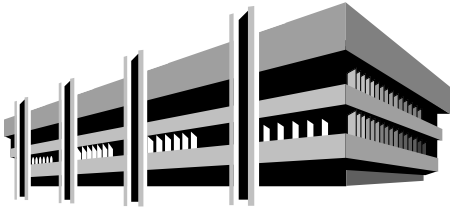


Swedish Social Insurance Agency - The National Contact Point

The Swedish Welfare Order



County Councils and regions

County councils and regions are allowed to tax the local population and are responsible to provide healthcare for the inhabitants



The Swedish Social Insurance Agency

cash transfers and administration of social insurance



The National Board of Health and Welfare

Gives directions to the county councils through legislation and information

National Contact Points

Article 6(1)

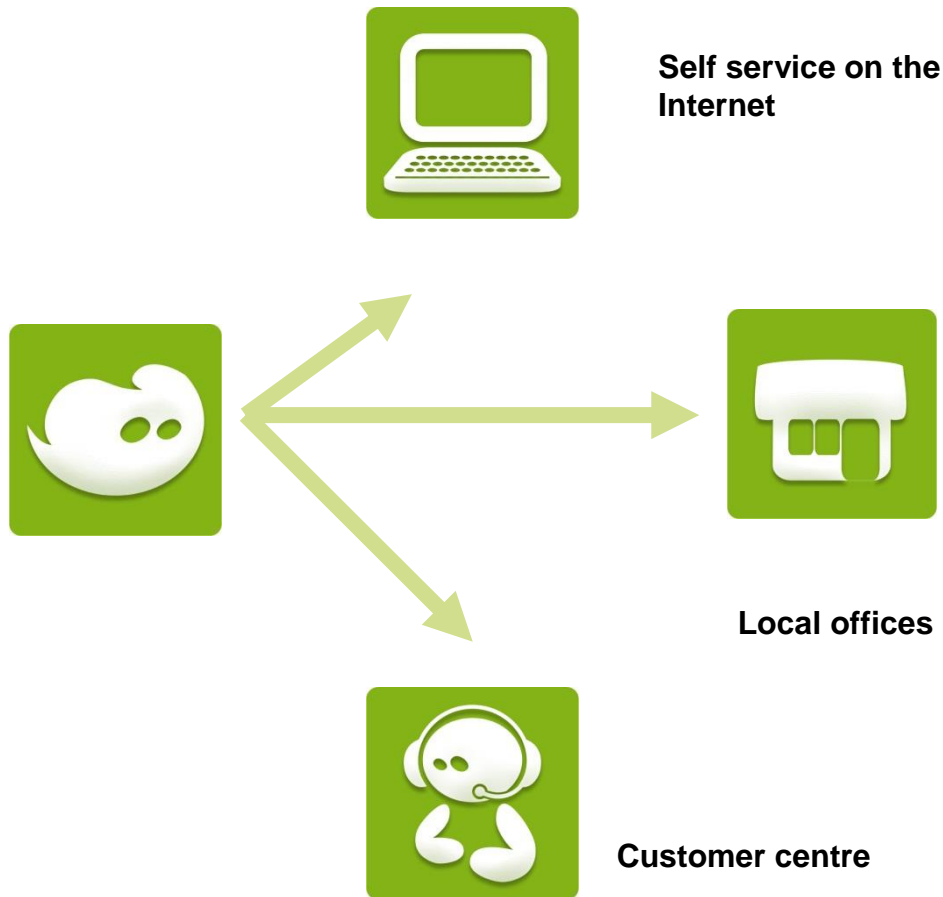
*Each Member State shall **designate one or more national contact points for cross-border healthcare** and communicate their names and contact details to the Commission. The Commission and the Member States shall make this information publicly available. Member States shall ensure that the national contact points consult with patient organizations, healthcare providers and healthcare insurers.*

Easy access to information

Article 6(5)

*The information referred to in this Article shall be **easily accessible** and shall be made **available by electronic means and in formats accessible to people with disabilities**, as appropriate.*

Swedish Social Insurance Agency informs patients in different ways



Nationellt Försäkringscenter

International center for customer relation in Visby

The screenshot shows the Forsäkringskassan website interface. At the top, there is a navigation bar with the logo and text 'Försäkringskassan'. To the right of the logo are links for 'Other languages', 'Statistik & analys', 'Teckenspråk', 'Anpassa', and 'Kontakt'. Below this is a search bar with the text 'Sök'. A secondary navigation bar contains tabs for 'Privatperson', 'Arbetsgivare', 'Tandvården', 'Sjukvården', 'Myndigheter & samarbetspartner', 'Press', and 'Om Försäkringskassan'. The date 'Fre 8 november 2013' is displayed on the right side of the page.

The main content area is titled 'Om du planerar vård utomlands'. It features three main sections:

- Söka sjukvård i EU/EES eller Schweiz samt Turkiet**: A section explaining that users can get reimbursement for planned care in EU/EES countries, Switzerland, and Turkey. It includes a link to 'Läs mer om att söka sjukvård i EU/EES eller Schweiz samt Turkiet'.
- Sjukvård utomlands för sjuka eller funktionsnedsatta barn**: A section for sick or disabled children, stating that international care can be a complement to Swedish care. It notes that a parent must accompany the child and participate in the treatment. It also mentions that reimbursement requires contact with the insurance company before traveling.
- Begäran om medgivande vid utlandsvistelse**: A section for applying for permission to travel abroad. It includes a form with the instruction 'Fyll i blanketten direkt och skicka in den elektroniskt (kräver inloggning)' and a 'Logga in' link.

On the right side, there is a 'Fråga Hanna' feature with a 3D avatar of a woman and a right-pointing arrow. Below it are links for 'Fråga Hanna', 'Talande webb', and 'Europeiska kommissionens information Sjukvård utomlands'.

At the bottom of the page, there is a link to a PDF document: '7430 Ansökan om tillfällig föräldrapenning under utlandsvistelse (pdf 53 kB, öppnar nytt fönster)'. Below this is another section titled 'Söka tandvård i EU/EES' with a brief explanation of reimbursement for dental care abroad.

The browser's address bar at the bottom shows the URL: 'forsakringskassan.se/wps/portal/privatpers/utomlands/.../L2dJQSEvUUt3QS80SmtFL1o2XzgyME1CQJFBMDhTMDgwSTIIUUVGOTJHVU43/'.

The screenshot shows a web browser window displaying the page www.socialstyrelsen.se/healthcare-visitors-sweden. The browser's address bar and tabs are visible at the top. The website header includes the Socialstyrelsen logo, a search bar, and navigation links for 'Listen SE Svenska NM National' and 'Other Languages'. A horizontal menu below the header contains 'Start / Healthcare-visitors-Sweden', 'Where to go for medical care in Sweden', 'About the Swedish healthcare system', and 'Healthcare complaints'. The main content area features a large blue banner with the title 'Healthcare for visitors to Sweden' and a photograph of people walking on a staircase. To the right of the banner is a 'Contact' section with the text 'Socialstyrelsen +46 (0)75 247 30 00' and an 'External links' section with a link to the European Commission. Below the banner, there are social media icons (Twitter, Facebook, LinkedIn, YouTube) and an RSS icon. The main text explains that the following web pages are for people who require healthcare in Sweden but are covered by social security insurance in an EEA country. It also states that as a visitor to Sweden, one is entitled to health and medical care on the same financial terms as Swedish residents, provided they show their European Health Insurance Card (EHIC). A bulleted list includes a link to the European Commission for more information about the EHIC card. The text concludes with 'Prior authorisation is sometimes required' and 'In some cases, prior authorisation is required before seeking medical care in Sweden. The National Social Security Agency in the country where...

Implementation of the Directive 2011/24/EU

The Swedish national law (2013:513) came into force on 1 October 2013.

Law 2013:513

The grounds for reimbursement:

- The treatment was given in another EEA country.
- The patient had Sweden as its Member State of affiliation at the time when the treatment was given (see also Article 20 of the BR).
- The treatment was given by a health professional (Directive 2005/36/EC).

Challenges

The patient has received a treatment which is not provided in Sweden.

- Reimbursement shall be granted if the treatment method is *”evidence based and in accordance with clinical practice”*.

Challenges

The patient has paid more for the treatment in the other EEA country.

- The level for reimbursement shall not be higher than the actual cost. The maximum amount of reimbursement is limited to the equivalent care costs in Sweden.

Challenges

The Swedish Social Insurance Agency makes the decision but the county council in which the patient is resident is liable for the costs.

- The decision is based on an opinion from the county council.
- The opinions are not always sufficient.
- A patient has the right to receive a decision within 90 days.

Thank you!

Elisabeth de Verdier

elisabeth.de.verdier@forsakringskassan.se

+46101120523

Maria Lidström

maria.t.lidstrom@forsakringskassan.se

+46706074111