



SOTSIAALMINISTEERIUM

National Contact Point in Estonia

Directive 2011/24/EU

Siiri Püvi


Ministry of Social Affairs

The National Contact Point

- Placed in Ministry of Social Affairs.
- Started at 21.10.2013
- Directive entered into force 25.10.2013
- www.kontaktpunkt.sm.ee, consultation and information by face to face or by phone.

Homepage

Kodu Uudised Sisukord Kontakt EST ENG RUS FIN ACCESSIBILITY



Piiriüleste tervishoiuteenuste riiklik kontaktpunkt

National Contact Point in cross border healthcare

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Welcome!

You have reached the website of cross-border health services contact point.

The task of the national contact point is to provide information to Estonian patients, primarily on covering the costs of planned cross-border health care services received in other EU member states.

The national contact point will also provide information to patients covered by health insurance in other EU states on the general rules on the provision of planned cross-border health care services in Estonia.

The national contact point also provides other related information for people who want to visit another EU member state to receive planned health care service.

The national contact point is administrated by the Ministry of Social Affairs and in the performance of its duties it collaborates with the Estonian Health Insurance Fund, the Health Board, the State Agency of Medicines and health care providers.

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Üles Prindi

Information on web page incl.

- Estonian health care system;
- patients rights and appealing system in Estonia;
- Estonian health care providers;
- treatment abroad;
- Reimbursement, edc.

Website visitor statistics

Külastajaid domeenis/riike					
Domeenid/Riigid		Lehekülgi	Tabamusi	Läbilase	
? Tundmatu	ip	18,085	61,571	774.28 MB	
🇪🇺 Estonia	ee	14,995	58,631	745.51 MB	
🌐 Network	net	4,664	8,035	133.54 MB	
🇹🇷 Turkey	tr	1,091	1,091	23.88 MB	
🌐 Commercial	com	571	1,380	21.00 MB	
🌐 Non-Profit Organizations	org	523	1,011	14.91 MB	
🇮🇹 Italy	it	516	1,353	20.01 MB	
🇪🇺 European country	eu	376	853	11.54 MB	
🇨🇳 China	cn	363	364	7.98 MB	
🇬🇧 United Kingdom	uk	348	842	8.81 MB	
🇫🇮 Finland	fi	317	3,866	42.47 MB	
🇵🇱 Poland	pl	271	1,055	11.34 MB	
🇷🇺 Russian Federation	ru	264	2,292	29.05 MB	
🇩🇪 Germany	de	200	1,053	13.15 MB	
🇺🇦 Ukraine	ua	177	759	10.96 MB	
🇱🇮 Lithuania	lt	113	692	7.15 MB	
🇯🇵 Japan	jp	98	98	1.56 MB	
🇧🇪 Belgium	be	82	977	8.64 MB	
🇱🇻 Latvia	lv	58	498	5.66 MB	
🇧🇷 Brazil	br	55	1,303	15.38 MB	
🇲🇩 Moldova	md	54	156	2.39 MB	
🇧🇬 Bulgaria	bg	35	452	5.13 MB	
🇳🇱 Netherlands	nl	34	492	5.40 MB	
🇪🇸 Spain	es	26	328	3.56 MB	
🇬🇷 Greece	gr	25	264	3.00 MB	
🇨🇭 Switzerland	ch	25	339	3.76 MB	
🇭🇺 Hungary	hu	25	303	3.25 MB	
🇫🇷 France	fr	25	222	2.45 MB	
🇰🇿 Kazakhstan	kz	22	338	3.95 MB	
🇸🇪 Sweden	se	21	357	3.99 MB	
🇹🇭 Thailand	th	19	51	771.56 KB	
? Tundmatu	adsl	15	15	381.09 KB	
🇰🇬 Kyrgyzstan	kg	15	211	2.19 MB	
🇸🇮 Slovenia	si	15	284	2.04 MB	

The National Contact Point

- Most of requests have been from EU Member States.
- National Contact Point is cooperating with Health Insurance Fund, Health Board, State Agency of Medicines and health care providers.

Before going to planned treatment under Directive **2011/24/EU**

- **Health insurance** in Estonia.
- **Referral**
- List of health services covered by **Health Insurance Fund (HIF)**
- **Price** covered by HIF

Reimbursement-how?

- **Application** to Health Insurance Fund
- Add all documents (invoice, documents proving payment, referral, health report).
- **Average** time for processing application is 2 weeks.

First 6 months in 2014

- 43 applications;
- 36 decisions;
- 28 positive and 8 negative decisions
- negative decisions were made because of missing required documents and/or health care service wasn't cover in Estonia (full coverage of patient).

First 6 months in 2014

- Top 3 MSs: Finland, Germany and Lithuania;
- Followed by Austria, France, Sweden, England, Spain, Belgium and Latvia.
- The total amount of covered applications were over 47 000 euros.

First 6 months in 2014

- Treatment services that were refunded:
- 21 operations;
- 13 consultations;
- 2 chemotherapy or radiation therapy, etc.

Statistics: foreigners who have had treatment in Estonia

In 2012 and 2013 :

- 103 different countries;

Top hospitals

- In 2012 -Tartu University Hospital (1800);
- In 2013 -East-Tallinn Central Hospital (3173).

2012 and 2013 patient visits

	2012		2013	
	Number of visits by foreigner citizens	%	Number of visits by foreigner citizens	%
Finland	2513	50,0	4618	50,9
Russia	944	18,8	1200	13,2
United Kingdom	212	4,2	386	4,3
Sweden	163	3,2	311	3,4
Germany	141	2,8	354	3,9
Latvia	191	3,8	209	2,3
Norway	92	1,8	221	2,4
Other EU countris	425	8,5	938	10,3
Other riigid	344	6,8	827	9,1

First quarter of year in 2012, 2013 and 2014

- Patients in 69 different countries, mostly neighbor countries.
- 2012 vs 2014 the proportion of Finnish patients visits from total foreigners visits have slightly decreased.

YEAR	Total visits	Foreigners Visits	Percentage (%)
2014 I kv	958 926	1 864	0,19
2013 I kv	683 762	1 637	0,24

Patients visits on first quarter in 2012, 2013 and 2014

	2012 I kv		2013 I kv		2014 I kv	
	Number of visits	%	Number of visits	%	Number of visits	%
Finland	644	54,3	898	53,2	975	50,9
Russia	193	16,3	252	14,9	382	19,9
Latvia	43	3,6	51	3,0	74	3,9
Other EU countris	193	16,3	287	17,0	260	13,6
Other countris	114	9,6	199	11,8	224	11,7

Conclusions

- Estonian citizens are using the opportunity to get treatment in another EU country.
- Its a good chance for Estonians who have Estonian health insurance but who work in other MS.
- Border area people (like Valga/Valka).

Conclusions

- Expectations for patient organisations – sharing information, cooperation.

NCP vision –

- sharing high quality information;
- help patients to get high quality health care in other EU countries (information).

Thank you !

Any questions?