

APPLYING FOR THE ANDALUSIAN HEALTH INSURANCE CARD

PROADMIN

Migratory movements in Andalusia: translation and interpreting, tools and multilingual digital training for social inclusion

R&D&I PROJECT DEVELOPED WITHIN THE FRAMEWORK OF THE ANDALUSIA
ERDF OPERATIONAL PROGRAMME 2014-2020. Ref.: 1380532-R



Guide to applying for public health coverage in Andalusia

MARTHA E. GAUSTAD & MARÍA DEL MAR OGEA POZO

1. Presentation

This guide explains some of the fundamental concepts that all citizens in Andalusia who want to obtain public health coverage need to know. To help you through the process, several important aspects are explained in detail in the following sections.

2. What is health coverage?

According to the World Health Organization (WHO), health coverage ‘means that all individuals and communities receive the health services they need without suffering financial hardship’. This coverage ‘includes the full spectrum of essential, quality health services, from health promotion to prevention, treatment, rehabilitation, and palliative care across the life course’.

In Andalusia, these services are provided by the Andalusian Health Service (*Servicio Andaluz de Salud* or SAS), which defines health coverage as the different ways a person in Andalusia can access health services and obtain the benefits of the Andalusian Health Service.

2.1. Who is eligible for health coverage in Andalusia?

Persons belonging to one of the following groups are eligible for health coverage:

- **Residents of Andalusia:** persons with authorised residency who habitually live in Andalusia.
- **Persons from other autonomous communities or regions of Spain during a temporary stay in Andalusia:** persons who habitually reside in another autonomous community and are in Andalusia temporarily. For information on how to apply for coverage, visit the following link: <https://www.sspa.juntadeandalucia.es/servicioandaluzdesalud/ciudadania/asistencia-durante-un-desplazamiento/desplazamiento-temporal-de-personas-de-otras-comunidades-autonomas>
- **Persons from other European Union countries who travel to Andalusia for a temporary stay:** EU citizens who have a European

Health Insurance Card¹ or a portable document (PDF) or proof of entitlement to healthcare.

- **Non-nationals without legal residence:** persons who are not registered or authorised as residents in Spain.
- **Persons covered by a mutual insurance company:** public employees belonging to the ISFAS, MUFACE and MUGEJU mutual insurance companies. Coverage depends on the benefits employees are entitled to under their plans.
- **Persons covered by special agreements for the provision of healthcare:** persons who habitually reside in Spain are entitled to health coverage under co-payment systems.
- **Persons covered by a healthcare collaboration agreement who are or have been civil servants of the European Union and are affiliated to the RCAM:** civil servants and former civil servants who are pensioners of the European Union and their dependants residing in Andalusia.
- **Asylum seekers:** non-nationals who reside in Andalusia and have applied for asylum.

2.2. How can I register to obtain health coverage?

To access the health benefits of the Andalusian Health Service, you must first register in the database of Andalusian Public Health System users (BDU) and the National Health System (SNS) database. To register, it is necessary to submit the following documents:

- Valid ID (DNI,² NIE³ or passport) of the principal beneficiary
- Valid ID (DNI, NIE or passport) of dependants over 14 years of age (and family record book,⁴ if available).
- Proof of entitlement to public health coverage
- A census registration certificate showing proof of residence in Andalusia. To obtain a certificate, you must register at the city hall where you live.⁵
- Applicants registered in the BDU and SNS databases can apply for the health insurance card.
- Application form 1.32, which can be submitted at any primary healthcare centre.

¹ The European Health Insurance Card (EHIC) is a free, personal and non-transferable document that certifies the holder's right to receive state-provided healthcare during a temporary stay for reasons of work, study, tourism, etc. in any of the 27 EU countries, Iceland, Liechtenstein and Norway and Switzerland or the United Kingdom. To apply, visit: <https://sede.seg-social.gob.es/wps/portal/sede/sede/Ciudadanos/asistencia+sanitaria/202046>

² DNI is the national identity card of Spanish citizens.

³ NIE is the identity card for non-national residents authorised to live in Spain.

⁴ The family record book (*libro de familia*) is issued to Spanish citizens at the time of marriage or at the time of registration of a child if the parents are not married.

⁵ The Spanish law requires all nationals and expat residents (legal or not) who live more than 6 months in Spain to register at the city hall (*Padrón Municipal de Habitantes*). By registering, you'll get your *certificado de empadronamiento*. This act of registration is called *empadronarse* and after you obtain your *certificado de empadronamiento*, you will be considered registered.

The image shows two identical application forms side-by-side. The left form is titled 'SOLICITUD DE TARJETA / ALTA / MODIFICACIÓN DE DATOS EN BDU' and the right is 'SOLICITUD DE TARJETA / ALTA / MODIFICACIÓN DE DATOS EN BDU'. Both forms are from the 'Junta de Andalucía' and 'Consejería de Salud y Familias'. The forms include sections for:

- MOTIVO DE LA SOLICITUD:** A, Cambio de Médico (solo residentes) o Modificación de datos; B, Elección/Anulación de Médico por Desplazamiento Interno (solo residentes); C, Alta Temporal (Desplazamiento externo de otros Centros, datos Autónomos, inmigrantes y extranjeros); D, Solicitud de Tarjeta (solo residentes). CAUSA: Primera vez, No recibida, Pérdida o robo, Error de datos impresos, Deterioro.
- DATOS DEL SOLICITANTE:** Apellidos, Nombre, NAF Titular (1), Fecha de nacimiento, Documento de Identificación (2), País o Comunidad Autónoma de nacimiento, Nacionalidad, Mutualidad (NO, MUFACE, MUGEJU, ISFAS), Comunidad Autónoma en la que tiene médico hasta ahora, Convenio Internacional, Tarjeta Europea, Número, Domicilio habitual (3), Provincia, Municipio, País, Localidad, Correo electrónico, Teléfono, Domicilio provisional (4), Código Postal, Provincia, Municipio, Localidad, Teléfono, Tiempo previsto de desplazamiento (meses entre 1 y 12).
- DATOS DEL MÉDICO SOLICITADO:** Clave, Médico, Centro.
- DATOS DE LA PERSONA REPRESENTANTE LEGAL:** Nombre y apellidos, N° DNI/NIE, Tipo de representación legal ejercida (Padre/Madre, Tutela legal).
- PRESTO MI CONSENTIMIENTO:** Para el tratamiento de datos en los términos cedidos en la cláusula de protección de datos incluida en este formulario. Fecha: de de .
- CLÁUSULA DE PROTECCIÓN DATOS:** En cumplimiento de lo dispuesto en el Reglamento General de Protección de Datos (UE) 2016/679 y Ley Orgánica 3/2018, de 5 de diciembre de Protección de Datos Personales y Garantía de los Derechos Digitales se informamos que: a) el responsable del tratamiento de sus datos es el Servicio Andaluz de Salud; b) Los datos personales que nos proporciona son necesarios para facilitar el ejercicio de los derechos de identificación y/o sujeción en relación a los datos de la historia de salud única de Andalucía, cuya base jurídica es el cumplimiento de una obligación legal; c) No se cedrán datos a terceros, salvo obligación legal; d) Puede usted ejercer sus derechos de acceso, rectificación, supresión, así como otros derechos, como se explica en la información adicional. Puede consultar información detallada en: https://www.sspa.juntadeandalucia.es/servicioandaluzdesalud/protecciondatos

Figure 1. Application form to request an Andalusian health insurance card and to register or modify data in the BDU database.

3. How to apply for the Andalusian Health Insurance Card

The Andalusian health insurance card serves to identify individual users of the Andalusian Health Service. It is used to access electronic medical records and have medicines prescribed to you electronically by your physician that you can then purchase at pharmacies. In Andalusia, all medication is prescribed electronically. According to the information available on the website of the Regional Government of Andalusia, the health insurance card is a personal document that residents in Andalusia, including children from birth, are required to have in order to receive health benefits.

The health insurance card also allows users to be identified at health centres and hospitals and facilitate access by health professionals to users' health information. The card can also be used to access the services of the E-Office of the Regional Ministry of Health (Oficina Virtual de la Consejería de Salud).

3.1. Who can apply for a health insurance card?

The only requirement to apply for a health insurance card is to be a resident in Andalusia. Non-nationals who wish to apply for a card must be registered with the Spanish Social Security Administration (either because they work in Andalusia or are a dependant of an employed person). People entitled to assistance through mutual insurance companies (e.g., MUFACE) can also apply for a card.



Figure 2. Individual Andalusian health insurance card

3.2. How to apply for a health insurance card

The following documentation is required to apply for a health insurance card:

- Registration in the BDU database
- Valid ID (DNI, NIE or passport) of the principal beneficiary
- Valid ID (DNI, NIE or passport) for persons over 14 years of age, family record book or individual digitalised certificate issued by the civil registry for persons under 14 years of age.
- Applicants who are not registered in the BADAS health insurance database of the National Social Security Institute (INSS), must provide proof of entitlement to public health coverage by means of a document that certifies their status as an insured person or a beneficiary of an insured person issued by the INSS. To check if you are eligible for health coverage and to obtain the supporting document, visit: <https://w6.seg-social.es/das/Inicio?ConsultarDerecho=Consultar+entitlement+health+care+care+provider> (in Spanish).
- Persons who move their habitual residence to Spain, or already reside in Spain but are insured for health purposes in another country of the European Union, the European Economic Area, Switzerland or the United Kingdom may also be entitled to public health coverage in Spain. To do so, they must first obtain an S1 document from the competent health insurance institution in their country of origin and apply for registration in the Spanish health system at the Provincial Directorate of the INSS in their place of residence/domicile in Spain. An S1 document must be issued for all members of the family residing with the principal beneficiary. Contact the health insurance authority in your country to find the relevant institution issuing the S1. For more information, visit https://europa.eu/youreurope/citizens/work/social-security-forms/index_en.htm (available in several languages). To register your S1 document(s) in Spain, visit <https://tramites.seg-social.es/acceso/registro-s-1-cobertura-asistencia-sanitaria-esp%C3%B1a.html> (in Spanish).
- A census registration certificate providing proof of residence in Andalusia

If your card is lost or damaged, you must apply for a new one. To apply for a new card, simply fill in application form 1.32 (see Figure 1) and present your ID. When you apply for a new card in case of damage, you must return the old card.

You can apply for a health insurance card in person at your primary healthcare centre (application form 1.32) or online via the ClicSalud+ application:

The screenshot shows the ClicSalud+ website interface. At the top, there is a header with the logo of the Servicio Andaluz de Salud (Andalusian Health Service) and the text 'ClicSalud+'. Below the header, there are navigation options: 'Acceder con: Datos personales Certificado digital o DNIe Cl@ve'. The main content area is divided into sections: 'Agenda sanitaria' (Health agenda), 'Trámites' (Services), and 'Datos personales' (Personal data). The 'Trámites' section is highlighted with a yellow circle, and a yellow arrow points to the 'Renovar tarjeta sanitaria' (Renew health insurance card) option. The 'Renovar tarjeta sanitaria' option is further detailed in a pop-up window, which includes the text: 'Puede solicitar una nueva tarjeta por deterioro, pérdida, robo, etc. La tarjeta se envía por correo ordinario al domicilio que consta en la Base de datos de personas usuarias (BDU) del Sistema Sanitario Público de Andalucía. Para obtener la tarjeta por primera vez es necesario solicitarla en un centro de atención primaria. Más información (12)'. The background of the screenshot features a stylized human figure with colorful internal organs.

Figure 3. Steps to apply for a health insurance card at ClicSalud+

3.3. How to apply for a health insurance card for newborns

If your baby is born in a hospital in Andalusia, the newborn's data are uploaded directly into the BDU database, and he or she will be automatically assigned a paediatrician and a primary healthcare centre.

Registration in the BDU must be completed and validated. To do this, the National Social Security Institute (INSS) must recognise the mother or father's status as principal beneficiary. You can register your newborn in the BADAS healthcare database via the Internet (without an electronic certificate) at the [Social Security E-Office](#) (see Figure 4) or in person by [appointment](#) (see Figure 5).

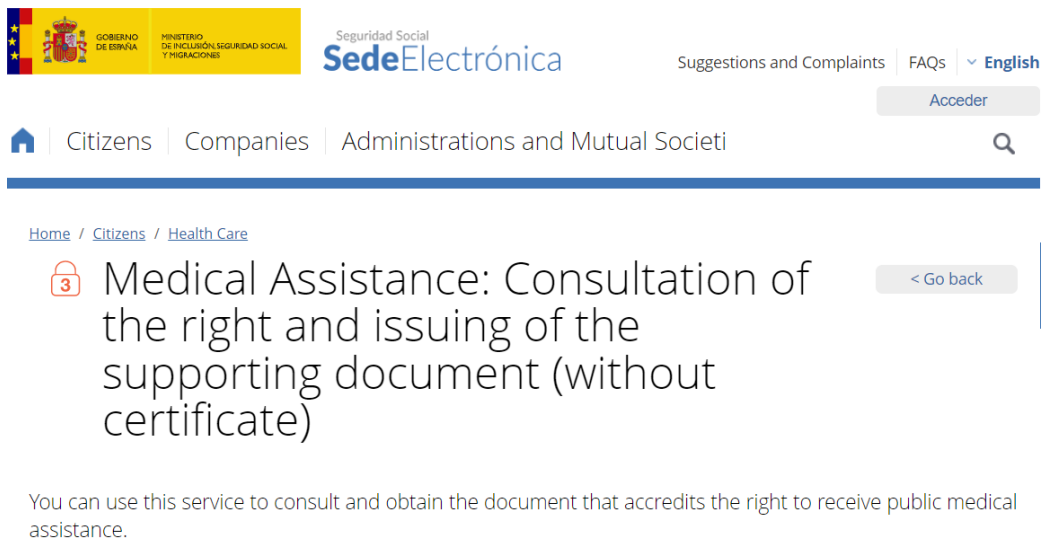


Figure 4. Website to consult and obtain the document required to receive public health coverage (available in several languages)



Figure 5. Website to request an appointment (available in several languages)

4. Useful links

A selection of useful links and telephone numbers are provided below for users of the Andalusian Health Service, for those who need to find out more about the application procedures and for use in case of emergencies.

- Andalusian Health Service:
<https://www.sspa.juntadeandalucia.es/servicioandaluzdesalud/>
- App “Salud Andalucía”:
<https://www.sspa.juntadeandalucia.es/servicioandaluzdesalud/ciudadania/app-salud-andalucia>
- ClicSalud+:
<https://www.sspa.juntadeandalucia.es/servicioandaluzdesalud/clicsalud/>

- Video tutorials of procedures in ClicSalud+ (in Spanish):
<https://www.sspa.juntadeandalucia.es/servicioandaluzdesalud/ciudadania/clicsalud/videotutoriales/videotutoriales-tramites>
- Junta de Andalucía (Regional Government of Andalusia):
<https://www.juntadeandalucia.es/>
- Catalogue of Procedures and Services:
<https://www.juntadeandalucia.es/servicios/sede/tramites/procedimientos.html>
- Links of interest to the Andalusian Health Service (SAS):
<https://www.sspa.juntadeandalucia.es/servicioandaluzdesalud/enlaces-interes>
- Application form 1.32 to apply for a health insurance card and register or modify data in the BDU database:
https://www.sspa.juntadeandalucia.es/servicioandaluzdesalud/sites/default/files/sincfiles/wsas-media-mediafile_sasdocumento/2020/solicitud_tarj_andalucia_0.pdf
- European Health Insurance Card: <https://www.seg-social.es/wps/portal/wss/internet/Trabajadores/PrestacionesPensionesTrabajadores/10938/11566/1761>
- Information on how to obtain prescription medicines with the Andalusian health insurance card:
<https://www.juntadeandalucia.es/presidencia/portavoz/salud/135028/recetaelectronica/farmacia/tarjetasanitaria/medicamentos>
- World Health Organization (information on universal health coverage):
[https://www.who.int/es/news-room/fact-sheets/detail/universal-health-coverage-\(uhc\)](https://www.who.int/es/news-room/fact-sheets/detail/universal-health-coverage-(uhc))
- Salud Responde
Hotline: **955 54 50 60**
- Emergency phone numbers by province
Almería: **950 175 306**, Cádiz: **956 012 007**, Córdoba: **957 001 737**
Granada: **958 028 827**, Huelva: **959 527 174**, Jaén: **953 366 144**
Málaga: **951 031 437**, Sevilla: **955 402 482**
- Urgent medical emergencies
Hotline: **061**

Spanish	English
Base de datos de Asistencia Sanitaria (BADAS)	Healthcare database (BADAS)
Base de Datos de Personas Usuarías (BDU)	User database (BDU)
centro de atención primaria	primary healthcare centre
certificado de empadronamiento	census registration certificate
cobertura sanitaria	health coverage
DNI	National identity card for Spanish nationals
Documento portátil	portable document/PDF
historia clínica electrónica	electronic medical record
Instituto Nacional de la Seguridad Social (INSS)	National Social Security Institute (INSS)
mutua	mutual insurance company
NIE	Identity card for authorised, non-national residents
persona asegurada, beneficiario/a	the insured, principal beneficiary
persona beneficiaria de un asegurado	beneficiary of an insured person/dependant
personas afiliadas al RCAM Seguridad Social	personas covered by the RCAM Social Security
Servicio Andaluz de Salud (SAS)	Andalusian Health Service (SAS)
Sistema Nacional de Salud (SNS)	National Health System (SNS)
tarjeta sanitaria	health insurance card
Tarjeta sanitaria europea	European Health Insurance Card