厚生労働省 ひと、くらし、みらいのために Ministry of Health, Labour and Welfare

My Number Card （Individual Number Card） as your Health Insurance Certificate

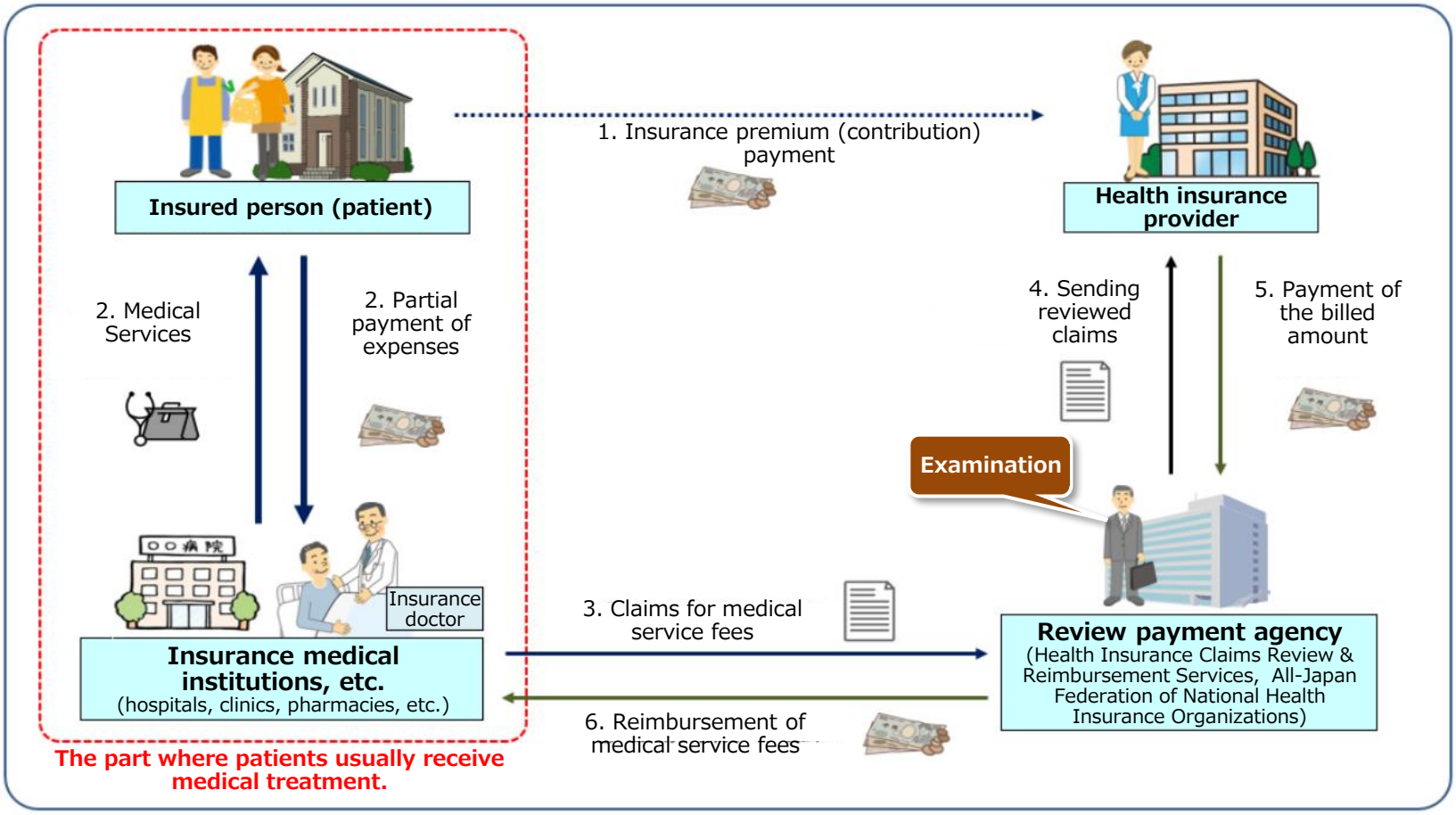
English version (as of January 2025)

Health Insurance Bureau
Ministry of Health, Labour and Welfare of Japan

Ministry of Health, Labour and Welfare of Japan

Overview of health insurance policy in Japan

In Japan's health insurance system, all individuals eligible for public health insurance can receive medical services at any medical institution under a certain amount of co-payment by paying insurance premiums. Eligible individuals include not only Japanese citizens, but also foreign residents who meet the specified requirements, such as those residing in Japan for more than three months.



Verifying Health Insurance Certificate at medical institutions and pharmacies

You can receive medical services by paying only 10% to 30% of the total medical expenses by verifying your information of health insurance via your My Number Card, etc.

Verifying Health Insurance Certificate at medical institutions and pharmacies

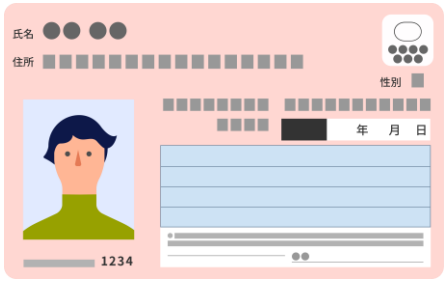
When you visit a medical institution or pharmacy, you can verify your information of health insurance by using one of the following qualifications.

- **My Number Card**
- **Health Insurance Certificate***
- **Health Insurance Eligibility Certificate***

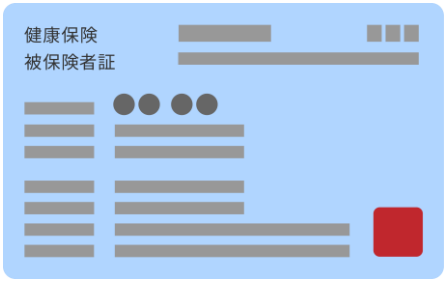
*Those who do not have a My Number Card or have not registered it as their Health Insurance Certificate may use their Health Insurance Certificate (until December 1, 2025, at the latest) or their Health Insurance Eligibility Certificate (issued from December 2, 2024).

By doing so, those between **6** and **69 years old** can receive medical services by paying **only 30%** of their total medical expenses, rather than 100%.
The others pay either 10%, 20% or 30% according to their age and income.

My Number Card



Health Insurance Certificate (valid until December 1, 2025)



Health Insurance Eligibility Certificate (valid starting December 2, 2024)



How to obtain a My Number Card

There are four ways to apply for a My Number Card.

Smartphone (Japanese language only)

1. Take a photo of your face with your smartphone (it is also possible to take a photo during the procedure).
2. Read the **QR code to apply for an individual number notification** on your smartphone.
3. Register your email address and other information on the applicant-only website.
4. When the URL of the applicant-only website arrives at the email address, register a face photo, fill in the required information, and complete the application.



QR code for application

Photo booth for proof

1. Select “My Number Card Application" from the touch panel.
2. Insert the fee for shooting and hold the **QR code to apply for an individual number notification** up to the barcode reader.
3. Enter the required information by following the instructions on the screen.
4. Follow the instructions on the screen to take a photo of your face and submit it, and complete the application.

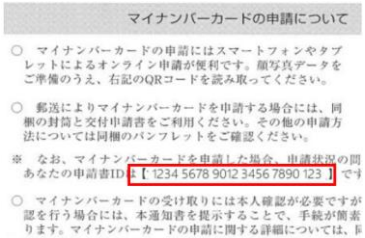


QR code for application

Computer (Japanese language only)

1. Take a photo of your face with a digital camera, etc.
2. Enter the application ID (23 digits) on the application website* and register your email address.
3. Once you receive the URL for the applicant-only website, register a face photo, fill in the necessary information, and complete the application.

*(https://net.kojinbango-card.go.jp/)



Application ID (23 digits)

Postal mail

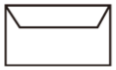
1. Fill out the required information on the application form enclosed with an individual number notification letter and attach a face photo **taken within 6 months**.
2. Send the enclosed reply envelope with the completed form inside, and complete the application.



Application Form



Face photo



Reply envelope

To apply for a My Number Card in a language other than Japanese, please refer to the website.

Here is the QR code for accessing the Website ⇒

Please see the following website to download the application form or read other information on the My Number Card. (Available languages are Japanese, English, Chinese, Korean, Spanish, and Portuguese)
https://www.kojinbango-card.go.jp/

Registering your My Number Card as your Health Insurance Certificate

You must register in order to use your My Number Card as your Health Insurance Certificate. There are three ways to register.

(1) Register at a medical institution or pharmacy

How to register at a medical institution or pharmacy are as follows.
*The screen is displayed in 'Japanese only' on most devices, so take this instruction guide with you if necessary.

What you need

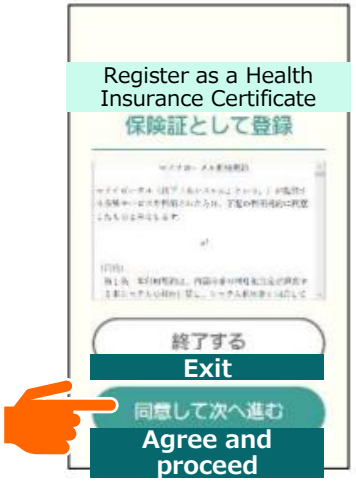
- My Number Card

1



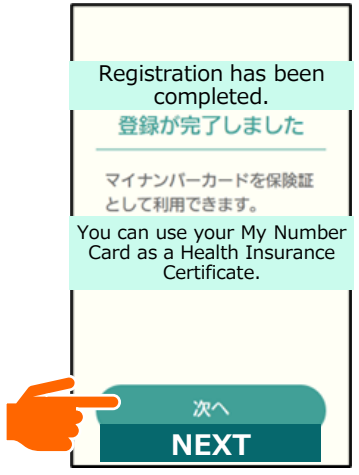
Select 'Register'.

2



Confirm the terms of use on Mynaportal, and if you agree, select 'Agree and proceed'.

3



Your My Number Card has now been registered to use as your Health Insurance Certificate.
Select 'Next' and proceed to the consent screen.

Registering your My Number Card as your Health Insurance Certificate

You must register in order to use your My Number Card as your Health Insurance Certificate. There are three ways to register.

(2) Register in advance via Mynaportal

What you need

- My Number Card
- User verification passcode
- Smartphones
- Installing the Mynaportal app

Registration procedure

*Register using the following procedure by following the screens.

(1) Open the Mynaportal app, log in, and select “Health Insurance Certificate” under “Certificate”.

(2) You are already registered if “Registered” is displayed under “Health Insurance Certificate”. If “Unregistered” is displayed in red text, select “Register”.

(3) If registration is taking time, “Registering” will be displayed.

(4) When “Use My Number Card” shows the status “Registered”, registration is complete.

[Screenshots]

Log into Mynaportal

- Install the Mynaportal app
- Use the applicant’s My Number Card to log in.

iOS

Android

Search for “Mynaportal” if you cannot read the QR code.



(3) Register in advance via a Seven Bank ATM

What you need

- My Number Card
- User verification password (4-digit PIN number)

Receiving treatment with your My Number Card

To use your My Number Card at a medical facility, a card reader with facial recognition* will be used to verify your identity and qualifications.

* It reads your facial photo data from the IC chip on the My Number Card and compares the data with the photo taken at the reception to verify your identity.

Visit medical facility

1) Place your My Number Card



Types of card readers



Fujitsu Japan Limited



Panasonic Connect Co., Ltd.



Canon Marketing Japan Inc.



Atlas Information Service Co., Ltd.



USEN-ALMEX Inc.

Verify identity

2) Select identification method

Facial recognition



PIN number (4-digit)



Note) The number's position will be swapped.

Confirmation of consent

3) Review and select your consent for the use of treatment, medicine, and specific health checkup information.



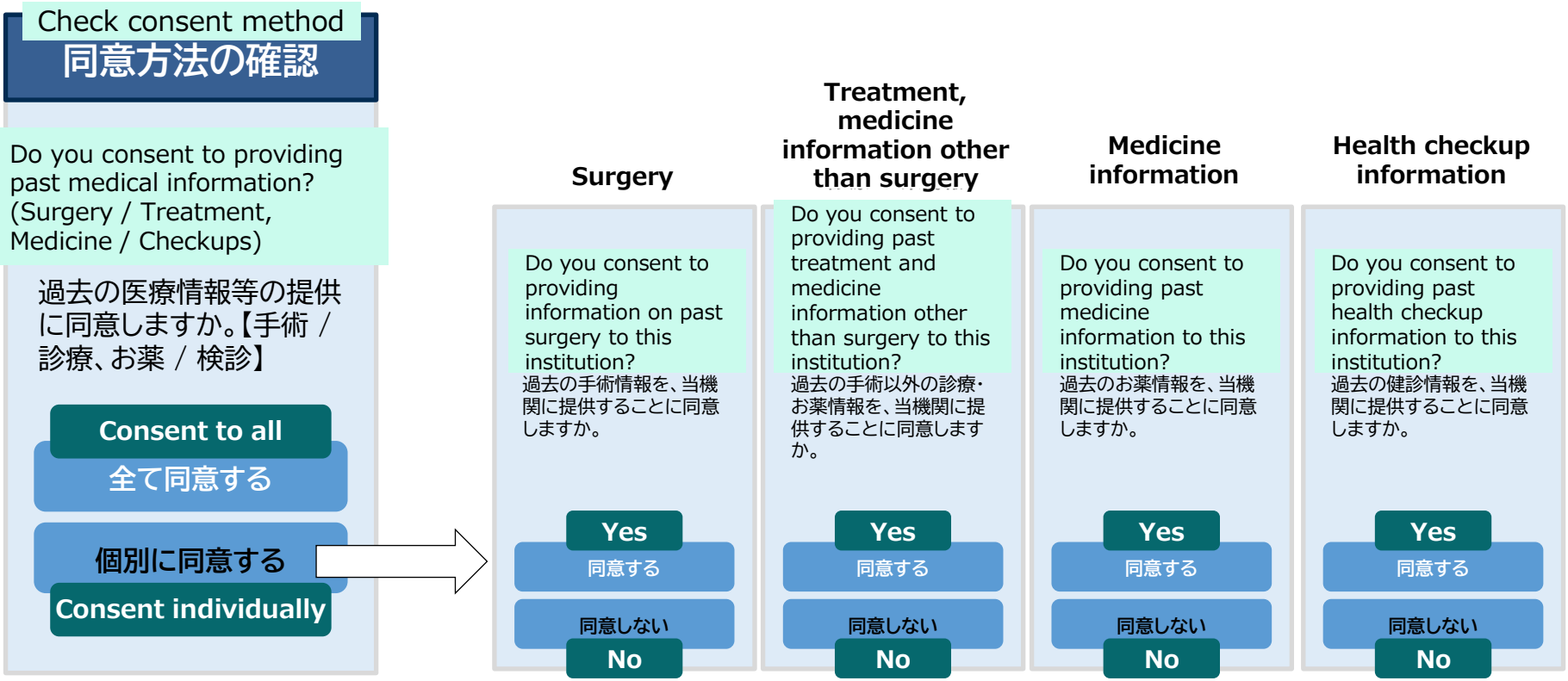
Reception complete

4) Reception is complete when the following screen is displayed.



Consent items

A card reader with facial recognition requests your consent to provide doctors and/or pharmacists with information on past drug prescriptions and specific health checkups.



Consent to all

Select the top button if you consent to providing all of your past medical information, etc. **This will complete all consent.**

Consent individually

Select the bottom button if you want to provide fewer information. Consent screens will be displayed to provide information on surgery, medicine, and health checkups. Please select your consent individually.

* Screen design and text displayed vary by facility and manufacturer.

Merits to receiving treatment using the My Number Card

The primary merits to receiving treatment using the My Number Card are as follows.



You can receive better medical treatment based on your data

When you consent to providing medicine information, you will be able to smoothly provide the doctors and pharmacists with information on past drug prescriptions and specific health checkups at the first exam without showing your prescription record.



You can exempt from paying over the maximum amount of high-cost medical expense benefits without any procedures

Your insurance qualifications will be verified using your My Number Card, so you will not need to bring paper qualifications, and you will be exempt from paying over the maximum amount of **high-cost medical expense benefits** without any procedures.

What's the "High-Cost Medical Expense Benefit"?

When the amount you pay at a medical institution or pharmacy exceeds a maximum amount in a single month (from the start to end of a month), the excess amount will be paid by the public insurance. If you verify your qualifications using your My Number Card, the benefit will be applied without any additional application processes.

Call Center

Please contact the Call Center if you have any questions or problems regarding the My Number Card.

Foreign language support

Temporary suspension of use due to loss or theft of individual number notification, notification card, My Number Card, and smartphone equipped with My Number Card and electronic certificate.

0120-0178-27

0570-064-738 ***If the above number does not connect (paid)**

Reception hours

English, Chinese, Korean, Spanish, Portuguese

All day 8:30 AM to 8:00 PM

Accessible 24-hours for temporary suspension of the use

Thai, Nepali, Indonesian, Vietnamese, Tagalog

All day 9:00 AM to 6:00 PM

Matters related to My Number system, MynaPortal

0120-0178-26

Reception hours

English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Thai, Indonesian, Tagalog, Nepali

Weekdays: 9:30 AM - 8:00 PM

Weekends and holidays: 9:30 AM to 5:30 PM (excluding year-end and New Year)