Virtual NHI Card FAQs

Item	Question	Reply
**Applying for a Virtual NHI Card**		
1.	How do I apply for a Virtual NHI Card?	1. The following channels may be used to apply for a Virtual NHI Card: (1) The public may apply for a virtual NHI card via the NHI APP. (2) The public may apply at the counter of the NHIA regional division. (3) The Medical personnel assist recipients of the Integrated Home Health Care Program to apply. 2. For the above channels, the applicant must enter the NHI APP on the smartphone. After logging in with the original ID verification mechanism, take a photo or upload a headshot and ID document to complete the application. The operation process is as follows: (1) Enter the Virtual NHI Card system: Open the NHI APP and click Virtual NHI Card. (2) Complete ID verification: Enter the username and password to log in to NHI APP (note: those who have not authenticated over their mobile phones must authenticate by mobile phone or device code before logging in. (3) Accept privacy policy and terms of service. The applicant may then apply by clicking "General Application". If applying over-the-counter or applying with the assistance of medical personnel, then click "Project Application (Medical Personnel/Over-the-Counter)" (4) Upload photos: Take a headshot and photo of the ID documents or upload from existing photos. (5) Obtaining the Virtual NHI Card QR code. (Note: The QR Code for the Virtual NHI Card is updated every 5 minutes to prevent fraudulent copying, forgery, and reuse).

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		Authorization and Binding

2.	How do I authorize my family members or accompanying persons to use the Virtual NHI card?	After you, your family member, or an accompanying person have completed applying for a Virtual NHI Card, authorization may be completed through the operation steps:
		1. Authorize a family member or accompanying person to use the card:
		    (1) Enter the Virtual NHI Card system on your smartphone, then click "Authorize Use".
		    (2) Check "Agree to Authorize".
		    (3) Enter the ID number of the family member or accompanying person and the authorization time.
		    (4) Generate a QR code and authorization code.
		2. The family member or accompanying person accepts the authorization:
		    (1)The family member or accompanying person enters the Virtual NHI Card system on their smartphone, then clicks "View Authorization".
		    (2)Click "Get Authorization".
		    (3)Scan the QR code or enter the authorization code to get authorization (Note: When entering the authorization code, you must also enter the ID number of the authorizer at the same time).

3.	Does the smartphone create a different QR code every time? How long is each code valid? Could someone take a screenshot of the QR code and let other people get authorization?	Each QR code generated for authorization of the Virtual NHI Card is valid for 5 minutes; the expiration time will be displayed on the phone screen. The QR code is one-time use only. After validity has expired, the QR code is no longer valid to avoid being copied, forged, or duplicated and reused.
4.	When the Virtual NHI Card is authorized to a third person (such as a dependent, nurse, or	1. There are currently two ways to register for a Virtual NHI Card (including device binding): (1) Register for an NHI card and authenticate the mobile device on the NHI Card Online Service Registration website

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	foreign caregiver), it is understood that it may be authorized to multiple people at the same time. However, this is all assuming that the authorized person may first authenticate their own smartphones and apply for a Virtual NHI card. Foreign caregivers usually have a prepaid mobile device, so is there an easy way to authorize foreign caregivers?	(requires a device code for authentication). (2) Mobile phone number authentication: The mobile phone number and the NHI Card belong to the same person. 2. As for authenticating the mobile device, it is not possible to authenticate with a prepaid phone number. Please go to the NHI Card Online Service Registration website and use device authentication code instead. 3. To use device authentication code, go to the NHI Card Online Service Registration website to register for an account and then log in to generate a device authentication code. 4. Link to the NHI Card Online Service Registration website: https://cloudicweb.nhi.gov.tw/cloudic/system/Login.aspx
5.	Most home care cases live alone or with foreign caregivers, and most of their family members are not there. May a foreign caregiver's smartphone be authorized to display the Virtual NHI Card of those cases?	For most cases, the insured may give their physical NHI Card to a family member or foreign caregiver accompanying the insured and present the card while seeing a doctor. If the insured ask for health care with a Virtual NHI Card, so long as the authorization and consent of the insured has been obtained, accompanying family members or foreign caregivers may present the QR code of the insured's Virtual NHI Card for health care. The QR code itself does not contain medical information; it is only used as a certificate of identification for medical purposes. Also, there is a record of authorized use, so it is more secure.
Using the Virtual NHI Card		
6.	How to check which medical institutions accept the Virtual NHI card?	People may check on the NHIA website or the NHI App to see which medical institutions accept the Virtual NHI card. However, it may vary from department to department for accepting Virtual NHI Card within the same medical institution. Please check with the medical institution in advance.
7.	After the first login with the Virtual NHI Card - and after identity verification, every time I see a doctor,	Since the Virtual NHI Card and NHI APP are integrated, including the identity authentication mechanism, when a person clicks the "Virtual NHI Card" button, they will be directed to the login username and password screen. The system will conduct verification using this

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	will I need to log in before a QR code will be displayed?	mechanism, and the QR code will be displayed after verification is successful.
8.	The smartphone must be connected to the Internet to be able to use the Virtual NHI card. Is it restricted to a personal network? May it be used on Wi-Fi?	1. If you choose to use mobile phone number for NHI APP authentication, you may only use a mobile network of one of five major telecommunications companies, and Wi-Fi must be turned off. 2. After NHI APP authentication is complete, you may use the Virtual NHI Card so long you are connected to a network (mobile network or Wi-Fi).
9.	May I still use the QR code I obtained before an NHI Card is voided? (In other words: is the QR code validity connected to the NHI Card validity?)	The Virtual NHI Card will automatically synchronize with the latest-updated database of the NHIA, and the QR code is valid for one-time use only, and will soon be expired in 5 minutes since it is generated. Therefore, the QR code obtained before an NHI card is cancelled cannot be used.
10.	May an insured who has lost a physical card and is applying for replacement use a Virtual NHI Card?	The Virtual NHI Card will automatically synchronize with the latest-updated database of the NHIA. As long as the NHI APP can log in and the NHI Card information is valid, the Virtual NHI Card service may be used.
	Incentives	
11.	If the hospital or clinic accepts Virtual NHI Card for medical treatment, are there any incentives or other subsidies for healthcare providers?	In 2022, the main field for the promotion of the Virtual NHI Card is home health care. Thus, in the Integrated Home Health Care Program, there are incentive programs for healthcare providers for assisting the insured to apply for a Virtual NHI Card and also rewards for accepting Virtual NHI Card. There is no additional incentive program of the Virtual NHI Card on regular outpatient services for healthcare providers.
12.	What are the conditions for the "Incentive for Assisting the Insured to Apply for a Virtual NHI	The conditions are as follows: 1. Medical personnel help the insured to apply for a Virtual NHI Card (special application, Medical Personnel/Over-the-Counter method), and completes home health care visits with the Virtual

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	Card" in the Integrated Home Health Care Program?	NHI Card. 2. Then upload NHI Card medical data mentioned above and claim medical expenses.
13.	What is the time range for the Incentive Program on Assisting the Insured to Apply for a Virtual NHI Card in the Integrated Home Health Care Program?	Since the 2022 Integrated Home Health Care Program was announced in the middle of April 2022, the time range for incentives is from May 2022 to December 2022. If the incentives are also prepared for the following year, the time range will be based on that entire year.
14.	If the hospital/clinic taking care a case for home health care is not the healthcare provider to help the insured applying for a Virtual NHI Card, who is the recipient of the incentive Program on Assisting the Insured to Apply for a Virtual NHI Card in the Integrated Home Health Care Program?	The hospital/clinic that assists in applying for the Virtual NHI card earns the incentives.
15.	If a hospital/clinic conducts 4 home health care visits for the same case in the same month, where 2 of the visits use the physical NHI Card and 2 of the visits use the Virtual NHI card, how to claim the medical expenses?	The physical NHI Card case and the Virtual NHI Card case are claimed respectively as the same course of treatment (medical serial number is the number of the first medical treatment for the month).
	Implementation Fields	

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16.	Are Virtual NHI cards limited to home health care, telemedicine, and video consultations?	1. For the Virtual NHI Card SDK, NHI Card medical data uploading, and medical expense claims, there are no restrictions on the type of participating hospital/clinic. Hospitals/clinics may promote Virtual NHI Card in any medical field (such as outpatient care or inpatient care). 2. This year, the NHIA is promoting the Virtual NHI Card mainly in the home health care, telemedicine, and video consultations. Therefore, priority is given to incentives for home health care and for optimizing the medical care process.
17.	May I use the Virtual NHI Card for preventive health care or immunization or other services?	1. When the healthcare providers provide preventive health care or immunizations, they must log the record in the NHI card. However, the current Virtual NHI Card does not store any personal data in the smartphone. 2. Therefore, the insured shall take preventive health care with a physical NHI card as well as certain services requiring swiping, logging in, and uploading with the NHI Card.
Applying for the pilot program		
18.	If any healthcare provider intends to provide health care for people with Virtual NHI cards, what software should be installed? And which application documents should be completed?	1. Install and test the Virtual NHI Card SDK and NHI Card reader control software (including testing reception of the medical serial number, such as V001) and please download: (1) Virtual NHI Card SDK: The NHI information virtual private network (VPN)/Download Area/Category: Other, Service Items: Virtual NHI Card SDK. (2) NHI Card reader control software: NHIA website/NHI Services/NHI Card Application and Registration/NHI Card Information Download Area/NHI Card reader control software. (3) If you have any questions or uncertainties concerning installing the Virtual NHI Card SDK, contact 02-7700-8282 for assistance. 2. Go to the NHIA's VPN/medical administration/NHI affiliate operations/trial run, and apply for the pilot program VC (Virtual NHI medical model plan). After approval, the hospital may accept the Virtual NHI Card for medical treatment and reporting

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		medical expenses.
19.	How to require the status of the healthcare provider participating in Virtual NHI medical model plan ?	Please go to the NHIA's VPN/medical administration/contracted medical institutions operations/pilot program. This page presents the names of the program the hospital participates in.
20.	What if the hospital/clinic does not intend to provide service for the Virtual NHI card? How is it handled?	Please go to the NHIA's VPN/medical administration/contracted medical institutions operations/pilot program, and re-apply for the program. For the effective date, fill in the date when the Virtual NHI Card service was not provided.
Applying for the Virtual NHI Card with the assistance of medical personnel		
21.	What are the qualifications of contracted institutions for assisting patient to apply for the Virtual NHI card? And how to apply?	1. Only contracted medical institutions that participate in the Integrated Home Health Care Program and have completed installation and testing of the Virtual NHI Card SDK (with the pilot program code VC) may apply to a region division of the NHIA for the Virtual NHI Card verification codes and the authority for Virtual NHI Card query. 2. After the region division of the NHIA approves the authorization as described above, the institution manager of the healthcare provider logs in to the VPN to authorize the users of their institution. The users may then generate the Virtual NHI Card verification code using their own Virtual NHI Card or the Home Bluetooth APP.
22.	If the medical institution manager authorizes the users of the hospital, may the users immediately generate the Virtual NHI Card verification code using their own Virtual NHI Card or the Home Bluetooth APP?	The users may generate the Virtual NHI Card verification code by their own Virtual NHI Card or the Home Bluetooth APP about 1.5 hours later after the medical institution manager authorizes the users of their institution.

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23.	Medical personnel may use their own Virtual NHI Card or Home Bluetooth APP to generate a Virtual NHI Card verification code. What are the conditions under which the verification code becomes invalid?	Conditions under which the Virtual NHI Card verification code becomes invalid: 1. Virtual NHI card: (1) The verification code becomes invalid 5 minutes after it is generated. (2) The verification code becomes invalid after it is used. 2. Home Bluetooth APP: (1) The verification code becomes invalid 12 hours after it is generated (but it will not become invalid when reused within that 12 hours). (2) If the same medical personnel re-generate the verification code, the original verification code will become invalid.
24.	Steps for applying for the Virtual NHI Card with the assistance of medical personnel.	For the process of applying for the Virtual NHI Card with the assistance of medical personnel, see Attachment 1.
25.	Are there any legal concerns when applying for the Virtual NHI Card with the assistance of medical personnel?	Applying for the Virtual NHI Card with the assistance of medical personnel is not the same as issuing a new medical certificate. The applicant must have the NHI Card first and then is eligible to apply for the Virtual NHI Card. Medical personnel only assists in identity verification.
26.	In order to help the home health care case to apply for a virtual NHI card, medical personnel have to run case registration system and help the case download the NHI APP, making application more difficult.	1. When applying for a Virtual NHI card, the applicant must complete binding through the NHI APP. It is strongly advised that medical personnel should ask the applicant in advance set up their NHI APP account before going to medical personnel to apply for the Virtual NHI card. 2. In addition, the NHIA has set up a query function for Virtual NHI Card in the VPN and Home Bluetooth APP, so that medical personnel may check whether the applicant has completed registration of the NHI Card and whether device authentication has been completed.

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27.	Does the photo need to be taken on site? Some at-home cases may not be able to take photos. Are existing photos allowed?	The photos of the Virtual NHI Card and identification documents may be taken and uploaded by the user or uploaded from existing photos on their smartphone.
Other		
28.	After using the Virtual NHI Card for medical treatment to draw a queue number and then using the physical NHI Card to draw a queue number, will it automatically be the next number in sequence? For example: The Virtual NHI Card draws 001. When subsequently seeking medical treatment by use of the physical NHI card, will it draw 002?	At present, the physical NHI Card and the Virtual NHI Card use different sequences. The Virtual NHI Card uses the sequence starting with "V," which is calculated separately from the physical NHI Card sequence.
29.	Regular NHI Card requires three-card authentication while writing in and reading out data. As for a Virtual NHI card, does it need the medical personnel card for authentication? If so, how to authenticate?	The Virtual NHI Card also requires three-card authentication, so the medical personnel card still needs to be inserted to the reader of the healthcare provider.