



I recently moved to Japan and enrolled in the National Health Insurance. When I enrolled, I was told that I wouldn't receive a health insurance card, and that I should create a My Number card to use as one instead. I received the documents for the procedure, but they are in Japanese and I'm having trouble understanding them. What should I do so that I can use my My Number card as a health insurance card?

As of December 2, 2024, the current health insurance card is no longer being issued. Thus, the My Number Card can now be used as a health insurance card (aka. Myna Health Insurance Card).

If you don't have a Myna Health Insurance Card, you can use the Eligibility Confirmation Certificate issued by your health insurance provider for the time being.



How to use your My Number Card as a health insurance card

STEP1 : Apply for a My Number Card

Application methods:

- A) Online
- B) By post
- C) At an ID photo booth in your town



More details can be found on the multilingual My Number Card website.
<https://www.kojinbango-card.go.jp/en-link/>



STEP2 : Register your My Number card to be used as a health insurance card

Registration methods:

- A) At the reception of a medical institution or pharmacy (with a card reader)
- B) On the Mynaportal
- C) At a Seven Bank ATM *PIN required

STEP3 : Use your My Number card at a medical institution or pharmacy

How to use it:

- A) Place your card on a card reader with facial recognition features
- B) Verify your identity (facial recognition, PIN)
- C) Agree to the terms of use

Regarding Individual Number Notice, Notification Card, My Number Card, or temporary suspension due to loss or theft of My Number Card, etc.

📞 0120-0178-27

🌐 English, Chinese, Korean, Spanish, Portuguese	🕒 8:30–20:00 everyday
🌐 Thai, Nepalese, Indonesian, Vietnamese, Tagalog	🕒 9:00–18:00 everyday

*Inquiries regarding temporary suspension are accepted 24/7

Regarding the My Number system or Mynaportal


📞 0120-0178-26

🌐 English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Thai, Indonesian, Tagalog, Nepalese
🕒 Weekdays: 9:30–20:00, weekends and holidays: 9:30–17:30 (excluding the New Year period)

Regarding the My Number system or Mynaportal

 <https://www.kojinbango-card.go.jp/en-otoiawase/>

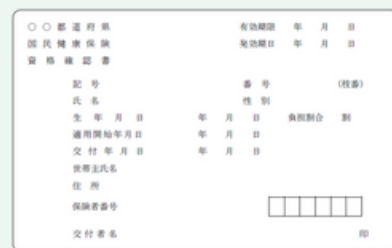


 Japanese, English, Chinese, Korean, Spanish, Portuguese

 24/7

Certificate of Eligibility (If you aren't using Myna Health Insurance Card)

Those who do not have a Myna Health Card (i.e. a My Number Card that has been registered to be used as a health insurance card) will be issued a Certificate of Eligibility for the time being. You do not need to apply for this, and it will be issued for free during the validity period of your current Health Insurance Card.



IMAGE

You will receive the certificate without applying...

- If you do not have a My Number Card
- If you have a My Number Card but have not registered it to be used as a health insurance card
- If you applied to cancel your registration/have canceled your registration
- If the electronic certificate of your My Number Card has expired
- If you newly joined the Elderly Medical Care System on/after December 2, 2024, or if you do not have a valid Elderly Medical Care Card due to moving, etc. (temporary measure until the end of July 2025)

You will be issued the certificate upon application...

- If it is difficult for you to use the My Number Card at a medical institution because you require special consideration (elderly people, people with disabilities, etc.) and you have applied for the Certificate of Eligibility (application not required for renewal)
- If you lost your My Number Card or are in the process of renewing it

You will not have to apply for the certificate while renewing...

- If you have been issued the Certificate of Eligibility upon application because you require special consideration (elderly people, people with disabilities, etc.)

*Please contact your medical insurance provider with any questions or concerns. If you need interpretation, please contact the Hokkaido Foreign Resident Support Center.

Created based on information from the Ministry of Health, Labour and Welfare website



Did you know?

The expiration date of the My Number card for foreign residents in Japan is the same as the expiration date of their residence status. When you get a new residence card due to the renewal of your period of stay, etc., the validity period of your My Number card will not be automatically extended. Make sure to complete the relevant procedures!

We have created a multilingual leaflet on procedures regarding the validity period of your My Number Card, so be sure to check it out!

<https://www.hiecc.or.jp/soudan/info/detail.html?pid=8927241337679>

