzia delle Entrate
- c) at any office of the Agenzia delle Entrate
- d) at the Local Health Authority (ASL)
- e) by *Web service* directly on the website "[Sistema tessera sanitaria](#)".

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