



# General Provisions Regarding Medical Services Provided to Foreign Patients

**To be approved by:**

**DIRECTOR OF UMBERTO 1ST HOSPITAL FACILITY**

**Dr. Giuseppe DE FILIPPIS** \_\_\_\_\_

**Date:** \_\_\_\_\_

**CHIEF ADMINISTRATIVE OFFICE**

**Chiara SERPIERI** \_\_\_\_\_

**Date :** \_\_\_\_\_

## CONTENTS

CONTENTS .....	2
1. TITLE .....	4
1.1 CONCISE DESCRIPTION .....	4
1.2 DEFINITIONS .....	4
2. MANAGERS .....	5
3. AMENDMENTS OF THE PREVIOUS REVISIONS .....	5
4. OBJECTIVES.....	5
5. FIELD OF APPLICATION .....	5
6. RIGHTS TO MEDICAL ASSISTANCE.....	6
6.1 LEGAL ALIENS belonging to a European Union member state .....	6
6.2 LEGAL ALIENS not belonging to a European Union member state.....	7
6.3 ILLEGAL ALIENS belonging to a European Union member state, WITHOUT EHIC, INDIGENT, WITHOUT the right to stay permit, WITHOUT meeting the requirements for the SSR registration [ENI] .....	8
6.4 ILLEGAL ALIENS not belonging to a European Union member state [STP] .....	9
7. ACTIVITY ORGANIZATION .....	9
7.1 HOSPITAL CONTACT POINT .....	9
7.2 HOSPITAL RATING POINT .....	11
7.3 HOSPITAL BILLING POINT .....	11
7.4 MEDICAL PERSONNEL .....	12
7.5 WELFARE SERVICE/HOSPITAL NUCLEUS FOR THE CONTINUITY OF THE MEDICAL ASSISTANCE/ RECEPTION AND ASSISTANCE SERVICE.....	13
7.6 HOSPITAL'S SPECIFIC COMMUNICATION CHANNEL.....	13
7.7 RATINGS.....	13

8.	THE SEQUENCE OF THE ACTIVITIES .....	14
8.1	HOSPITAL CONTACT POINT .....	14
8.2	HOSPITAL RATING POINT .....	17
8.3	HOSPITAL BILLING POINT .....	20
9.	SPECIFIC CASES .....	20
9.1	PATIENT ASKING THE VISA/STAY PERMIT for medical treatment.....	20
9.2	PATIENT FOR WHOM THE ENI/STP CODE MUST BE REQUESTED .....	23
9.3	OUT-PATIENT CLINIC SERVICES OR HOSPITALISATION SERVICES FOR STP/ENI CODE PATIENTS .....	23
9.4	EMERGENCY ADMISSION of PATIENTS possessing PRIVATE INSURANCE POLICIES .....	25
10.	RESPONSIBILITY.....	26
11.	RELATED DOCUMENTS.....	26
12.	DISSEMINATION.....	27
	ANNEXE 1: SUMMARY OF REGULATIONS REGARDING MEDICAL ASSISTANCE FOR FOREIGN PATIENTS IN ITALY.....	27
	ANNEXE 2: SUMMARY OF THE MAIN CATEGORIES OF RIGHT TO MEDICAL ASSITANCE, FOR INSIDE USE.....	39
	ANNEXE 3: FORMS RELATED TO THE GENERAL PROVISIONS .....	39



## 1. TITLE

Administrative management provisions regarding medical services provided to foreign patients.

### 1.1 CONCISE DESCRIPTION

These provisions describe the methods adopted by the Hospital, in accordance to the law in force regarding immigration, for the recoupment of the costs sustain by the Hospital by providing medical services to foreign patients.

### 1.2 DEFINITIONS

⇒ **Illegal alien:**

foreign citizen present in Italy *unlawfully* or without the country's authorization.

⇒ **Legal alien belonging to a EU member state:**

foreign citizen belonging to a EU member state *legally permitted* to remain in Italy.

⇒ **Legal alien not belonging to a EU member state:**

foreign citizen not belonging to a EU member *legally permitted* to remain in Italy.

⇒ **Emergency care/Urgent treatments:**

medical care which cannot be delayed without endangering the life of the citizen.

⇒ **Necessary care:**

medical assistance, diagnosis and therapies, relative to a pathology which is not life threatening at the moment and in the near future, but which, in time, could worsen the health or endanger the life of the citizen (complications, chronicity or deterioration).

⇒ **Continuity of emergency care/ urgent treatments and necessary care:**

guaranteeing to patients the complete therapeutic-rehabilitative cycle regarding the possible solution to the morbid event.



**Services guaranteed under any circumstance:**

- pregnancy and maternity social security;
- minors healthcare safeguard;
- vaccination, according the law in force regarding the collective prevention campaigns authorised by the Regions;
- international prophylaxis interventions;
- prophylaxis, diagnosis and treatments of infectious diseases.

## **2. MANAGERS**

The Administrative Management and the Operating Management of *A.O. Ordine Mauriziano di Torino*.

## **3. AMENDMENTS OF THE PREVIOUS REVISIONS**

This is a first revision, intended to implement the European Directive 2011-24 and to provide operating instructions for the hospital's administrative and medical personnel regarding the reception and management of foreign patients.

## **4. Objectives**

- ✓ To accurately describe and record the services offered to foreign patients regarding their “status”, as provided for by the regional and company regulations.
- ✓ To guarantee administrative transparency for foreign patients, even before the medical services were provided.

## **5. FIELD OF APPLICATION**

These regulations are to be applied in all departments of the Hospital's Facility.



## 6. RIGHTS TO MEDICAL ASSISTANCE

According to the law in force and in relation to the liabilities of the rights to medical assistance, it is in the interest and in the care of the patient to represent in a truthful and complete way his/her own situation. Regarding the administrative and accounting issues, subsequent to the medical assistance, five macro-typologies of aliens are identified, which will be successively synthesized. Nevertheless, for each typology described and for all their specificities, even those not included in the following, reference will be made to the law in force.

### 6.1 LEGAL ALIENS belonging to a European Union member state

The European Union citizens temporarily staying in Italy, have the right to the same level of medical assistance as the Italians registered at the Italian Regional Health Service (*Servizio Sanitario Regionale* – SSR). To sum up, different methods of medical assistance are provided for:

- by presenting the SSR (compulsory or voluntary) registration certificate: guarantees the access to all healthcare services (urgent and planned) under the same conditions as for Italian citizens (co-payment fee might be requested, possible exemptions for specific pathologies);
- by presenting the EHIC (European Health Insurance Card – or its provisional replacement certificate): guarantees the access to emergency care and out-patients clinic services under the same conditions as for Italian citizens (co-payment fee might be requested). More specifically, we are talking about necessary care, in relation to the stay period and the patient's health condition. The assistance is direct and the cost of the healthcare services provided will be regulated between the European States. EHIC is subject to the payment of the co-payment fee (ticket), that remains at the patient's expenses, and no exemptions for specific pathologies/income are available;
- by presenting the EHIC and the ASL (*Azienda Sanitaria Locale* - Local Health Authority) certificate, released on the basis of the E112/S2 healthcare certificate: guarantees the access to high cost planned cares and hospitalisation under the same conditions as for Italian citizens (co-payment fee might be requested). The assistance is direct and the cost of the medical services provided will be regulated between the European States;
- by presenting the EHIC and an ASL certificate, released on the basis of the S1 healthcare certificate (according to the Regulations (EC) No. 883/2004, No. 987/2009 and No. 989/2009): guarantees the access to all medical services (urgent and planned) under the same



conditions as for Italian citizens (co-payment fee might be requested, possible exemptions for specific pathologies). The assistance is direct and the cost of the medical services provided will be regulated between the European States;

- by presenting or not the EHIC, but appealing to the European Directive 2011/24: guarantees the access to all necessary healthcare services (urgent and planned) according to the clinical requirements individuated by a doctor. The assistance is indirect and the cost of the healthcare services will be covered by the patients, who will request the refund to his/her National Healthcare Institution [each European State defines its own refund procedure and the possible prior authorizations];
- by presenting a private healthcare insurance policy: guarantees the access to all necessary healthcare services (urgent and planned) according to the clinical requirements individuated by a doctor. The costs of the medical assistance, in presence of the letter of guarantee of payment of the insurance institution, will be covered by the latter, whilst, in absence of the letter of guarantee of payment of the insurance institution, it will be at the patient's expenses (in case of urgent care, the patient will receive the invoice at his/her discharge, whilst, in case of planned care, the patient will have to anticipate the entire cost of the requested medical service) and it will be his/her duty to request the refund to his/her insurance institution;
- in absence of EHIC or of its provisional replacement certificate or of an ASL certificate or of the letter of guarantee of payment of healthcare services' costs of an insurance institution: guarantees the access to all necessary healthcare services (urgent and planned) according to the clinical requirements individuated by a doctor. The costs of the medical assistance will be covered by the patient at his/her discharge in case of urgent care, and in case of planned care he/she will have to anticipate the entire cost of the requested medical services.

## ***6.2 LEGAL ALIENS not belonging to a European Union member state***

The European Union citizens temporarily staying in Italy, have the right to the same level of healthcare services as the Italians registered at the Italian Regional Health Service (SSR). To sum up, different methods of healthcare services are provided for:

- by presenting the SSR (compulsory or voluntary) registration certificate: guarantees the access to all medical services (urgent and planned) under the same conditions as for Italian citizens (co-payment fee might be requested, possible exemptions for specific pathologies);
- by presenting the ASL certificate, released on the basis of international agreements between Italy and the patient's state of affiliation for medical services access: guarantees the access to



necessary cares and provided for by the international agreement, under the same conditions as for Italian citizens (co-payment fee might be requested). The assistance is direct and the cost of the medical services provided will be regulated between the States. The states with which, at the moment of editing this regulation, Italy has signed healthcare international agreements are: Argentina, Australia, Brazil, Monaco, Macedonia, Montenegro, Serbia, San Marino, Tunis;

- in absence of SSR (compulsory or voluntary) registration certificate or of an ASL certificate: foreign citizens not belonging to a EU member state *legally permitted* to remain in Italy (not for reasons of work, study or treatment and therefore for tourism) for a period < 3 months cannot register at SSR. The costs for the urgent and planned medical assistance will be covered directly by the patient (in case of urgent care, the patient will receive the invoice at his/her discharge, whilst, in case of planned care, the patient will have to anticipate the entire cost of the requested medical service). In this typology are included citizens from the non-EU states with free access to the Schengen Area (e.g. Albania, Moldavia, etc.) and citizens from non-EU states who can access the Schengen Area with a tourist visa or a short stay permit;
- by presenting a private insurance policy: guarantees the access to all necessary healthcare services (urgent and planned) according to the clinical requirements individuated by a doctor. The cost of the medical assistance, in presence of the letter of guarantee of payment of the insurance institution, will be covered by the latter, whilst, in absence of the letter of guarantee of payment of the insurance institution, it will be at the patient's expenses (in case of urgent care, the patient will receive the invoice at his/her discharge, whilst, in case of planned care, the patient will have to anticipate the entire cost of the requested medical service) and it will be his/her duty to request the refund to his/her insurance institution;
- by presenting a visa or a stay permit for medical treatment: according to art. 36 of the Italian immigration law, presenting such documents guarantees the access to the medical care for which the visa or the stay permit has been granted. The cost of the assistance will be covered by the patient (anticipating 30% of the cost) and the procedure is subject to prior authorisation.

### ***6.3 ILLEGAL ALIENS belonging to a European Union member state, WITHOUT EHIC, INDIGENT, WITHOUT the right to stay permit, WITHOUT meeting the requirements for the SSR registration [ENI]***

Aliens belonging to a European Union member state, who have been present in Italy for more than 3 months, who do not possess an EHIC, are indigent, do not have a certificate attesting the



right to stay permit and do not have the requirements for the SSR registration, have the right to access urgent care or, however, necessary care for sickness and accidents at work. It is guaranteed the safeguard of maternity, of minors, the vaccination, the prophylaxis, the treatment of infectious diseases, and the care for drug-addicted persons. For these citizens, it can be requested the release of the ENI (Europeo Non Iscritto – Not registered European) code, which does not exempt from the co-payment fee (except for specific indication of the ISI Centre doctor: exemption X01). The ENI code has a validity of 6 months and can be renewed.

#### ***6.4 ILLEGAL ALIENS not belonging to a European Union member state [STP]***

Aliens not belonging to a European Union member state, who do not have a certificate attesting the right to a stay permit and/or visa, and who are indigent, have the right to access urgent care or, nevertheless, necessary care for sickness and accidents at work. It is guaranteed the safeguard of maternity, of minors, the vaccination, the prophylaxis, the treatment of infectious diseases, and the care for drug-addicted persons. For these citizens, it can be requested the release of the STP (Straniero Temporaneamente Presente – Temporarily Present Foreigner) code, which does not exempt from the co-payment fee (except for specific indication of the ISI Centre doctor: exemption X01). The STP code has a validity of 6 months and can be renewed.

## **7. ACTIVITY ORGANIZATION**

### ***7.1 HOSPITAL CONTACT POINT***

The Hospital Contact Point is the interface between the hospital and foreign patients, their relatives or sureties or their insurers, who request medical treatment at *A.O. Ordine Mauriziano di Torino* Hospital.

In details, the Hospital Contact Point, is in charge for:

#### **7.1.a in case of pre-scheduled services, the relation with the patient/patient's relatives/sureties/insurance institutions before the arrival of the patient at the Hospital:**

it provides information about the access to medical care, based on the rights to medical



assistance of the single patients, it indicates necessary documents and propaedeutic authorizations for medical services/hospitalisation; it follows the inquiry of planned admissions, collecting personal data, informing the reference medical personnel and the Hospital Rating Point for the issuing of the estimate. All information regarding orientation/reception, medical documentation and personal data to be presented and the bureaucratic steps will be provided to all patients by the hospital's Customer Care Department operators;

**7.1.b relation with the patient/patient's relatives at the patient's arrival in the hospital or during his/her stay (for planned and emergency admissions):** it collects and verifies patients' personal data and rights to medical assistance; in case of planned admissions, it checks that payments have been lodged; it is responsible for the reception of patients and, in case of emergency admissions, it sends the patient's personal data and medical records to the Hospital Rating Point; when a patient meeting STP/ENI code requirements arrives at the hospital, it provides all necessary documents (see point 9.2). It promptly provides the correct information to patients arrived in emergency regime; it hands in invoices to patients. These duties will be fulfilled by the hospital's administrative staff. The Administrative Staff, Concierge and Front Desk Office is to consider as the process manager and will work in coordination with the Economic and Financial Division to verify the correct lodgement of payments and to update the database of foreign inpatients that have received medical assistance in the hospital.

**7.1.c relation with the patient/relatives after medical treatment has been provided (for programmed admissions and those in emergency):** when necessary, it offers information and clarifications to patients that have received invoices and have difficulties in understanding them. These aspects are dealt by the Customer Care Department following the ordinary complaint handling procedures, except when the claims regard aspects which do not belong to the medical field, but related to the current procedure. In this case, the formal answers will be undersigned by the hospital's Chief Administrative Officer.

The Hospital Contact Point can be reached via telephone at +39 011 5082030, +39 011 5082879, +39 011 5082345; Fax number +39 011 5082502; email: [assistenzastranieri@mauriziano.i](mailto:assistenzastranieri@mauriziano.i)

The Hospital Contact Point also edits a web page, where information regarding medical assistance for foreign patients at the *A.O. Ordine Mauriziano di Torino*, written in Italian, English and French, are constantly updated, and where hyper-links to National and Regional Contact Points can be found.



## **7.2 HOSPITAL RATING POINT**

The Hospital Rating Point is the area where the costs of medical assistance for paying foreign patients are calculated on the basis of specific indications of the hospital and the quantification of the performed services.

In details, the Hospital Rating Point is in charge of:

- a) defining the costs for medical services provided, according to the Hospital's directions and the codes of the medical services (diagnosis/interventions/procedures) performed or to be performed, which the doctors will communicate;
- b) transmitting the estimate to demandants, along with all information necessary to proceed with anticipated payment, and for information, to the Hospital Contact Point;
- c) transmitting the authorisation for scheduling the admission to the head of the ward where the hospitalisation will take place, and for information, to the e-mail address [assistenzastranieri@mauriziano.it](mailto:assistenzastranieri@mauriziano.it);
- d) requesting the issuing of the invoices to the Economic and Financial Division;
- e) transmitting the refund requests to the ASL/Prefecture, according to each case, and of supervising the connection between the institutions;
- f) verifying the rights to medical assistance of outlier/complex foreign patients, by consulting the available databases (AURA, MEF, ISI) and, if necessary, by consulting with the ASL and other involved institutions.

## **7.3 HOSPITAL BILLING POINT**

The Hospital Billing Point is the area where invoices are defined and, in the *A.O. Ordine Mauriziano di Torino* Hospital, corresponds to the Economic and Financial Division.

In details, the Hospital Billing Point is in charge of:

- a) indicating the different methods of payment for the foreign patients;
- b) proceeding with the invoice issuing, according to the directions received from the Hospital Rating Point;
- c) sending the invoice to recipients who did not withdraw or received it in person;
- d) communicating to the Hospital Contact Point if an invoice is paid, so as to maintain updated the relative situation;
- e) communicating to General Affairs and Communications Division if an invoice is not paid, so as to proceed with the debt collection procedure.



## 7.4 MEDICAL PERSONNEL

The medical personnel exercises peculiar functions and activities, providing diagnosis, treatment and rehabilitation services needed by the patient. In particular, it always provides emergency or necessary care, without any kind of gender, age, nationality or religious discrimination. The medical personnel knows and respects the laws in force regarding the rights to medical assistance, offering the required relative information to the patient.

The medical personnel provides, for foreign patients too, the usual diagnostic-therapeutic services, to be performed in the most appropriate and congruent regime according to the patient's medical condition and to the national, regional and hospital's regulations in force (ordinary and day hospitalisation, and out-patient clinic regime).

The medical personnel gives information regarding the emergency admission of the foreign patient to the hospital divisions in charge of the management of the administrative procedures relative to the assistance of foreign patients, by means of an e-mail to the address [assistenzastranieri@mauriziano.it](mailto:assistenzastranieri@mauriziano.it).

For planned care (out-patient clinic and hospitalisation services), the medical personnel verifies in advance the rights to medical assistance of the demandants by asking the pre-arranged hospital divisions to check whether the foreign patient's status by means of an e-mail to the address [assistenzastranieri@mauriziano.it](mailto:assistenzastranieri@mauriziano.it).

For planned hospitalisations on the foreign patient's expenses, the medical personnel will transmit to the hospital pre-arranged divisions information regarding the alleged diagnosis and intervention/procedures, as well as the possible use of expensive drugs/devices/prosthesis, by filling-in the *Formulazione del preventivo costi (Defining the costs estimate)* form (see annexe no. 3). The medical personnel will proceed with the final scheduling of the admission only after receiving the specific authorisation from the Hospital Rating Point.

For emergency hospitalisations on the foreign patient's expenses, the medical personnel will transmit to the Hospital Rating Point information regarding the alleged diagnosis and intervention/procedures, as well as the possible use of expensive drugs/devices/prosthesis, by filling-in the *Formulazione del preventivo costi (Defining the costs estimate)* form (see annexe no. 3).

The definition of the diagnosis and intervention/procedure codes is in accordance to the national, regional and hospital's regulations applied when defining the codes present in the Hospital discharge report [2014 Regione Piemonte's Guidelines regarding Hospital discharge reports].



## ***7.5 WELFARE SERVICE/HOSPITAL NUCLEUS FOR THE CONTINUITY OF THE MEDICAL ASSISTANCE/ RECEPTION AND ASSISTANCE SERVICE***

The Welfare Service, the Hospital Nucleus for the Continuity of the Medical Assistance and the Reception and Assistance Service, in their peculiar field of social support, ease of discharge and reception of the oncology patient of the *A.O. Ordine Mauriziano di Torino* Hospital, performed their activities in favour of foreign patients too. In such cases, they contribute to the checking of the rights to medical assistance, interfacing with the other pre-arranged divisions (contact point and rating point).

## ***7.6 HOSPITAL'S SPECIFIC COMMUNICATION CHANNEL***

The electronic address [assistenzastranieri@mauriziano.it](mailto:assistenzastranieri@mauriziano.it) is the only interface to be used when dealing with foreign patients, for whom the present provisions are to be applied. The Hospital Contact Point's operators are authorised to use this e-mail address (Customer Care Department, Administrative Staff, Concierge and Front Desk Office, departments' reporting administrative personnel, rating point, Financial and Economic Division, General Affairs and Communications Division, Administrative Management, Operating Management). It has been agreed that all intern communication between different offices will carry as subject the foreign patient's surname in caps and his/her residence/citizenship status in small caps. *E.g. REDSTREWOU – Latvia.*

## ***7.7 RATINGS***

For defining the estimate, the regional pricing plan is applied. For out-patient clinic services, reference is made to the full price of the performed service, as provided for by the “*Nomenclature Ambulatoriale Regionale*” (the Regional Out-Patient Clinic Nomenclature) in force at the moment of the service's performing. For hospitalisation services, it has been adopted the classification ICD-9-CM, used since 2009 over the national territory, and the successive versions that might be defined in time at national and regional level. If during the hospitalisation period, expensive drugs, devices or apparatuses are to be used, the overall cost of the hospitalisation will comprise the pricing derived from the DRG + the cost of the expensive drugs, devices, apparatuses used.



## 8. THE SEQUENCE OF THE ACTIVITIES

### 8.1 HOSPITAL CONTACT POINT

#### 8.1.1 Collection and control of identity documents and right to medical assistance:

It is compulsory to check the personal data of all patients and to photocopy their identity documents and right to medical assistance, which, in case of hospitalisation, must be put in the patient's medical file.

**In case of foreign patients with a stay permit, the following documents must be photocopied:**

- Identity document or other valid document (back and front);
- EHIC or its provisional replacement certificate (back and front);
- Italian health insurance card indicating the name of the general practitioner.

**In case of foreign patients without a stay permit, the following documents must be photocopied:**

- Identity document or other valid document from the affiliation state (back and front);
- Passport – all stamped pages;
- Possible health insurance card from the affiliation state, or the EHIC or the Italian health insurance card indicating the name of the general practitioner and the expiring date;
- Possible Italian stay permit;
- Possible certificate of right to medical assistance, released by the ASL where the foreigner is domiciled.

**In case of illegal aliens, the following documents must be photocopied:**

- Identity document or other valid document from the affiliation state (back and front);
- Passport – all stamped pages;
- Possible STP/ENI code (if the patients is in possession of one), checking the expiring date. If the patient does not possess a STP/ENI code, but does meet all requirements for its release, the entire documentation for the STP/ENI code release must be collected (see 9.2).



## RECOMMENDATIONS:

- a) It is the citizen who must prove to have the right to medical assistance in Italy and, therefore, who must collaborate in the presenting all documents attesting his/her rights;
- b) Many identity documents from foreign countries (ID cards or passports) do not contain the patient's complete personal data and, therefore, it is necessary to collect them, by compiling a self-certification form (at least the place and date of birth, and the place and address of residence);
- c) It is necessary to pay particular attention to the validity of the documents possessed by the patient, particularly in the case of stay permits, ASL certificates, health insurance cards, STP/ENI codes;
- d) It is possible to check the correspondence of the patient's personal data and his/her rights to medical assistance in the AURA and MEF databases and the STP/ENI code validity in the ISI database;
- e) Possessing a fiscal code does not indicate: the SSN registration, the residence in Italy, the possession of an identity document, but it is compulsory for the SSN registration procedure.

### 8.1.2 The patient's reception:

Proceeding with the patient's reception, paying attention when introducing the personal data in the system.

In case of EU aliens resident in Italy, please insert in the relative fields all the data present in the EHIC released by the affiliation state. In case the patient does not possess one, please click the relative field.

In case of out-patient clinic services, the referral letter must be transmitted to the Hospital Rating Point, from where it will be transmitted to the competent institution. In case of out-patient clinic services provided to a paying patient, the adjustment of the computer system is in progress, so that it will be possible to release a document for the payment of the medical services provided.

In case of hospitalisation, please record the personal data on the basis of the documents presented by the patient. In case these documents are incomplete, please update the personal data recorded when possible.

In case of illegal and indigent aliens, please check if the patient is in possession of the STP code, photocopy the STP code release document, check its validity and record its number in the personal data section.



## RECOMMENDATIONS:

- a) The residence is not the domicile;
- b) In case of patients without a residence or domicile, it is not correct to indicate the residence in *Via casa Comunale*, as this address is a specific residence assigned only by the Commune of Turin. In absence of residence or domicile, shortly adequate indications will be available, as consequence of the adjustments of the computer system;
- c) The personal data section must be filled in and/or modified only if in possession of the patient's documents and not on verbal statements, especially as far as the residence is concerned;
- d) The pink referral letters contain the numbers of the EHIC on their back;
- e) In case of particularly complex situations, the Hospital Rating Point is available for discussion, by transmitting the collected documentation;
- f) A patient with the AURA certificate in Babele might NOT have the right to medical assistance (it is necessary to check the AURA database or the patient's documents).

### 8.1.3 Hospital Admission and Pre-admission:

According to the patient's affiliation state and the documents in their possession, the procedure for each patient follow the subsequent paths:

- patient regularly registered at SSN and/or SSR: no further procedures are needed. The medical report is to be sent to the Medical Files Office;
- patient possessing EHIC: the Hospital Rating Point must be informed of the patient's admission and successive discharge; a copy of the identity documents and rights to medical assistance (EHIC, ASL certificate, etc.) must be transmitted. The medical report is to be sent to the Medical Files Office;
- patient possessing a tourist visa/stay permit or without an ASL certificate/EHIC/ (compulsory or voluntary) SSR registration: in case of emergency admission, the patient must be informed that emergency care provided is subject to payment. A copy of the patient's documents and the list of the diagnosis and medical procedure codes (defined by the doctor in charge) must be transmitted to the Hospital Rating Point in order to define the hospitalisation cost. At the patient's discharge, the invoice must be handed in, in closed envelope, for the payment of the medical services performed, asking the patient to sign a receipt (see in annex 3 the relative form). The patient must be asked to proceed with the payment of the invoice. If the patient does not accept the invoice, it must be written down on the envelope which will be transmitted to the Economic and Financial Division in order for the request payment letter and the invoice to be sent to the patient's residence.



- paying patient with a visa or stay permit for medical treatment, with a planned medical care: before the patient's discharge, the list of the diagnosis/medical procedure codes (defined by the doctor in charge) must be transmitted to the Hospital Rating Point in order to check the cost of the hospitalisation. In case an integrative invoice is required, it must be handed in, in closed envelope, for the payment of the medical services performed, asking the patient to sign a receipt (see in annex 3 the relative form). The patient must be asked to proceed with the payment of the invoice. If the patient does not accept the invoice, it must be written down on the envelope which will be transmitted to the Economic and Financial Division in order for the request payment letter and the invoice to be sent to the patient's residence.
- illegal and indigent patient possessing a STP/ENI code: a copy of the patient's documents must be transmitted to the Hospital Rating Point and the successive procedure for the transmission of the documentation to the Prefecture must be followed (see further);
- illegal and indigent patient without the STP/ENI code, but meeting all requirements for its request: a copy of the patient's documents and the relative forms for the STP/ENI code request must be transmitted to the Hospital Rating Point (see further).

## 8.2 HOSPITAL RATING POINT

### 8.2.1 Defining the estimate and/or the patient's bill

If the patient has to pay the medical services performed during his/her (emergency or planned) hospitalisation, the Hospital Rating Point will define an estimate or request the issuing of the invoice, on the basis of the diagnosis and medical procedure codes defined by the doctor in charge and communicated by filling-in the *Formulazione del preventivo costi (Defining the costs estimate)* form. The doctor in charge will also communicate the use of expensive drugs, devices and prosthesis. The diagnosis and medical procedure codes will be used to define the resulting DRG, using the ICD9CM system, provided for the ordinary accounting of hospitalisation costs. The cost of the drugs, devices and prosthesis will be requested to the Pharmacy and/or Management Control Division. The estimate or the invoice issuing request will include the DRG values and the cost of the expensive drugs, devices and prosthesis used or which will be used.

The specific codes and ratings provided for by the regional pricing plan, applying the full rating, will be used for accounting the out-patient clinic services or the Accident and Emergency Department services.



## 8.2.2 Transmitting the estimate

If an estimate is defined, it will be transmitted to the demandand (and for information to the Hospital Rating Point), using the e-mail address [assistenzastranieri@mauriziano.it](mailto:assistenzastranieri@mauriziano.it). The estimate will specify that there is the possibility that the overall cost might be different (according to the medical assistance actually provided and the patient's medical necessity), that 30% of the estimated cost must be paid before the admission, as well as information regarding possible paying methods and that the payment receipt must be handed in to the Hospital Rating Point 10 days before the scheduled admission.

When handing in the estimate, it must be specified that the estimated cost does not comprise bank charges (in annex no 3 – the *Estimate of cost conveyance form*).

## 8.2.3 Release of authorisation to scheduling the planned admission

Once in possession of the payment receipt of the planned admission, the scheduling of the medical procedure and the effective admission will be authorised by the director of the clinical department where the patient is to be hospitalised. It will be the duty of the clinical department's director to request the drugs/devices/prosthesis supplies needed from the hospital offices. The Hospital Rating Point and Billing Point must be informed of these requests.

## 8.2.4 Request of invoice issuing

In case it is requested the issuing of the invoice, the document, along with the patient's personal data, the address (when available) and the fiscal code (when available), will be transmitted to the Economic and Financial Division.

Some cases may be defined:

- planned admission: the doctor in charge will communicate to the Hospital Rating Point the estimated date of discharge and will confirm or modify the diagnosis/medical procedure codes and the expensive drugs/devices/prosthesis actually used during the hospitalisation. If the overall cost will differ from the estimate, the patient will be promptly informed that he/she must cover the difference at his/her discharge. Therefore, the issuing of the invoice will be requested to the Economic and Financial Division.
- emergency admission: the doctor in charge will communicate to the Hospital Rating Point the alleged date of discharge and will indicate the diagnosis/medical procedure codes and the expensive drugs/devices/prosthesis used during the hospitalisation.



Therefore, the issuing of the invoice will be requested, and it will be handed in before the patient's discharge.

### **RECOMMENDATIONS:**

In such circumstances the definition of the patient's account is an urgent step, especially for admissions not planned. All subjects implicated must promptly communicate the patient's alleged date of discharge (by the doctor in charge), the diagnosis/medical procedure codes and possible use of expensive drugs/devices/prosthesis (by the doctor in charge), the cost of expensive drugs/devices/prosthesis (by the Pharmacy and/or Management Control Division), and the issuing of the invoice (by the Economic and Financial Division).

### **8.2.5 Transmission of the refund requests to ASL/Prefecture, according to each case, supervising the connection between the institutions**

For patients for whom it is available the refund of the medical services costs in direct form between the states (the EU citizens presenting the EHIC to whom are provided emergency care or out-patient clinic services, citizens belonging to states with which an international healthcare agreement exists, and are in possess of the relative documents) it will be the Hospital Rating Point's duty to send to ASL TO1 the required documentation in order to start the refund procedure.

A copy of the patient's identity document, a photocopy of the EHIC (for EU citizens) or the ASL certificate (citizens from a state with which exists a healthcare agreement) and the referral brought by the patient must be sent to the Hospital Rating Point.

For patients presenting the STP code, the refund request is to be sent to the Prefecture. The Hospital Rating Point must send the documentation (see annexed forms) relative to the emergency or necessary medical services performed.

To the Hospital Rating Point must be send the copy of the patient's document, of the valid STP card, while, if the patient did have an emergency access to the hospital, the doctor in charge will have to give a statement of the necessity of the medical services provided.

### **RECOMMENDATIONS:**

In this case, also, it is required the communication of the expensive drugs/devices/prosthesis used (by the doctor in charge) and of the relative costs (by the Pharmacy and/or Management Control Division).



## **8.2.6 Checking the right to medical assistance of outlier/complex aliens, by consulting the available databases (AURA, MEF, ISI) and possibly the ASL and other implicated institutions**

When complex – or difficult to define – cases of medical assistance right occur, the Hospital Rating Point offers support to the Hospital Contact Point, by consulting the databases at its disposal and by consulting other regional or ASL offices, or other hospitals, experienced in the matter.

## **8.3 HOSPITAL BILLING POINT**

With regard to the activities described at 7.3, the Economic and Financial Division acts according to the regulation in force.

More specifically, the Economic and Financial Division is in charge of:

- a) indicating the different methods of payment for the foreign patients (if necessary and on demand and for specific cases, it identifies the methods of payment arranged by instalments for unplanned hospitalisations);
- b) proceeding with the invoice issuing, according to the directions received from the Hospital Rating Point;
- c) sending the invoice to recipients who did not withdraw or receive it in person;
- d) communicating to the Hospital Contact Point if an invoice is paid, so as to maintain updated the relative situation;
- e) communicating to General Affairs and Communications Division if an invoice is not paid, so as to proceed with the debt collection procedure.

## **9. SPECIFIC CASES**

### ***9.1 PATIENT ASKING THE VISA/STAY PERMIT for medical treatment***

Art. No. 36 of the Italian law 286/98 provides for Italian stay permits for medical treatment for aliens belonging to non-EU states where medical-specialist competences for the treatment of certain pathologies does not exist, or are hard to reach. This type of permit does not give the right to SSN registration, except for those released for pregnant women.



Aliens who intend to request (directly or with the help of a relative/acquaintance) treatment in Italy, must be directed or put into contact with the Hospital Contact Point, through the e-mail address [assistenzastranieri@mauriziano.it](mailto:assistenzastranieri@mauriziano.it). They will provide all information regarding the case and will receive help, if needed, when proceeding with the administrative procedures related to the admission.

Aliens who intend to get treatment in Italy must have a specific stay permit for medical treatment. The documentation necessary to obtain the visa will be presented by the surety or the patient to the Italian Embassy or Consulate from the patient's affiliation state and then to the Central Police Station.

The documentation necessary is the following: medical statement indicating the period of treatment; the alleged diagnosis and the available data for the patient's reception; payment receipt of a minimum 30% of the estimated costs; signed statement for the patient's and his/her attendant's maintenance and for the coverage of there and back travel expenses; authorisation for treatment signed by the Hospital's Executive Officer.

Before sending it, the documentation must be undersigned by a doctor from the Hospital Facility Management, whose signature must have been legalised by the Prefecture of Turin (according to Italian Republic President's Decree no. 445 of 28.12.2000, art. 30 as amended, and by signing with blue ink).

The Hospital Contact Point asks:

- from the patient: a copy of his/her identity document and his/her contacts in Italy (e.g. surety) and in his/her affiliation state, as well as the medical documents released in his/her affiliation state (diagnosis, diagnostic reports, medical and therapeutic reports, etc.);
- from the interested doctor:
  - to transmit the medical records the patient possesses;
  - to request an answer, within 7 days, to the acceptance/negotiation of the patient's hospitalisation;
  - if the doctor considers he/she can take charge of the request, he/she will have to transmit a report with the alleged type of treatment and the diagnosis/procedure/intervention codes, the type of hospitalisation (ordinary or day hospitalisation), possible expensive prosthesis, devices, drugs that might be needed, the alleged period and length in time of the hospitalisation;
- from the surety: signed statement for the patient's and his/her attendant's maintenance and for the coverage of there and back travel expenses.

Furthermore, the patient will receive from the Hospital Contact Point information regarding the release of his/her medical report. To the patient possessing a private medical insurance, in absence of the letter of guarantee of payment of the insurance institution indicating the maximum



refundable sum, it will be explained that the costs of the medical assistance must be covered by him/herself, who successively will ask the refund to the respective insurance institution.

The interested doctor must answer to the Hospital Contact Point within 10 days after the request (using the relative form, countersigned by the Head of the interested ward). If the answer is negative, the patient's request will be archived and the Hospital Contact Point will communicate the negative outcome in written form in agreement with the Hospital Facility's Management and based on the doctors report.

The Hospital Contact Point will send the documentation to the Hospital Rating Point which will evaluate its completeness and adequacy and will proceed with possible integration or clarification requests and, therefore, with the estimate issuing.

The Hospital Contact Point sees about the issuing of the advance payment request (as guarantee) of 30% of the estimated medical assistance cost, and it will hand it in to the patient or to his/her surety to be paid and as a statement of the Hospital's agreement. At the same time, the Hospital Contact Point will acquire the surety's identity document and fiscal code.

If the patient is in possess of a private medical insurance, he/she will have to cover the cost of the medical services on his/her own expenses, and successively ask the refund to his/her insurance institution. The Hospital cannot take charge of contacting the insurance institution, and neither can it cease the payment until the refund is obtained.

The patient or his/her surety will see to the payment and will send a copy of the receipt to the Hospital Rating Point, by means of an email at the address [assistenzastranieri@mauriziano.it](mailto:assistenzastranieri@mauriziano.it), which will successively ask for the invoice issuing to the Economic and Financial Division.

When the Hospital Rating Point will come to know that the payment has been made, it will contact the head of the interested ward in order to authorise the scheduling of the patient's hospitalisation, and will inform the Hospital Contact Point, which will maintain the contact with the patient and the ward where he/she will be hospitalised.

During the hospitalisation, the doctor in charge and/or the head of the interested ward will communicate to the Hospital Rating Point the alleged discharge date and will confirm or modify the diagnosis/procedure/intervention codes and the possible use of expensive drugs/apparatus/devices. Therefore, the estimate will be confirmed or modified according to the performed services and the issuing of the invoice will be requested to the Economic and Financial Division.

**N.B. IT IS NOT POSSIBLE TO ACCEPT REQUESTS FOR OUT-PATIENT SERVICES OR FOR A SINGLE VISIT.**



## ***9.2 PATIENT FOR WHOM THE ENI/STP CODE MUST BE REQUESTED***

For foreign patients who meet all the requirements for the release of the ENI/STP code, the Hospital Contact Point must make sure that the relative request forms are filled in promptly (see annexe no. 3). Such forms must be sent to the Hospital Rating Point and, after the Director of the Hospital Facility has signed them, will be send to the relevant ISI centre.

The forms to be filled in are the following:

- a) Statement of Identity Status and Social Condition
- b) Statement of Indigence
- c) STP/ENI Code Request Form

Forms a), b), c) must be transmitted to the Hospital Rating Point, along with a legible copy (back and front) of the patient's documentation. If the patient declares the loss of his/her own identity documents, it must be asked for the copy of the report released by the Embassy/Consulate and/or the Authorities. When the ISI centre will communicate the STP/ENI code, the Hospital Rating Point will see to update the personal data section from Babele. The Hospital Contact Point will ask the patient to address the ISI centre to get his/her STP/ENI certificate.

The STP/ENI code request and issuing documents will be archived at the Hospital Rating Point.

## ***9.3 OUT-PATIENT CLINIC SERVICES OR HOSPITALISATION SERVICES FOR STP/ENI CODE PATIENTS***

The refund of the costs of the services performed for STP/ENI patients must be requested from the Prefecture, except for services supported by the National Health Fund, that is:

1. pregnancy and maternity social security, under the same conditions as for Italian citizens;
2. minors healthcare safeguard;
3. vaccination, according the law in action regarding the collective prevention campaigns authorised by the Regions;
4. prophylaxis, diagnosis and treatments of infectious diseases.



More specifically, the cost of services performed in favour of aliens in possession of the STP/ENI code and the discharges lacking all reference codes – most likely to be assigned to an illegal alien – in connection with MDC (Major Diagnosis Category) 14 (pregnancy, birth and puerperium), are covered by SSN.

We mention that patients possessing STP/ENI codes can access the home care nursing services.

As far as for other services performed as urgent and necessary medical assistance, the refund request must be sent to the Prefecture. The documentation must include (in two copies):

- Payment request with banking details (see annexe no. 3: modulo 1\_STP\_pref);
- List of procedures (see annexe no. 3: modulo 2\_STP\_pref);
- Bill record (see annexe no. 3: modulo 3\_STP\_pref);
- Certified copy of the Hospital discharge report front piece – the name, surname, date of birth, address and telephone no. must be covered or omitted;
- Admission notice (see annexe no. 3: modulo 4\_STP\_pref);
- Discharge notice (see annexe no. 3: modulo 5\_STP\_pref);
- If the assistance was not urgent, medical certificate attesting its necessity is required (both for out-patient clinic services – see annexe no. 3: modulo 6\_STP\_pref, and for hospitalisation services – see annexe no. 3: modulo 7\_STP\_pref); Such documentation must include the legible stamp and signature of the doctor in charge, as well as the patient's admission date;
- Certificate, in two copies, attesting that the hospitalisation does not belong to none of the cases for which the State's financial intervention is excluded – indicated at the letter "a" from the Ministry of the Interior's Circular n. 3825 of March 10<sup>th</sup>, 1973 (see annexe no. 3: modulo 8\_STP\_pref).

All communication with the Prefecture regarding the patient must carry only the STP/ENI code, as individual reference. Identifying elements of the patient (telephone no. included) must be avoided. The following data must be emphasized on the Hospital discharge report: nationality, STP/ENI code, the onus of hospitalisation costs (the Ministry of Interior), the employment situation (unemployed).

All documents to be sent to the Prefecture regarding a single file, must carry a unique "file number", formed of: the year when the service is offered/ STP/ progressive annual file number/ MAU (e.g. 2014/STP/1/MAU)



## ***9.4 EMERGENCY ADMISSION of PATIENTS possessing PRIVATE INSURANCE POLICIES***

If a patient hospitalised in emergency communicates the possession of a private health insurance policy, it will be his/her responsibility to inform his/her insurance institution and request the guarantee of payment of the respective hospitalisation. Such letter must be translated at least in English (if not in Italian) and it must specify the guarantee of payment of the patient's hospitalisation costs. Only in the presence of such document will the Hospital issue an invoice in the name of the insurance institution. Otherwise, the invoice will be issued in the name of the patient who will have to pay personally for the medical services provided; therefore it will be his/her responsibility to successively request the refund from the insurance institution, if necessary.

The Hospital Contact Point will provide to the patient all information regarding the case and will support him/her in requesting such letter of guarantee of payment which the patient will personally write (e.g. by sending it via fax).

We define a text, at least in English, to be handed in to the patient to indicate the necessity of the letter of guarantee of payment from behalf of the insurance institution:

*Dear Sir or Madam,*

*in case you hold a personal health insurance policy, we invite You to inform your own insurance institution that You have been hospitalised in our Hospital Facility. In order to be able to charge your insurance institution for your hospitalisation costs, we require a letter of guarantee of payment from behalf of your insurance institution covering all medical services costs.*

*Such communication must be received by this Hospital Facility at the e-mail address [assistenzastranieri@mauriziano.it](mailto:assistenzastranieri@mauriziano.it) or at the fax number +39 011 508 2502, translated at least in English (if not in Italian) along with the specific letter of guarantee of payment as well as all needed details for the invoice issuing. Otherwise, You will have to cover personally the costs of the medical assistance You have received.*



## 10. RESPONSIBILITY

In case these general provisions are not to be respected and specifically in case the Hospital is found in the impossibility of asking for the refund of the costs incurred for medical services provided to foreign patients, the administrative and medical personnel, each under its competence, shall render themselves liable to disciplinary action and to payment of compensation.

## 11. RELATED DOCUMENTS

- REGIONE PIEMONTE BU30 26/07/2012 Deliberation of the Council of the Regional Government, July 2<sup>nd</sup> 2012, n° 24-4081: *Indicazioni per la corretta applicazione della normativa per l'assistenza sanitaria alla popolazione straniera da parte delle Regioni e Province Autonome italiane – Recepimento Regione Piemonte (Guidelines for the correct application of the legislation regarding the medical assistance to alien population from behalf of the Italian Regional Government and Autonomous Provinces – as implemented in Regione Piemonte).*
- Regione Piemonte Circular prot. n° 10230/DB20.06, of April 7<sup>th</sup> 2011: *Disposizioni per il rilascio del Codice STP/ENI per soggetti ricoverati e o trattati in DEA/PS (Dispositions regarding the STP/ENI code release for hospitalised or treated subjects in Accident and Emergency Department Hospitals).*
- <http://www.salute.gov.it/assistenzaSanitaria/assistenzaSanitaria.jsp>
- Deliberation of the Council of the Regional Government n° 2444/2000
- Leg. Decree 286/98
- Ministry of Health Circular n° 5 of March 24<sup>th</sup> 2000
- Decree of the President of the Italian Republic n° 445 of December 28<sup>th</sup> 2000, art. 30 et seq
- [www.aslto1.it](http://www.aslto1.it)
- European Directive 2011/24/UE
- Leg. Decree n° 38 of March 4<sup>th</sup> 2014
- Deliberation of the Council of the Regional Government Regione Piemonte, n° 28-7383 of April 7<sup>th</sup> 2014



## 12. DISSEMINATION

The text of these General Provisions for the delivering of medical services to foreign patients is available for the entire personnel of *Azienda Ospedaliera Ordine Mauriziano di Torino* on the Intranet website.

### ANNEXE 1: SUMMARY OF REGULATIONS REGARDING MEDICAL ASSISTANCE FOR FOREIGN PATIENTS IN ITALY

The regulations regarding medical assistance to foreign patients in Italy are varied according to the type of citizens requesting it:

1	<b>Citizens belonging to an EU member state with domicile or residence in Italy</b>
2	<b>Citizens belonging to an EU member state or to an extra-EU state, with which international health agreements exist and holding a health insurance in their affiliation state</b>
3	<b>Citizens belonging to an extra-EU state with regular stay permit</b>
4	<b>Citizens belonging to an extra-EU state with tourist visa</b>
5	<b>Aliens coming in Italy for medical treatment</b>
6	<b>Aliens requesting the voluntary registration to SSN</b>
7	<b>Illegal aliens belonging or not to an EU member state (ISI – Immigrants Health Information)</b>
8	<b>EU citizens staying in Italy for less than 3 months (tourists)</b>
9	<b>EU citizens requesting medical assistance in compliance with the EU Directive 2011-24</b>



## 1. Citizens belonging to an EU member state with domicile or residence in Italy

At the time the document was edited, the EUROPEAN UNION member states were:

AUSTRIA, BELGIUM, BULGARIA, CYPRUS, CROATIA, CZECH REPUBLIC, DENMARK, ESTONIA, FINLAND, FRANCE, GERMANY, GREECE, HUNGARY, IRELAND, ITALY, LATVIA, LITHUANIA, LUXEMBOURG, MALTA, NETHERLANDS – HOLLAND, POLAND, PORTUGAL, ROMANIA, SLOVAKIA, SLOVENIA, SPAIN, SWITZERLAND, UNITED KINGDOM and SWEDEN (as far as the medical assistance regulations).

Belong to the EUROPEAN ECONOMIC SPACE: NORWAY, LIECHTENSTEIN, and ICELAND.

EU citizens staying in Italy for **more than 3 months**, will be compulsory registered at SSN, in the following cases:

- **citizens in possess of a labour contract in Italy:** *the SSN registration will coincide with the period covered by the labour contract. N.B. for seasonal workers the registration can be made even for less than 3 months;*
- **family members, even not belonging to a EU member state, of a worker employed in Italy:** *the SSN registration will coincide with the working family member's registration;*  
Family members are:
  - the spouse;
  - direct descendants who are under the age of 21 or are still dependants;
  - the dependants' direct, or the spouse's, relatives in the ascending line;
- **dependent family members of an Italian citizen:** *the registration is annual until the acquiring of the permanent stay permit;*
- **citizens in possession of a permanent stay permit (stay permit released by the City Council after at least 5 years of regular stay in Italy):** *permanent registration without evaluation of successive requirements;*
- **minor sons of parents possessing a permanent stay permit:** *permanent registration without evaluation of successive requirements;*
- **involuntary unemployed persons (that is he/she lost the job involuntarily) registered at the Labour exchange centre or his/her family members:**



- **if he/she worked in Italy for a period up to 12 months:** *registration for a year beginning from the date of the involuntary unemployment;*
- **if he/she worked in Italy for more than 12 months:** *registration for 2 years, renewable, as long as the unemployment situation persists;*
- **ex-workers enrolled in training courses:** *the registration will coincide with the period covered by the training course and it is possible only if the course is connected to the working activity previously undergone;*
- **citizens registered at mobility lists:** *the registration will coincide with the period covered by mobility list registration (if superior to 2 years, the registration will be renewed after 2 years);*
- **worker temporarily unable to continue his/her activity due to sickness or accident at work:** *the registration is kept as long as the medical leave is active;*
- **citizens holders of one of these European Union forms: E106/S1, E109/S1 (ex E37), E120/S1, E121/S1 (ex E33):** *the registration will coincide with the period covered by the validity of the European form;*
- **victims of slavery or human trafficking or in current situations of danger registered at social security programmes:** *the registration requires the presentation of documentation relative to the admission to the programme, and coincides with the period covered by the respective social security programme;*
- **citizens held in state prisons and/or alternative forms of sentence and/or in semi-liberty and/or admitted in forensic psychiatric hospitals:** *the registration coincides with the period of sentence;*
- **mothers of minors with Italian citizenship:** *registration for a year, renewable until the minor comes to age;*
- **minors placed in foster care facilities or in foster families:** *the registration expires when the minor comes to age and/or until the adoption court order is released or according to the circumstances.*

For the registration at SSN and for choosing the general practitioner and/or paediatric doctor, one must address the Selection and Cancellation Offices of the residence/domicile ASL.



**SUMMARY TABLE OF THE TYPES OF CITIZENS WITH RIGHTS TO MEDICAL ASSISTANCE AND THE REQUIRED DOCUMENTS (SOME DOCUMENTS MIGHT BE REPLACED BY SELF-CERTIFICATIONS)**

<b>TIPOLOGY</b>	<b>REGISTRATION</b>	<b>REQUIRED DOCUMENTS</b>
Seasonal workers	Inferior to 3 months	<ul style="list-style-type: none"> <li>– identity document</li> <li>– fiscal code</li> <li>– labour contract</li> </ul>
Subordinate workers	Superior to 3 months	<ul style="list-style-type: none"> <li>– identity document</li> <li>– fiscal code</li> <li>– labour contract</li> <li>– receipt of the registration request released by the Town Council (optional)*</li> </ul>
Autonomous workers	Superior to 3 months	<ul style="list-style-type: none"> <li>– identity document</li> <li>– fiscal code</li> <li>– certificate of registration at the Chamber of Commerce</li> <li>– Certificate of VAT number request or INPS position</li> <li>– receipt of the registration request released by the Town Council (optional)*</li> </ul>
Family members, even not belonging to an EU member state**, of subordinate workers	Superior to 3 months	<ul style="list-style-type: none"> <li>– identity document</li> <li>– fiscal code</li> <li>– translated wedding certificate or, for sons, birth certificate</li> <li>– labour contract</li> <li>– receipt of the registration request released by the Town Council (optional)*</li> </ul> <p>**family members not belonging to an EU member state must also present their stay permit</p>
Family members, even not belonging to an EU member state, of autonomous workers	Superior to 3 months	<ul style="list-style-type: none"> <li>– identity document</li> <li>– fiscal code</li> <li>– translated wedding certificate or, for sons, birth certificate</li> <li>– certificate of registration at the Chamber of</li> </ul>



		<p>Commerce or at any other roll or professional order of the labourer</p> <ul style="list-style-type: none"> <li>– Certificate of VAT number request or INPS position</li> <li>– Stay permit</li> <li>– receipt of the registration request released by the Town Council (optional)*</li> </ul> <p>**family members not belonging to an EU member state must also present their stay permit</p>
Dependant family members, belonging to an EU member state, of Italian citizens	Superior to 3 months	<ul style="list-style-type: none"> <li>– identity document</li> <li>– fiscal code</li> <li>– certificate of dependant family member</li> <li>– receipt of the registration request (optional)*</li> </ul>
Owners of permanent stay permit	Permanent	<ul style="list-style-type: none"> <li>– identity document</li> <li>– fiscal code</li> <li>– permanent stay permit</li> </ul>
Minors, sons of parents with permanent stay permit	Permanent	<ul style="list-style-type: none"> <li>– identity document</li> <li>– fiscal code</li> <li>– parent's permanent stay permit where the child is mentioned</li> </ul>
Ex-workers ( <u>with previous labour contract for less than a year in Italy</u> ) <b>involuntarily unemployed and registered at the <i>Labour exchange centre</i></b>	For 1 year beginning from the date of the involuntary unemployment/dismissal	<ul style="list-style-type: none"> <li>– identity document</li> <li>– fiscal code</li> <li>– employer's certificate attesting the ceased labour rapport and its length in time</li> <li>– registration at the <i>Labour exchange Centre</i>*</li> <li>– receipt of the registration request (optional)*</li> </ul>
Ex-workers ( <u>with previous labour contract for more than a year in Italy</u> ) <b>involuntarily unemployed and registered at the <i>Labour exchange centre</i></b>	For 2 years, renewable, beginning from the date of the involuntary unemployment/dismissal	<ul style="list-style-type: none"> <li>– identity document</li> <li>– fiscal code</li> <li>– employer's certificate attesting the ceased labour rapport and its length in time</li> <li>– registration at the <i>Labour exchange Centre</i>*</li> <li>– receipt of the registration request (optional)*</li> </ul>
Ex-workers enrolled	For the period	<ul style="list-style-type: none"> <li>– identity document</li> </ul>



in training courses	covered by the training course	<ul style="list-style-type: none"> <li>– fiscal code</li> <li>– certificate of enrolment at the training course</li> <li>– copy of the labour contract</li> <li>– receipt of the registration request (optional)*</li> </ul>
Holders of E106/S1 certificate: posted workers/ students/ family members of unemployed citizens	For the period indicated in the E106/S1 certificate	<ul style="list-style-type: none"> <li>– identity document</li> <li>– fiscal code</li> <li>– receipt of the registration request or residence certificate (optional)*</li> <li>– E106/S1 certificate</li> </ul>
Holders of E120/S1 certificate: retirement pension applicants/ family members of the retirement pension applicants	For the period indicated in the E120/S1 certificate	<ul style="list-style-type: none"> <li>– identity document</li> <li>– fiscal code</li> <li>– receipt of the registration request or residence certificate*</li> <li>– E120/S1 certificate</li> </ul>
Holders of E121/S1 certificate: pensioners/ family members of pensioners	For the period indicated in the E121/S1 certificate	<ul style="list-style-type: none"> <li>– identity document</li> <li>– fiscal code</li> <li>– receipt of the registration request or residence certificate*</li> <li>– E121/S1 certificate</li> </ul>
Holders of E109/S1 certificate: family members of the worker	For the period indicated in the E109/S1 certificate	<ul style="list-style-type: none"> <li>– identity document</li> <li>– fiscal code</li> <li>– receipt of the registration request or residence certificate*</li> <li>– E109/S1 certificate</li> </ul>
Victims of slavery or human trafficking or in current situations of danger, registered at social security programmes	For the period covered by the respective social security programme	<ul style="list-style-type: none"> <li>– identity document</li> <li>– fiscal code</li> <li>– documentation released by the Central Police Station managing the Assistance programme regarding the registration and period covered by the programme</li> <li>– receipt of the registration request (optional)*</li> </ul>
Citizens held in State prisons and/or alternative forms of sentence and/or in semi-liberty and/or admitted in forensic psychiatric hospitals	For the period covered by the sentence	<ul style="list-style-type: none"> <li>– identity document</li> <li>– fiscal code</li> <li>– statement of convictions indicating the period of sentence</li> <li>– receipt of the registration request or residence certificate*</li> </ul>

Mothers of minors with Italian citizenship	For 1 year, renewable	– identity document – fiscal code – birth certificate of the minor* or other document useful to define the parenthood
Minors placed in foster-care facilities or in family-based foster-care regime	Until the minor comes to age and/or the adoption court order is issued.	– identity document – fiscal code – foster-care decree released by the Juvenile Court or documentation attesting the placement/guardianship – statement of hospitality of the community/guardianship or receipt of the registration request (optional)*

\*= documents which can be replaced by self-certification

## 2. Citizens belonging to an EU member state or to an extra-EU state, with which international health agreements exist, in hold of a health insurance in their affiliation state

Medical assistance is guaranteed for emergency and urgent care of sickness, accidents at work and maternity. The costs are covered by the affiliation state.

- **EU citizens:** in order to benefit from medical assistance they must present the EHIC directly to the general practitioner or paediatric or doctor on duty for Night Service or to the Emergency and Accidents Department.
- **extra-EU citizens where international health agreements exist:** in order to benefit from medical assistance they must address the foreign office in Via San Secondo no.29 (Tel. no. 011.566.2244) which will release, at its turn, a certificate to be presented to the general practitioner or paediatric.



### 3. Citizens belonging to an extra-EU state with regular stay permit

According to the reasons for the stay permit release, the citizen has the possibility to register at SSN compulsorily (for example, citizens with labour stay permit, asylum request, political asylum/ refugee request, humanitarian and subsidiary protection, waiting for adoption, placement, citizenship request, pregnancy, etc.) or voluntarily (for example, citizens with study stay permit, diplomatic and consular personnel, religious personnel, etc.).

**The compulsory SSN registration has the same validity as the stay permit.** During the period of renewal of the stay permit, the registration is extended, on condition that the documentation attesting the renewal request is presented.

For the SSN registration and the successive choice of the general practitioner and/or paediatric doctor, one must address the Selection and Cancellation Offices of the residence/domicile ASL, presenting the following documents:

- identity document
- stay permit and/or documentation attesting the release/renewal request of the stay permit
- fiscal code released by the Revenue Agency (*Agenzia delle Entrate*) and/or indicated on the stay permit and/or on the documentation released by the immigration counter.

N.B. For the over 65, with stay permit for family reunification, only the voluntary registration is available, except for who can prove a constant presence in Italy prior to November 5<sup>th</sup> 2008 or who is reunited to a son with Italian citizenship.

The medical assistance is expanded to dependant family members with regular stay.

### 4. Citizens belonging to an extra-EU state with tourist visa

In this case, the SSN registration is not possible, and, therefore, all medical services are subject to payment, according to the applicable pricing plan.



## 5. Aliens coming in Italy for medical treatment

Aliens intending to get treatment in Italy must have a specific stay permit for medical treatment. The documentation needed to obtain the visa must be presented to the competent Italian Embassy or Consulate from his/her affiliation state.

The documentation needed to obtain the stay permit for medical treatment in Italy, that must be presented to the competent Central Police Station is the following:

- medical statement indicating the period of the treatment, the alleged diagnosis, the alleged data of the patient's admission;
- payment receipt of a minimum 30% of the estimated costs;
- signed statement for the patient's and his/her attendant's maintenance and for the coverage of there and back travel expenses;
- authorisation for treatment signed by the Hospital Executive Officer of the interested hospital.

## 6. Citizens requesting the voluntary registration at SSN

The following EU and extra-EU citizens present in Italy for more than 3 months can ask for the voluntary registration:

- citizens with immunity and rights offered by the Vienna Convention on diplomatic and consular relationships, except for the personnel hired in Italy for whom the compulsory registration is required;
- the personnel of international Organizations with seat in Italy (these subjects are not obliged to register at the municipal population register and are not subject to the payment of the personal income tax);
- EU citizens with labour contract in Italy who are still subject to the social security legislation of the affiliation state, unless the compulsory registration is required as holders of European health certificates;
- citizens with study stay permit;
- "au pairs";



- religious personnel (except for those who undergo professional activities in Italy subject to taxing);
- over 65 with stay permit for family reunification who came in Italy before November 5<sup>th</sup> 2008;
- EU citizens resident in the city where they request the SSN registration who do not meet the requirements for the compulsory registration.

The voluntary registration is a form of public health insurance subject to the payment of an amount established on the basis of the revenue obtained the previous year. In any case, the amount cannot be inferior to 387,34 €.

The registration can cover family members too, unless the citizen benefits from a flat-rate payment inferior to the minimum amount (students and “au pairs”).

**The registration is valid for a solar year, it is not divisible and cannot be applied retroactively.**

Exceptions:

- students, who benefit of the flat-rate payment of 149,77 €, but the registration does not cover family members; if the student has a labour contract, the registration is compulsory and covers family members;
- “au pairs”, whose flat-rate payment is of 219,49 € and whose registration does not cover family members.

## 7. Illegal aliens belonging or not to an EU member state

SSR guarantees the following medical services to illegal aliens:

- emergency or necessary out-patient clinic and hospitalisation services, even continuous, for sickness and accidents at work;
- pregnancy and maternity social security, under the same conditions as for Italian citizens;
- minors healthcare safeguard;
- vaccination, according the law in force regarding the collective prevention campaigns authorised by the Regions;
- prophylaxis, diagnosis and treatments of infectious diseases;
- medical care of drug-addicted persons.



We also mention that out-patient clinic services are subject to the payment of the co-payment fee (ticket) under the same conditions as for the Italian citizens.

In order to access these services, the ISI Centre releases a specific health insurance card, the STP card for the extra-EU citizens and ENI card for EU citizens, with a 6 months validity, and renewable.

Illegal aliens accessing hospital units cannot be reported to the public safeguard authorities, unless the report is compulsory under the same conditions as for Italian citizens.

## 8. EU citizens staying in Italy for less than 3 months (tourists)

“**For a period inferior to 3 months**”, EU citizens have the right to stay in Italy without any condition and formality, except to possess an identity document valid for foreign travel.

In this case, they can access urgent and necessary medical assistance by presenting the European health insurance card (EHIC), released by the affiliation state, except for seasonal labourers with legal labour contract and for holders of E106 European certificate with quarterly validity.

## 9. EU citizens requesting medical assistance in compliance with the EU Directive 2011-24

The Italian Legislative Decree no. 38 of March 4<sup>th</sup> 2014, *Legislative Decree implementing Directive 2011/24/EU of the European Parliament and of the Council of 9 March 2011 on the application of the patients' rights in cross-border healthcare, as well as implementing Directive 2012/52/EU laying down measures to facilitate the recognition of medical prescriptions issued in another Member State*, establishes criteria and methods of accessing medical assistance providers from the EU member states. The Leg. Decree 38/2014 expands the possibilities offered by the Regulations 883/2004 and 987/2009 of the European Parliament and the European Union Council regarding the coordination of the social security systems. In the implementation of the Leg. Decree 38/014, reference is made to *Guidelines to the Implementation of the Leg. Decree 38/2014* and to institutions, guidelines, regulations that the State or the Region must gradually define.



## States/territorial entities, holders of ordinary passport, subject to visa requesting:

Afghanistan, Algeria, Angola, Armenia, Azerbaijan, Bahrain, Bangladesh, Belize, Benin, Bhutan, Belarus, Bolivia, Botswana, Burkina Faso, Burundi, Cambodia, Cameroon, Capo Verde, Central Africa, China, Colombia, Comoros, Congo, Congo (Democrat Republic), Cuba, Djibouti, Dominica, Dominican Republic, East Timor, Ecuador, Egypt, Equatorial Guinea, Eritrea, Ethiopia, Fiji, Philippine, Gabon, Gambia, Georgia, Ghana, Jamaica, Jordanian, Grenada, Guinea, Guinea Bissau, Guyana, Haiti, India, Indonesia, Iran, Iraq, Ivory Coast, Kazakhstan, Kenya, Kyrgyzstan, Kiribati, Kosovo, Kuwait, Laos, Lesotho, Lebanon, Liberia, Libya, Madagascar, Malawi, Maldives, Mali, Morocco, Marshall, Mauritania, Micronesia, Myanmar, Moldova, Mongolia, Mozambique, Namibia, Nauru, Nepal, Niger, Nigeria, North Korea, Oman, Pakistan, Palau, Palestinian Authorities, Papua New Guinea, Peru, Qatar, Republic of Chad, Rwanda, Russia, Saint Lucia, Saint Vincent e Grenadine, Salomon, Sao Tomé and Principe, Saudi Arabia, Senegal, Sierra Leone, Syria, Somalia, Sri Lanka, South Africa, Sudan, Suriname, Swaziland, Tajikistan, Tanzania, Thailand, Togo, Tonga, Trinidad e Tobago, Tunisia, Turkey, Turkmenistan, Tuvalu, Ukraine, Uganda, United Arab Emirates, Uzbekistan, Vanuatu, Vietnam, West Samoa, Yemen, Zambia, Zimbabwe.

## States exempted from visa for periods inferior to 90 days, for tourism, missions, business, invitation, sport contests and study:

Albania, Andorra, Antigua e Barbuda, Argentina, Australia, Bahamas, Barbados, Bosnia-Herzegovina, Brasilia, Brunei, Canada, Chile, Costa Rica, Croatia, El Salvador, Ex-Yugoslavia Republic of Macedonia (FYROM), Japan, Guatemala, Honduras, Hong Kong, Israel, Malaysia, Macao, Mauritius, Mexico, Monaco, Montenegro, Nicaragua, New Zealand, North Marianne, Panama, Paraguay, Saint Kitts e Nevis, Serbia, Seychelles, Singapore, South Korea, Taiwan, United States of America, Uruguay, Venezuela.

For **Taiwanese citizens**, the exemption from visa is applied exclusively to holders of passports including the identity card number.



For **citizens from Albania, Bosnia-Herzegovina, Ex-Yugoslavia Republic of Macedonia, Montenegro and Serbia**, the exemption from visa is applied exclusively to holders of biometric passports.

There is an international agreement between Tunis and Italy covering only Tunisians who have a labour contract and residence in Italy and who temporarily travel to Tunis, or for family members, residing in Tunis, of Tunisians who have a labour contract and residence in Italy.

## **ANNEXE 2: SUMMARY OF THE MAIN CATEGORIES OF RIGHT TO MEDICAL ASSISTANCE, FOR INSIDE USE**

See annexed table

## **ANNEXE 3: FORMS RELATED TO THE GENERAL PROVISIONS**

- Statement of Identity Status and Social Condition
- Statement of Indigence
- STP/ENI Code Request Form
- Defining the costs estimate Form
- Receipt for the Handing in of the Invoice
- Costs Estimate Conveyance
- STP REFUND: Payment Request Form with all banking details (modulo\_1\_STP\_pref)
- STP REFUND: List of Files Sent to the Prefecture (modulo\_2\_STP\_pref)
- STP REFUND: Bill Record (modulo\_3\_STP\_pref)
- STP REFUND: Admission Communication (modulo\_4\_STP\_pref)
- STP REFUND: Hospital Discharge Communication (modulo\_5\_STP\_pref)



- STP REFUND: Medical Certificate Attesting the Necessity of the provided assistance (both for the out-patient services – modulo\_6\_STP\_pref – and for the hospitalisation services – modulo\_7\_STP\_pref)
- STP REFUND: Certificate attesting that the hospitalisation does not belong to none of the cases for which the State's financial intervention is excluded (modulo\_8\_STP\_pref)
- Surety's Statement to the Payment of Medical expenses
- Patient's Consent to Personal and Sensitive Data Handling for the transmission of the patient's personal and medical data to his/her own insurance institution in order to request the refund of the medical assistance's costs.