

English version / 英語版

My Number Card (Individual Number Card) as your Health Insurance Certificate

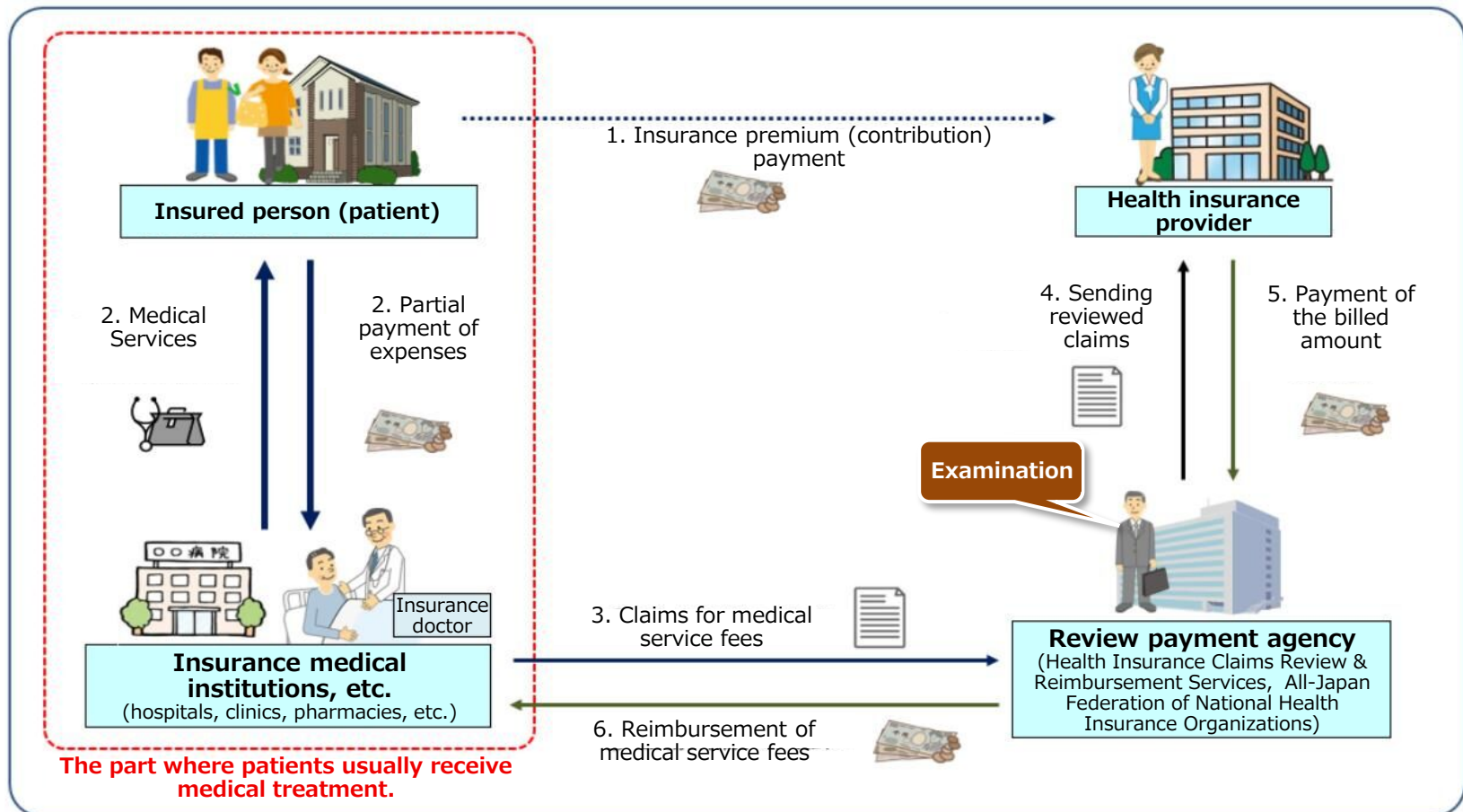
English version (as of July 2025)

Health Insurance Bureau
Ministry of Health, Labour and Welfare of Japan

Ministry of Health, Labour and Welfare of Japan

Overview of health insurance policy in Japan

In Japan's health insurance system, all individuals eligible for public health insurance can receive medical services at any medical institution under a certain amount of co-payment by paying insurance premiums. Eligible individuals include not only Japanese citizens, but also foreign residents who meet the specified requirements, such as those residing in Japan for more than three months.



Verifying Health Insurance Certificate at medical institutions and pharmacies

You can receive medical services by paying only 10% to 30% of the total medical expenses by verifying your information of health insurance via your My Number Card, etc.

Verifying Health Insurance Certificate at medical institutions and pharmacies

When you visit a medical institution or pharmacy, you can verify your information of health insurance by using one of the following qualifications.

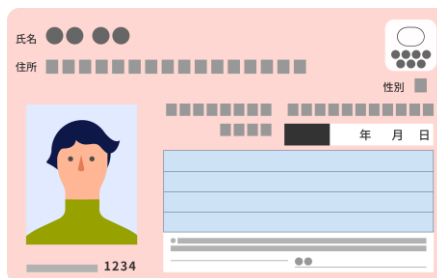
- **My Number Card**
- **Health Insurance Certificate***
- **Health Insurance Eligibility Certificate***

*Those who do not have a My Number Card or have not registered it as their Health Insurance Certificate may use their Health Insurance Certificate (until December 1, 2025, at the latest) or their Health Insurance Eligibility Certificate (issued from December 2, 2024).

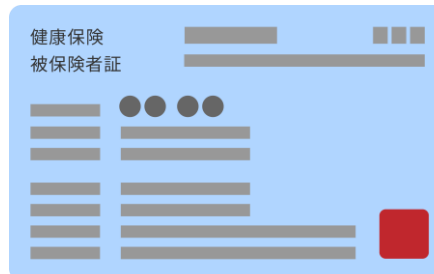
By doing so, those between **6** and **69 years old** can receive medical services by paying **only 30%** of their total medical expenses, rather than 100%.

The others pay either 10%, 20% or 30% according to their age and income.

My Number Card



Health Insurance Certificate (valid until December 1, 2025)



Health Insurance Eligibility Certificate (valid starting December 2, 2024)

○ 都道府県 国民健康保険 資格認定書	有効期限 年 月 日 発効期日 年 月 日
記号 氏名 生年月日 適用開始年月日 交付年月日 世帯主氏名 住所 保険者番号 交付者名	番号 (枝番) 性別 負担割合 割 印

How to obtain a My Number Card

There are four ways to apply for a My Number Card.

Smartphone (Japanese language only)

1. Take a photo of your face with your smartphone (it is also possible to take a photo during the procedure).
2. Read the **QR code to apply for an individual number notification** on your smartphone.
3. Register your email address and other information on the applicant-only website.
4. When the URL of the applicant-only website arrives at the email address, register a face photo, fill in the required information, and complete the application.



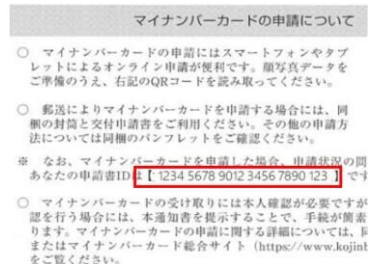
Photo booth for proof

1. Select "My Number Card Application" from the touch panel.
2. Insert the fee for shooting and hold the **QR code to apply for an individual number notification** up to the barcode reader.
3. Enter the required information by following the instructions on the screen.
4. Follow the instructions on the screen to take a photo of your face and submit it, and complete the application.



Computer (Japanese language only)

1. Take a photo of your face with a digital camera, etc.
2. Enter the application ID (23 digits) on the application website* and register your email address.
3. Once you receive the URL for the applicant-only website, register a face photo, fill in the necessary information, and complete the application.



Application ID (23 digits)

* (<https://net.kojinbango-card.go.jp/>)

Postal mail

1. Fill out the required information on the application form enclosed with an individual number notification letter and attach a face photo **taken within 6 months**.
2. Send the enclosed reply envelope with the completed form inside, and complete the application.



Application Form Face photo Reply envelope

To apply for a My Number Card in a language other than Japanese, please refer to the website.

Here is the QR code for accessing the Website ⇒



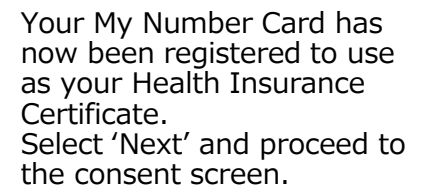
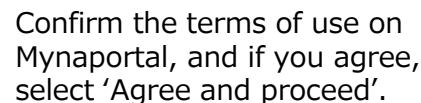
Please see the following website to download the application form or read other information on the My Number Card.
(Available languages are Japanese, English, Chinese, Korean, Spanish, and Portuguese)

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

(1) Register at a medical institution or pharmacy

*The screen is displayed in 'Japanese only' on most devices, so take this instruction guide with you if necessary.

- My Number Card



Registering your My Number Card as your Health Insurance Certificate

You must register in order to use your My Number Card as your Health Insurance Certificate. How to register are as follows.

(2) Register in advance via Mynportal

What you need

- My Number Card
- User verification passcode
- Smartphones
- Installing the Mynportal app

Registration procedure

*Register using the following procedure by following the screens.

- ① Open the Mynportal app, log in, and select "Health Insurance Certificate" under "Certificate".
- ② You are already registered if "Registered" is displayed under "Health Insurance Certificate". If "Unregistered" is displayed in red text, select "Register".
- ③ If registration is taking time, "Registering" will be displayed.
- ④ When "Use My Number Card" shows the status "Registered", registration is complete.

[Screenshots]

Log into Mynportal

- Install the Mynportal app
- Use the applicant's My Number Card to log in.

iOS




Android





Search for "Mynportal" if you cannot read the QR code.






Receiving treatment with your My Number Card

To use your My Number Card at a medical facility, a card reader with facial recognition* will be used to verify your identity and qualifications.

* It reads your facial photo data from the IC chip on the My Number Card and compares the data with the photo taken at the reception to verify your identity.

Visit medical facility

- ① Place your My Number Card



Types of card readers



Fujitsu Japan Limited



Panasonic Connect Co., Ltd.



Canon Marketing Japan Inc.



Atlas Information Service Co., Ltd.



USEN-ALMEX Inc.

Verify identity

- ② Select identification method

Facial recognition



PIN number (4-digit)

Please enter the correct PIN.

正しい暗証番号を入力してください



あと2回
Two more times

Note) The number's position will be swapped.

Confirmation of consent

- ③ Review and select your consent for the use of treatment, medicine, and specific health checkup information.

*There may be other items to confirm or agree upon, such as electronic prescriptions.

Do you consent to provide past medical information?

過去の医療情報等の提供に同意しますか。

【手術／診療、お薬／健診】

[Surgery / Treatment, Medicine / Checkups]

Consent to all

全て同意する

個別に同意する

Consent individually

Reception complete

- ④ Reception is complete when the following screen is displayed.



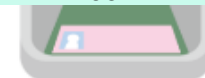
パンゴウ ハナコ 様

Ms. Hanako Bango (NAME)

カードを取り出して

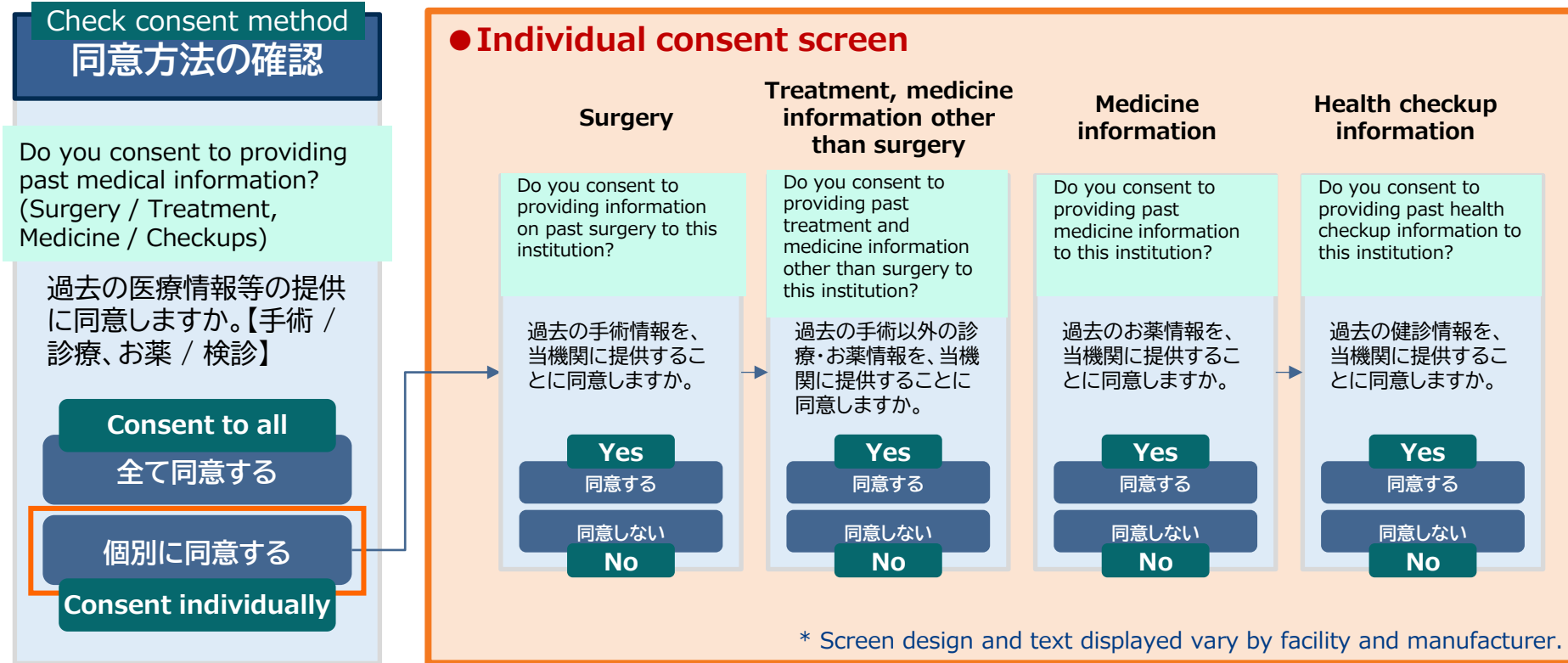
待合室でお待ちください

Please take out your card and wait in the waiting room.



Consent items

A card reader with facial recognition requests your consent to provide doctors and/or pharmacists with information on past drug prescriptions and specific health checkups.



Consent to all

Select the top button if you consent to providing all of your past medical information, etc. **This will complete all consent.**

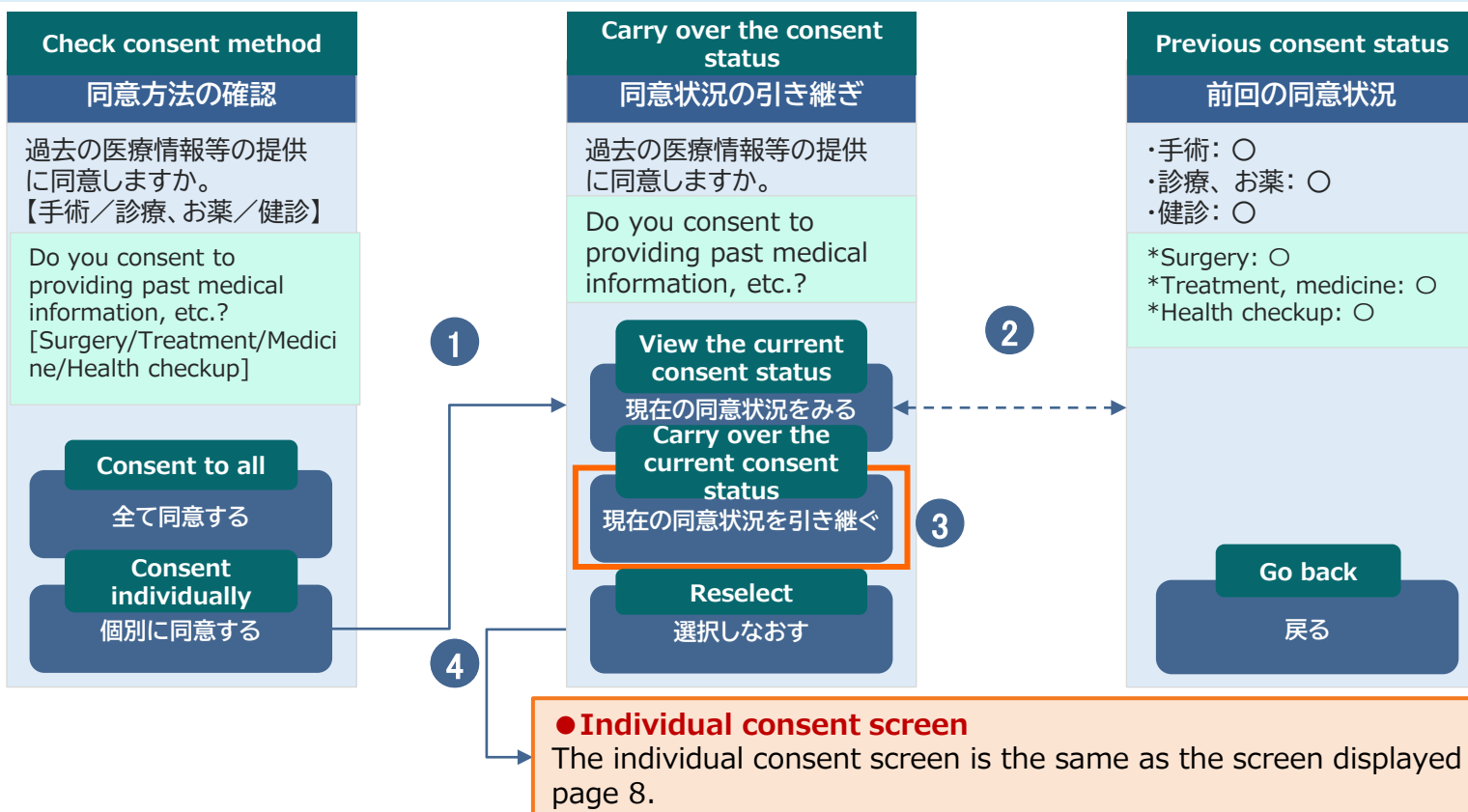
Consent individually

Select the bottom button if you want to provide fewer information. Consent screens will be displayed to provide information on surgery, medicine, and health checkups. Please select your consent individually.

Consent items (when revisiting the same medical institution or pharmacy)

When you **return visit** the medical institution or pharmacy where you have previously visited, you can carry over the previous consent status, that was individually registered at the medical institution or pharmacy.

*Your consent status is not shared with other medical institutions or pharmacies



Previous consent information can be carried over when consenting individually

- ①: You can check or change the previous consent status by clicking "Consent individually"
- ②: If consent information has been registered in the past, you can check its status
- ③: Clicking "Carry over the current consent information" lets you complete the consent form using the same details from the previous visit
- ④: Clicking "Reselect" lets you change the consent information from the previous visit.

Merits to receiving treatment using the My Number Card

The primary merits to receiving treatment using the My Number Card are as follows.



You can receive better medical treatment based on your data

When you consent to providing medicine information, you will be able to smoothly provide the doctors and pharmacists with information on past drug prescriptions and specific health checkups at the first exam without showing your prescription record.



You can exempt from paying over the maximum amount of high-cost medical expense benefits without any procedures

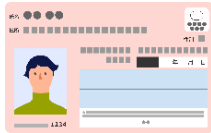
Your insurance qualifications will be verified using your My Number Card, so you will not need to bring paper qualifications, and you will be exempt from paying over the maximum amount of **high-cost medical expense benefits** without any procedures.

What's the "High-Cost Medical Expense Benefit"?

When the amount you pay at a medical institution or pharmacy exceeds a maximum amount in a single month (from the start to end of a month), the excess amount will be paid by the public insurance. If you verify your qualifications using your My Number Card, the benefit will be applied without any additional application processes.

When registration with the My Number Card cannot be completed

When using the My Number Card, if for some reason registration could not be completed, such as due to a malfunction of the card reader with facial recognition, you can verify qualifications using the measures outlined below. By doing so, you can receive medical services with your usual co-payment rate, rather than 100%.

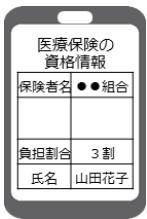


The My Number Card was presented, but **registration could not be completed.**

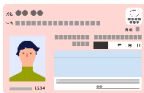
If you can present either of the two options below.

Mynaportal screen

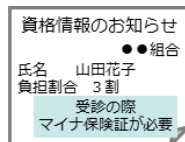
*PDF file downloaded from Mynaportal is also acceptable



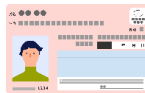
+



Eligibility Notification of Health Insurance



+



If you cannot present either option on the left.

For **Return visit**

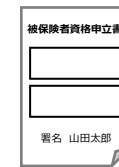
Verbal verification

If the facility has the information necessary to verify your qualifications, the staff confirms it with you verbally



For **First visit**

Statement of insured person eligibility



+



*Receive a form from the staff and fill it out

What is "Eligibility Notification of Health Insurance"?

This document is provided to the people using My Number Card as a health insurance certificate without any application. It is not possible to receive medical services on its own. If you are unable to verify your qualifications for any reason, please present this notification along with your My Number Card.

What is "Statement of insured person eligibility"?

This document is intended for individuals whose qualifications could not be verified at a medical institution or pharmacy during their first visit, and who do not have access to the Mynaportal screen or an Eligibility Notification of Health Insurance. Please complete this form as required.

Call Center (Foreign languages support)

Please contact the Call Center if you have any questions or problems regarding the My Number Card.

***The number of mis-dialed calls is increasing. Please check the phone number before dialing.**

- ① **My Number Cards, Individual Number Notifications, and Notification Cards**
- ② **Temporary suspension of use in case of loss or theft of My Number Cards or smartphones equipped with electronic certificates**



0120-0178-27

Reception hours

English, Chinese, Korean, Spanish, Portuguese

All days 8:30 - 20:00

Thai, Nepali, Indonesian, Vietnamese, Tagalog

All days 9:00 - 18:00

***Temporary suspension of use (②) is available 24 hours a day.**

* If the above number does not connect, call: **0570-064-738** (call charges apply)

* If neither of the above numbers connects, call: **050-3818-1250** (call charges apply)

* If you wish to speak Japanese, call: **0570-783-578** (call charges apply)

Reception hours are 8:30 - 20:00 all day

My Number system, Mynaportal



0120-0178-26

Reception hours

English, Chinese, Korean, Spanish,
Portuguese, Thai, Nepali, Indonesian,
Vietnamese, Tagalog

Weekdays 9:30 - 20:00

Saturdays/Sundays 9:30 - 17:30
/Holidays

* Excludes year-end and New Year's holidays
(December 29 through January 3)