

FAQs during the COVID-19 pandemic

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[Screening]		
1	How do I find my PCR results?	Currently the NHI APP may provide a query of the PCR test results. Log in to My Health Bank, and then go to “COVID-19 Vaccines/ Testing Result” to confirm.
2	Why can't I see my PCR test information in My Health Bank?	<ol style="list-style-type: none"> 1. If you have had a PCR test but do not find the results, it may be that the test result has not yet been uploaded by the CDC or by the medical institution conducting the test (PCR test results shall be uploaded within about 3 days after the test). 2. If you have any concerns about the test results, please contact the medical institution that conducted the test. 3. Data source: Results of the government-funded PCR test are provided by the CDC; as for PCR tests paid out-of-pocket, these results are uploaded by the medical institution with the consent of the public.
3	Can you help me check my PCR test results?	You may download My Health Bank and check the results of the PCR test. If the result is not available, please contact the medical institution, the CDC, or department of health of the county/city (whichever applies) for assistance.
4	My PCR test came back positive. How do I report it?	Visit the CDC's "COVID-19 Confirmed Case Self Reporting System" (https://bbs.cdc.gov.tw/) to fill in information. If you have any questions, please contact the 1922 pandemic hotline.

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5	How to decide a case confirmed if people have a positive result with a home rapid antigen test for COVID-19?	From May 26, 111, people who have a positive result with a home rapid antigen test can bring the test kit or the test card to the medical institution nearby (including health centers) and ask a doctor to evaluate to confirm the case. If a medical professional conducts the rapid antigen test and the result is positive, the case is confirmed. For those undergoing home isolation, home quarantine, or self-health management shall use video consultations with doctors or ask an individual paying a visit to a doctor with the test card to confirm the case.
6	After I get a positive rapid test, should I have medical professionals help me assess whether it is a confirmed COVID-19 case?	Please use telemedicine. By telemedicine and video consultations, a physician evaluates and confirms the positive results of rapid testing. The steps are as follows: 1. According to the directives of the Central Epidemic Command Center, confirmed cases can make an appointment for video consultations through the following three methods: making an appointment with a video-consultation institutions designated by the local department of health, making an appointment with a medical institution according to the NHI APP, or making an appointment through the EUCARE App (for the list of institutions, please contact the Department of Medical Affairs of the MOHW and the CDC). 2. Please write your name and test date on the self-test cassette/test card which shows a positive result, and take a photo together with the NHI card to confirm

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		<p>identity.</p> <ol style="list-style-type: none"> 3. Upload the photo when making an appointment for telemedicine or the video consultation. 4. When taking the doctor's video evaluation, present the positive cassette or the test card. 5. After positive result is evaluated by the doctor, the positive result will be reported through the IC card automatically operated by the medical institution, or through the new infectious disease system the system (NIDRS) operated by the medical institution. The system will automatically determine the diagnosis as a confirmed case. 6. People diagnosed through a positive rapid test do not need to have a PCR test, but still need to fill in the information through the “COVID-19 Confirmed Case Self Reporting System” or the NHI App within 24 hours of confirmation. <p>Refer to relevant content: https://www.nhi.gov.tw/Content_List.aspx?n=682E61D7A9C3A59D&topn=787128DAD5F71B1A</p>
[Seeking medical treatments]		
1	How can I seek medical care during the COVID-19 pandemic?	<ol style="list-style-type: none"> 1. People who needs to see a doctor may visit a clinic nearby, present their NHI card for medical treatment, and pay the registration fee and copayment. 2. Anyone in home isolation, home quarantine, or self-health management may call the “Home Quarantine/Home Isolation Care Service Center Service

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		<p>Hotline” of the local department of health; the department of health will refer the patient to a medical institution designated for video consultations and treatment.</p> <p>For the "Home Quarantine/Home Isolation Care Service Hotline" of department of health of each county/city, please go to: https://www.cdc.gov.tw/Category/Page/XRPe-3X_vQ0BmYLrvwruSw</p> <p>3. Before the dissolution date of the Central Epidemic Command Center, people who are not in home isolation, home quarantine, or self-health management may call the designated medical institution to make an appointment for video consultations or register on the website of that institution and make an appointment for consultations. After consultations, a family member or an agent may take the patient’s NHI card to the institution to pay fees and fill a prescription. A pharmacist might deliver the prescription to the patient's residence and collect the fees (registration fee and copayment).</p> <p>4. Tentatively scheduled from April 27, 2022 to the end of July 2022, patients with chronic diseases who have been re-examined and assessed as having a stable condition may be consulted by telephone.</p>
2	How can I see a doctor if I don't have my NHI card?	1. You shall first pay the medical expenses by yourself. Within 10 days from the date of the medical visit (not including holidays), please go to the contracted

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		<p>medical institution for a refund with your NHI card or identification document. You may receive a partial refund after a deduction of the necessary fees. If you do not go to the contracted medical institution for a refund within 10 days, in consideration of the epidemic situation, you may apply to the NHIA for a refund within 6 months from the day of an outpatient visit, an emergency service or being discharged from the hospital.</p>
3	<p>During the pandemic, what should I do if I have to pay for medical expenses out-of-pocket?</p>	<ol style="list-style-type: none"> 1. To apply for refund of out-of-pocket medical expenses during the pandemic, please use the online application and inquiry service provided on the website of the NHIA to apply for "medical expense reimbursements" and check the progress of the refund. 2. After applying online, send the fee details and original receipts to the NHIA regional division responsible for the medical claims the hospital will file. 3. NHIA website: https://www.nhi.gov.tw/Content_List.aspx?n=24BE0557E3341889&topn=5FE8C9FEAE863B46
4	<p>What should I do if I did not go to the contracted medical institution for a refund within 10 days, due to the pandemic?</p>	<p>You may apply to the NHIA for a refund within 6 months from the day of an outpatient visit, an emergency service or being discharged from the hospital. Please make use of the Internet and postal services, so as to reduce the exposure risk of in-person applications.</p>
[People in quarantine, isolation, or self-health management for health care]		
1	<p>What should a person in a group quarantine facility do for medical attention?</p>	<p>As for non-COVID-19 disease, the group quarantine facility will arrange video consultations from a designated medical</p>

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		institution. Patients have to pay the registration fee and a copayment according to regulations, and the agent shall help to pay the fee, swipe the NHI card, and fill a prescription at the medical institution.
2	What should people do for medical attention if they are in home isolation, home quarantine, or self-health management?	<ol style="list-style-type: none"> 1. Anyone in home isolation, home quarantine, or self-health management can call the "Home Quarantine/Home Isolation Care Service Hotline" established by the local department of health for help. The local department of health will refer the patient to a medical institution designated for video consultations for medical consultations. 2. For the "Home Quarantine/Home Isolation Care Service Hotline" of your local department of health, please go to: https://www.cdc.gov.tw/Category/Page/XRPe-3X_vQ0BmYLrvwruSw
[Video consultations]		
1	Which medical institutions may provide video consultations?	<ol style="list-style-type: none"> 1. For the list of medical institutions providing video consultations established by the local department of health, please go to the NHIA website at https://www.nhi.gov.tw/Content_List.aspx?n=EC68146E978EC380. 2. The provision of the outpatient video consultations still depends on the capacities of each medical institution, so it is recommended to contact the medical institution first by phone for confirmation, or go to the clinic nearest home for medical treatment.
2	Can I be prescribed chronic illness refill prescriptions by video consultations?	<ol style="list-style-type: none"> 1. Yes. 2. A doctor may write chronic illness refill prescriptions based on their professional judgement and patient's stability.

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3	<p>If the patient is not able to use video conferencing to see a doctor due to various reasons (such as poor access to the Internet in remote areas, elders who live alone and do not know how to use video conferencing, people who do not have the Internet access at home and only have a land-line telephone, etc.), what methods other than videoconferencing can be used, such as phone, fax and other methods? And are those methods covered by NHI?</p>	<p>Patients shall take video consultations by themselves. Medical consultations may be performed over telephone in the following circumstances:</p> <ol style="list-style-type: none"> 1. Video consultations cannot not be conducted because of poor network connectivity. Medical institutions should indicate on the medical record that consultations were conducted over telephone and keep the recording of the call. 2. If a video consultation patient is a chronic disease patient assessed as stable and is looking for a regular follow-up, they may be consulted by telephone. The implementation period is from April 27, 2022 to June 30, 2022, and will be reviewed on a rolling wave planning.
4	<p>Some medicines can only be prescribed after blood test result reports. Can hospitals be temporarily allowed during the pandemic to prescribe drugs to patients through video consultations without the need for blood test reports?</p>	<p>If the doctor can professionally evaluate the patient without a blood test report, it could be temporarily not restricted.</p>
5	<p>How should the patient obtain medications after receiving video consultations? When will the prescription expire?</p>	<ol style="list-style-type: none"> 1. After video consultations, please ask the patient’s representative to the designated counter (such as a drive-thru window) of the video consultation healthcare provider, in order to swipe the NHI card, pay the bill, get the prescription filled, and receive the 2nd and 3rd chronic illness refill prescriptions; or, with the agreement of the hospital, the medicine

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		<p>might be delivered to the patient by a pharmacist.</p> <ol style="list-style-type: none"> 2. For the 2nd and 3rd chronic illness refill prescriptions, you may get a prescription filled at the healthcare provider issuing the prescription or at a community pharmacy with your NHI card and prescription slip. 3. Video consultations, swiping the NHI card, making a payment, and getting a prescription filled should be completed on the same day. If the prescription is expired, the patient shall be responsible. A prescription is 3-day valid from the date of issuance, and the chronic illness refill prescription is the last day of the last filling.
6	Who can use video consultations?	<ol style="list-style-type: none"> 1. People in home quarantine, isolation, and self-health management, confirmed COVID-19 cases in home health care, and according to the pandemic policy of the Central Epidemic Command Center. 2. For the following cases, please seek medical care in other ways: <ol style="list-style-type: none"> (1) The patient does not agree to receive video consultations. (2) The patient is not suitable for video consultation evaluated by healthcare provider. (3) A physician evaluates that there is a need for in-person consultation. 3. Routine visits shall be delayed.
7	Is it possible to use the Virtual NHI card for telemedicine or video consultations?	<p>People may use the Virtual NHI card for telemedicine/video consultation.</p> <p>Application method :</p> <ol style="list-style-type: none"> 1. Enter the Virtual NHI card system: Open

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		<p>the NHI APP and click “Virtual NHI card”</p> <ol style="list-style-type: none"> 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 by a mobile device code before logging in.) 3. Please check to accept privacy and terms of service. For a direct application by the general public, please click “general application.” For an over-the-counter application and an application assisted by medical professionals, please click “project application.” 4. Upload photos: take a photo of the front of your ID document and a photo of yourself (front-facing, upper half of body), or upload existing photos. Then a preview icon of the Virtual NHI card screen will be displayed, asking the person to check the information and photos, and remind the applicant as follows "Please confirm the Virtual NHI card is good for identification. If the facial features are not clear enough, you must apply again." 5. Review application materials: it will take about 7 working days to review identity documents and the photo. (During the review period, a Virtual NHI card without pictures will be provided.) 6. Using the Virtual NHI card: <ol style="list-style-type: none"> (1) Before the review is complete, the NHIA will first issue a "Virtual NHI card without pictures" for the applicant to use along with their

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		<p>identification documents when asking for medical care.</p> <p>(2) Once the application has been passed, please directly use your Virtual NHI card.</p>
[Chronic Illness Refill Prescription]		
1	<p>May chronic disease patients ask someone to get their prescriptions filled?</p>	<p>For a chronic disease patient entrusts an agent to state their medical conditions and receive the same prescription, it is tentatively from April 18, 2022 to the end of June 2022 that a patient living in Taiwan who has a need for long-term chronic disease medication delegate an agent to state their condition with a power of attorney to receive the same prescription. The maximum amount of medicines received each time is for 1 month.</p>
2	<p>Is it possible to relax the regulations for chronic illness prescriptions in order to issue 3-month medications for one time?</p>	<ol style="list-style-type: none"> 1. According to Articles 22 and 24 of the Regulations Governing the National Health Insurance Medical Care, refill prescriptions for the same chronic disease shall be dispensed in batches, and a dosage for less than 30 days may be given at one time. 2. Those who meet the provisions of Article 25 of the Regulations Governing the National Health Insurance Medical Care, such as people planning a trip abroad, people returning to outlying islands of Taiwan, fishermen for ocean-going fishing, and rare diseases patients, may present an affidavit to receive at once the total medication prescribed. 3. The NHIA will take future developments of the pandemic into consideration.

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3	During a Nationwide Level 3 (or higher) epidemic alert, how to reduce contacts while getting a prescription filled at a pharmacy?	<ol style="list-style-type: none"> 1. During a Nationwide Level 3 (or higher) epidemic alert, an NHI-contracted pharmacy is allowed to inquire patients' recent medication records in advance by certifications. 2. Patients may make an appointment by phone or online with an NHI-contracted pharmacy nearby to collect their medications for a chronic illness refill prescription, and provide information including their ID number, name of the prescribing institution, and the date of consultation, so that the pharmacy may prepare the medications in advance. 3. Patients only need to check their identity while picking up their medications. They must bring the prescription slip, and get their NHI card swiped.
[NHI Card]		
1	During the pandemic, if a person loses or damages the NHI card and needs to seek medical treatment immediately, how to get a new NHI card?	<p>In order to reduce the risk of infections during the pandemic, it is recommended that you may apply for a new NHI card through the NHI APP or the NHIA's webpage. The instructions are as follows:</p> <ol style="list-style-type: none"> 1. NHI APP: Click "E-Counter," enter the password of your account of the registered NHI card, then apply for the NHI card online and pay the required fees. The card may be sent to the designated address about 3-5 working days. 2. Online application: The applicant uses a Citizen Digital Certificate or asks a family member who is insured under the same household to apply with a registered NHI card. It will take 3-5

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		<p>working days to send a new card to a designated address if the application is made through the Personal Health Insurance Information Online Services.</p> <p>3. If you do not have a Citizen Digital Certificate, you may go to the NHIA regional branches to apply for an NHI card service (on-site quick pickup area). After making a payment, you may bring your identification documents and collect the card at the designated time and place.</p>
2.	How should I seek medical attention during the renewal of my NHI card?	If you have to see a doctor but your NHI card is not available during the period of renewal, you may present receipt of the card renewal payment and identification document, and fill in the “List of Exceptional Medical Care for National Health Insurance Contracted Medical Institutions” at the counter of the medical institution. You only need to pay the registration fee and a copayment.
[NHI Premium]		
1	For someone who wants to pay online but does not have their own credit card or debit card, what measures are provided for them?	<p>1. To facilitate people making payments online, people can make payments by using their current deposit accounts, credit cards, debit cards, and mobile payments such as JKOPay, Line Pay Money, Pi Wallet, and Taiwan Pay.</p> <p>2. Someone who wants to pay online but does not have their own credit card or debit card may also pay their premiums by their current deposit accounts on the e-Bill website, or pay bills with mobile payments. If you have any questions, call the NHIA service hotline at 0800-030-598, or dial 02-4128-678 on your</p>

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		mobile phone. You may also search how to pay premiums on the NHIA's website.
2	How do people apply for premium installments instead of applying at the counter? If the overdue premiums have been under administrative execution, how can they apply for installment online?	<ol style="list-style-type: none"> 1. People who have registered NHI cards may go to the NHIA webpage "The Personal National Health Insurance Information Online Services" to apply for simple installments online (qualifications: for cases whose arrears are more than NT\$2,000 and not under administrative execution with no default NHI premium installments in the past 2 years, or the default is less than 1 (inclusive), these cases can have 12 installments at most. The minimum amount payable per installment is NT\$826). 2. If it is not possible to apply through the above-mentioned procedures, please contact the NHIA regional branches for application by mail, fax, or telephone.
3	During the pandemic, a company argued that people abroad could not receive payment notice. How do they pay?	<ol style="list-style-type: none"> 1. Please go to the "multi-certificate NHI underwriting operations" webpage where provides the "Query on Pending Premium Payments and Slip Printing" services to check the company's unpaid premiums and connect to the online payment function. 2. The company may also pay online at the "National Health Insurance Premium Payment Section" of the NHIA website: (1) Path: Homepage/NHI Services/ Enrollment and Premiums (2) Website: https://cloudicweb.nhi.gov.tw/nhiapp/paybill/WebPayment.aspx (Chinese)

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		3. If it is not possible to apply through the above-mentioned procedures, please contact the NHIA regional branches.