



## EASY ITALIA: 1<sup>st</sup> Quarter 2011 BEST PRACTICES – HEALTHCARE

**1) A FRENCH TOURIST ASKS :** We are a retired couple, this is our first visit to Italy and we would like to receive all relevant information about medical assistance for which we are entitled. **ANSWER:** EU citizens traveling in Italy, in possession of the EHIC European Health Insurance Card (TEAM – Tessera Europea) or in possession of a temporary replacement certificate, can get immediate benefits - free health care or only paying the "ticket" as contribution to the costs - in the public and private institutions affiliated with the National Health Service, consisting of a network of local health authorities (ASL) and hospitals located throughout the territory. We remind the customer that if, for whatever reason, it has not been possible to use one of the above mentioned certificates, when the customer returns to his/her country he/she can ask his/her insurance for reimbursement of medical expenses paid on his own. This possibility is granted by a special provision of Community law (art. 34 Reg. 574/72) which provides for the right to reimbursement at the tariffs of the Member State where the vacation has taken place. In order to ask for reimbursement, it is necessary to submit receipts and health records.