

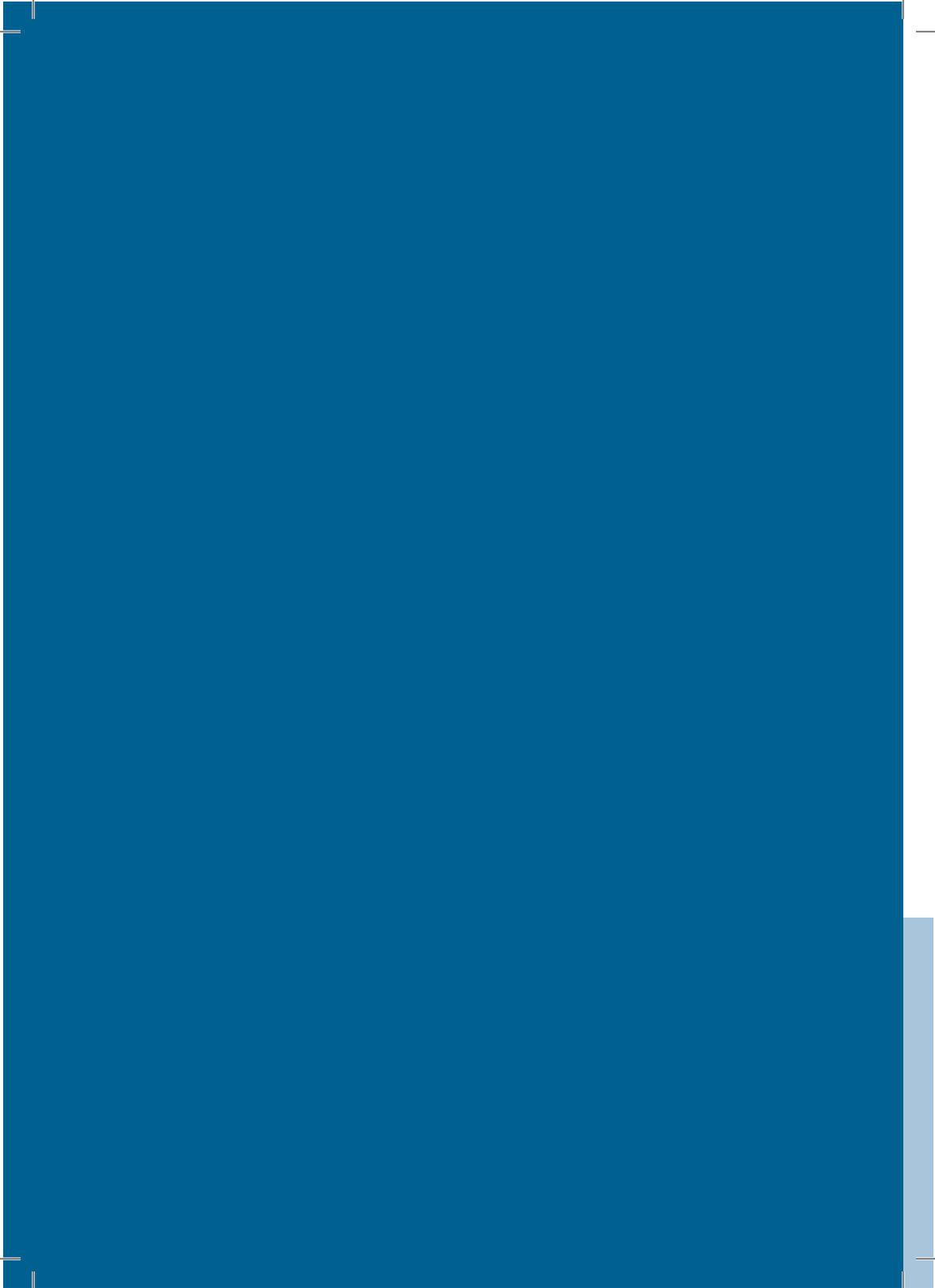


The Ministry for Social Equality



Rights are worth their weight in gold

Instructions and benefits for hospitalized senior citizens



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***8840**

Senior citizens' hotline
The Ministry for
Social Equality

Note:

- > All the information presented in this booklet is subject to the terms and criteria prescribed by law and the regulations.
- > This booklet does not constitute a full and specific reflection of the law and the procedures, and in all events, the letter of the law and the procedure shall prevail.
- > The contents of this booklet refer to both the masculine and the feminine, unless indicated otherwise.
- > The data in this booklet are correct as at March 1, 2016.

This booklet contains general information, and cannot be construed as the binding version of the law.

Shalom

The Ministry for Social Equality deems it important that you are granted your rights and entitlements to the full during and after your hospitalization. Therefore, we have gathered together the main rights that a hospitalized senior citizen is entitled to in a variety of spheres, such as reimbursements, assistance in the home after your discharge from hospital, etc.

The Ministry for Social Equality has opened Yechidot Segula (Segula units) in the hospitals to inform senior citizens during their hospitalization and to help them exercise their rights to the full.

For more details, and for guidance, we will be happy to provide you with answers on our phone hotline at *8840. We wish you good health and longevity.

Long-term care benefit

The National Insurance Institute Law defines the entitlement to a long-term care benefit for senior citizens living in the community who need a great deal of assistance from others in performing most of their activities of daily living (mobility in the home, dressing, bathing, eating, toilet functions) or supervision.

Under this law, the State provides assistance with a basket of services that the senior citizen can choose from (a caregiver for personal assistance at home, **day care center**, panic button, absorbent products, etc.), through private agencies or through NGOs that the National Insurance Institute pays. The personal care is designed to help senior citizens in their daily functioning, such as bathing, dressing, cooking, feeding, and accompaniment to the doctor and to Kupat Holim (HMO).

Senior citizens entitled to a long-term care benefit wishing to employ a full-time caregiver can, under certain circumstances, choose to receive the long-term care benefit in cash, and to employ the caregiver directly, without a long-term care personnel agency as intermediary.

For more information, visit the National Insurance Institute website: www.btl.gov.il > Benefits > Long-term care > Receiving the long-term care benefit in cash for a person who employs a full-time caregiver.

Conditions for entitlement to the long-term care benefit by a senior citizen who lives in the community, in the framework of the National Insurance Institute Law:

- **Age:** an Israeli resident who has reached retirement age (the retirement age is 62 for women and 67 for men).

- **Place of residence:** lives at home (not in a nursing home).

- **Functioning capacity:** a senior citizen who needs a great deal of assistance from others in performing the activities of daily living, which include mobility in the home, feeding, dressing, bathing, toilet functions, and who needs supervision.

The functioning capacity of those aged 90 and over can be examined by a geriatric specialist in the framework of his/her work at a public medical institution, **free of charge**, instead of being examined by a National Insurance Institute assessor.

A claim can also be submitted when there has been a deterioration in the functioning or mental capacity of a senior citizen.

A deterioration in functioning capacity might be the result of chronic illnesses, acute illnesses, major surgery, stroke, fracture, etc.

A deterioration in mental capacity is: a decline in comprehension and memory as a result of dementia (for example, due to Alzheimer's or severe depression).

The deterioration is not necessarily associated with a change in physical functioning (an assessment by a geriatric specialist is desirable).

- The insured individual does not receive a disability pension or attendant services/ other benefit for personal care/ supervision.

- **Income:** the benefit is given to someone whose monthly income gross is less than the amounts specified below:

- A single person: NIS 14,196
- A couple: NIS 21,294

The monthly income incorporates: the old age pension and the regular pension. Note that the monthly pension in respect of persecution by the Nazis and their collaborators is not considered as income.

The amounts change from time to time. You can check them on the National Insurance Institute website www.btl.gov.il or the national information and support hotline for senior citizens and their families: *9696 or 02-6709857

Note: the long-term care benefit is granted to entitled persons who live in their own home. **During hospitalization**, a long-term care benefit can be granted for up to 14 days from the date of hospitalization in a general hospital, after which granting of the benefit is terminated.

- **Commencement of entitlement:** in the case of a senior citizen found to be entitled to a long-term care benefit, the entitlement begins on the eighth day after submission of the application.

- **Short-term benefit:** following a new and transitory disability that is expected to improve within 60 days, entitlement to 60 days only will be granted. The entitlement period will begin close to the time of submission of the claim and will end after 60 days.

- **Pre long-term care:** there are private long-term care personnel agencies that offer at least 6 weekly hours of help in the home of a senior citizen upon discharge from hospital, even before the National Insurance Institute has established the senior citizen's entitlement. A senior citizen with deficient functioning who wishes to make use of the pre-long-term care service, whether after discharge from hospital or not having been hospitalized at all, can contact one of the agencies. A list of the agencies in the senior citizen's area of residence is available from hospital social workers, from the regional social services bureaus, and from the National Insurance Institute.

The agencies provide these hours of service free of charge until a decision by the National Insurance Institute, and at most, for up to a period of one month.

Examination of entitlement to a long-term care benefit

Complete the claim forms for a long-term care benefit and be sure to attach all the following documents:

1. Certificates of income for the last 4 months prior to submission of the claim. 2. A medical information printout from the attending doctor in the Kupat Holim (HMO). 3. Hospitalization summary.

When the reason for the referral is mental (dementia, severe depression), it is desirable to attach a summary report from a geriatric physician. This service is included in the services offered by the Kupot Holim (HMOs).

The claim forms can be obtained from:

- Branches of the National Insurance Institute
- The National Insurance Institute website: www.btl.gov.il
- Hospital social workers
- The regional social services bureaus
- Kupot Cholim (HMO) clinics

* After the forms have been submitted to the National Insurance Institute, a visit will be arranged to the home of the senior citizen by a competent professional representing the National Insurance Institute to conduct a dependency assessment.

* The claims officer at the national Insurance Institute will determine whether the claimant is entitled to the benefit and to what extent.

Today, information on long-term care service providers according to place of residence is available on the National Insurance Institute website: www.btl.gov.il > Benefits > Long-term care > Locating service providers according to locality.

In addition, you can track the stages in the handling of the long-term care benefit claim at the following website address: www.btl.gov.il Sherut Ishi (personal service, in Hebrew).

Medical Rehabilitation

One of the most important things to an individual is his ability to function independently. Functional decline may result from any bodily harm at any age, (for example: a stroke or a fracture). Medical rehabilitation is a right enshrined in the National Health Insurance Law, and is the responsibility of the Kupat Holim (HMO) that the insured patient belongs to.

Medical rehabilitation is intended to enable the patient to return to regular daily living in terms of physical, social and mental function, in order to maintain an active and healthy lifestyle, in family and social circles.

Medical rehabilitation includes multidisciplinary care according to the needs of the patient: the care of doctors, physiotherapists, occupational therapists and dietitians, as well as other professionals as necessary: speech therapists, nurses, social workers and psychologists.

More details are available on the Ministry of Health website:

www.health.gov.il > Topics > Senior Health > Medical Rehabilitation for Seniors

Medical rehabilitation is provided upon the recommendation of a geriatric specialist or rehabilitation specialist. In the case of a patient hospitalized in a general hospital, a recommendation for rehabilitation will generally be provided in the hospital discharge papers. To coordinate provision of the service during the hospitalization, you can contact the Kupat Holim (HMO's) representation in the hospital before receiving the discharge papers (this coordination is sometimes undertaken by the Kupat Holim (HMO) representative based at the hospital).

Rehabilitation and Mobility Devices

The Ministry of Health participates in the funding of Rehabilitation and Mobility Devices, such as wheelchairs, toilet wheelchair/ bath chair, lifting device for patient transfer, etc. The service is provided at the district health bureaus of the Ministry of Health by the departments of chronic illness and rehabilitation, subject to determining the need and entitlement to participation in the funding of the devices. More details are available

on the Ministry of Health website: www.health.gov.il > Services > Medical Services > Rehabilitation and Mobility Devices, and on the Kol HaBriut website: www.call.gov.il> Rehabilitation > Matching up the appropriate rehabilitation and mobility devices to the individual (in Hebrew).

Assistance in adapting living conditions at home to people with mobility disability

The Ministry of Construction and Housing, in collaboration with the Ministry of Health, helps to fund adapting the home interior and access paths to the home for people with a permanent mobility disability that was determined by a recognized medical institution. The assistance is received from the Ministry of Construction and Housing as defined in its procedures. Determining of entitlement and preparation of the documentation are conducted with the help of the health system and the HMOs. For information, advice and guidance, contact the social worker in the department for chronic illness and rehabilitation at the health bureau or the social worker at Kupat Holim (HMO). More details are available on the Ministry of Health website: www.health.gov.il > Services > Medical Services > Assistance in Adapting Residential Conditions for Mobility Disabled Persons.

Medical care at home

The patient might be entitled to receive medical care provided in the community and contained in the basket of services under the responsibility of the Kupot Holim (HMOs) by law – at home as well: a visit by a doctor, nurse and the relevant healthcare professionals according to the patient's needs, if, given the patient's condition, there is an actual need for tests or treatment to be administered at the patient's home (for example: blood tests, doctor's visit, nurse's visit, physiotherapy, etc.).

Foreign workers

A patient who has reached retirement age and whose functioning capacity requires immediate assistance for most hours of the day will be entitled to obtain a foreign worker employment permit, provided that the patient has accrued 4.5 ADL points or 4 ADL points in the case of a person who is alone or has reached the age of 90, based on a dependency test conducted by the National Insurance Institute in the framework of a long-term care benefit claim. Senior citizens who want to employ a foreign worker, but whose income does not entitle them to a dependency test in the framework of a long-term care benefit claim from the National Insurance Institute, can contact the Population and Immigration Authority by calling *3450 or via its website: www.piba.gov.il

Applications of senior citizens over the age of 85 will be discussed by a professional advisory committee.

The following must be attached to the application:

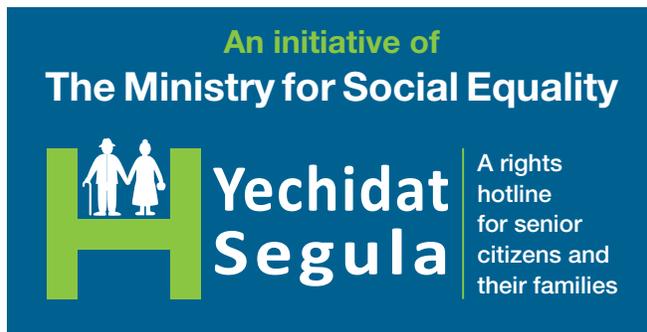
- Certificate of payment of an application fee of NIS 300.

An application submitted without a certificate of payment of the fee will be returned to the sender. The amount changes from time to time, and should be checked on the Population and Immigration Authority website: www.piba.gov.il.

- A photocopy of the ID card plus stub of the patient and of the "employer" (in the event that the patient is unable to fulfill his/her obligations as the employer of a foreign worker).
- In the event of a patient who is a dependent (ward), the certificate of custodianship must be attached.
- Form A: Application for a permit to employ a foreign worker or to extend an existing permit.
- Form B: Employer's Liability.
- Form C: Waiver of Confidentiality Declaration.
- Form E: Application form for a patient about to be discharged from hospital.

If an inpatient about to be discharged from the hospital presents a medical diagnosis from a doctor at the hospital specifying the need for continuous, round-the-clock care, and specifies the estimated date of the patient's discharge from the hospital, the possibility will be examined of granting a foreign worker employment permit. The permit, under this section, will be granted for a period of three months only, at the discretion of the professional advisory committee for the Long-Term Care Sector in the Permits Division at the Population and Immigration Authority. The application form for a permit to employ a foreign worker in the long-term care sector can be downloaded from the following website: www.piba.gov.il

After receiving a permit to employ a foreign worker, you must register with one of the private bureaus listed in order to employ a foreign worker. Information about the bureaus can be found on the Population and Immigration Authority website:
www.piba.gov.il.



Exemptions and discounts for medication copayments at the Kupot Holim (HMOs)

The following are the rights and the benefits that senior citizens are entitled to at all the Kupot Holim (HMOs) in Israel:

Copayment discounts in purchases of medications

- A member of Kupat Holim (HMO) over the age of 72 is entitled to a 10% discount in medication copayments.
- Senior citizens receiving a benefit under the Income Support Law or under Section 11 of the Benefits for Prisoners of Zion and their Families Law, for a period of at least six months, as well as senior citizens receiving an old age disability pension, are entitled to a discount of 50% on the price set under the National Health Insurance Law for medications included in the basket of healthcare services.
- A needy war veteran, as defined in the Status of World War II Veterans Law, is entitled to a 75% discount on the purchase of medications.

Contact the Ministry of Defense to check your entitlement to the discount associated with recognition as your being a war veteran.

- Holocaust survivors who receive or have received, in respect of their persecution by the Nazis and their collaborators, a monthly or one-time payment from Israel, Germany or one of the other foreign countries or from the Claims Conference are entitled to full exemption from payment of the copayment for purchases of medications contained in the basket of healthcare services. You can check the recognized arrangements for receipt of the exemption on the *8840 hotline. More details are available on the Ministry of Health website: www.health.gov.il > Topics > Rights of the Insured > Rights under the National Health Insurance Law.

Discount on the quarterly copayment cap in respect of purchases of medications

- A chronically ill patient, according to Ministry of Health criteria, pays for medications contained in the basket of healthcare services or in Kupat Holim's (HMO's) expanded basket, only up to the amount of the quarterly cap established for medications. The cap changes from time to time, and there are differences between the Kupot Cholim (HMOs) (the quarterly calculation of the quarterly cap ranges from NIS 882 to NIS 1,068 depending on the Kupat Holim (HMO)).
- Senior citizens who receive a benefit under the Income Support Law are entitled to a discount of 50% off the quarterly cap for medications, which changes from time to time [the calculation of the quarterly cap ranges from NIS 441 to NIS 534 depending on the Kupat Holim (HMO)].

The quarterly payment cap per family: for copayments in respect of visits to a secondary care provider, outpatient clinics and institutes

- A family, one of whose members has reached the age of 67, is entitled to a 50% reduction in the payment cap in a calendar quarter. The payment cap per family applies to copayments for a visit to a secondary care provider (specialists in the community, including dietitians and podiatrists), outpatient clinics (clinics operating in the framework of general hospitals) and institutes (institutes that are not general hospitals, such as imaging centers, diagnostics testing centers, and other institutes).

* Note: the deduction might even be available before that; check with your Kupat Holim (HMO).

- Senior citizens who are members of a Kupat Holim (HMO) receiving a benefit under the Income Support Law or under Section 11 of the Benefits for Prisoners of Zion and their Families Law, for a period of at least six months, as well as senior citizens receiving an old age disability pension under Section 251 of the National Insurance Law (abridged in this booklet as: "recipient of an old age disability pension") are entitled to full exemption from payment of fees for visits to a secondary care provider, institutes and outpatient clinics.

- * Note: family members might also be eligible for the aforementioned exemption. Check with your Kupat Holim (HMO).
- * Caps of the same type are not cumulative, except for discounts on medications.
- * Caps of different types apply to the insured. For example: if the insured is also a chronically ill patient and beyond retirement age, both the medication cap for chronically ill patients and the 50% discount off the quarterly family cap will apply to that insured.
- * Entitlement to a discount does not detract from entitlement to a cap.

Assistance in the purchase of hearing aids

- Persons aged 65 and over who need hearing aids, according to a medical indication, are entitled to receive hearing aids from Kupat Holim (the HMO) or to participation in the funding of it. Details of the conditions and entitlement are available on the Ministry of Health website: www.health.gov.il > Topics > Senior Health > Health Promotion and Preventive Medicine > Hearing loss at an older age.



Supplementary insurance and health insurance

Supplementary insurance plans in the Kupot Holim (HMOs) and private health insurance plans sometimes provide discounts or reimbursements for expenses in respect of medications, medical consultations, surgery, etc.

You can check your entitlement: for the supplementary insurance plans, check with the Kupot Holim (HMOs); for private health insurance plans, check with the insurance companies.

See also the Kol HaBriut website www.call.gov.il

* We recommend checking entitlement to convalescence or assistance with Kupat Holim (the HMO)

Funding of a nurse after surgery for those who meet the criteria.

Long-term care insurance

Many senior citizens have purchased long-term care insurance – through Kupat Holim (HMO), through the workplace, or privately.

If a senior citizen has reached a state requiring long-term nursing care or has become "mentally frail, in need of supervision", it is advisable to check whether the senior citizen has long-term care insurance plans, and if so, to check entitlement to remuneration from the insurance company to fund nursing care at home or nursing care hospitalization, according to the terms of the insurance policy. In the appropriate instances, help in this regard can also be obtained from Kupat Holim (the HMO). In this regard, see also entitlement to a long-term care benefit from the National Insurance Institute (above) and long-term care institutions (including hospitalization for those requiring long-term nursing care and for the mentally frail through the Ministry of Health (below).

For more details, call the Ministry of Health hotline *5400.

Returning to the Community

Services for senior citizens provided by the social services departments in the local authorities:

- Short organized holidays for senior citizens who are mentally frail or require long-term nursing care, day care centers, supportive communities, transportation for critical medical treatment, "basic competent assistance" [assistance for senior citizens who don't meet the criteria, but cannot function adequately on their own], supplementing basic equipment in the home, help in admission to homes for the aged, etc.

Note that these services are subject to the criteria of the Ministry of Social Affairs and Social Services.

Details on the Ministry of Social Affairs and Social Services website www.molsa.gov.il

Holocaust survivor benefits

Several additional benefits for eligible persons are provided through the Foundation for the Benefit of Holocaust Victims in Israel:

Definition of a Holocaust survivor

Anyone who lived under Nazi occupation during the Second World War and who spent time in the ghettos, concentration camps or hiding in danger of their lives, or who lived in countries that were satellites of Nazi Germany, such as Romania, Bulgaria, France, Italy, Hungary, Libya, Tunisia, and Holland and who suffered Nazi persecution, and anyone who fled from territory that had been occupied: from Germany after 1933, from Austria after 1938, and from the other countries after the outbreak of the war and the occupation until May 8, 1945.

The benefits include:

- **Sulam (help and assistance for hospitalized Holocaust survivors):**

a Holocaust survivor after discharge from hospitalization or who visits the Emergency Room and meets the means test of up to **NIS 9,090** a month **(the amount changes from time to time and you are advised to check the latest figure on the Foundation's website www.k-shoa.org)** can apply to the Foundation for 50 hours of long-term nursing care at home for a period of two months or until receipt of the long-term care benefit from the National Insurance Institute. To exercise your entitlement **you must have the application forms completed at the hospital** by the social worker of the hospital ward.

If the social worker is not present, ask to leave the hospitalization sticky labels with the nurse in charge of the ward until the social worker returns, so that the social worker can complete the appropriate forms and attach the hospitalization sticky label. You can now check entitlement to the 50 hours of "Sulam in the Community" through the Kupot Holim (HMOs).

- **Additional hours of long-term care:** the following can apply to the Foundation for an additional 9 weekly hours of long-term care: those entitled to a long term care benefit in an amount of 150% or 168% from the National Insurance Institute, or entitled to an attendance allowance (SHARAM) from the National Insurance Institute in an amount of 105% or 175%, or entitled to hours of "Helping Others" (Ezra Lazulat) from the Ministry of Defense in an amount of 66 monthly hours at least. Today, recipients of a long-term care benefit in cash have the option of receiving the hours of long-term care in cash by applying to the Claims Conference. Telephone number for inquiries 03-5194400

An initiative of
The Ministry for Social Equality

Yechidat Segula

A rights hotline for senior citizens and their families

The Ministry for Social Equality
Sees to your rights

Long-term care institutions

There are times when the medical functioning of the senior citizen no longer enables continued home care due to the absence of suitable care conditions. The appropriate institutional framework is determined on the basis of the senior citizen's functional status, as defined by the appropriate competent professionals.

All the types of long-term care institutions require copayment, as specified below:

Homes for the mentally frail

If a senior citizen is defined as "mentally frail", contact a nursing home for the mentally frail that has a license from the Ministry of Social Affairs and Social Services; for assistance in funding the stay (along with the participation of the senior citizen and his/her family), contact the social worker at the local social services bureau. Details on the Ministry of Social Affairs and Social Services website www.molsa.gov.il

Hospitalization for those who need long-term nursing care and for the mentally frail

When a senior citizen's state of health and functioning does not enable continued home care, and a geriatric physician has defined the person's condition as requiring long-term nursing care or as mentally frail, requiring extended institutional framework of this type, you should apply for hospitalization to long-term nursing care wards or mentally frail wards that have a **license** from the Ministry of Health. **Assistance** from the Ministry of Health to fund the hospitalization of persons requiring long-term nursing care and the mentally frail is contingent on participation in the payment by the senior citizen, his/her spouse and his/her children, as defined according to Ministry of Health procedures. Such assistance is restricted to institutions contracted by the Ministry of Health in an appropriate and valid agreement (on the basis of a tender).

More information is available on the topic webpage entitled "Assistance in Paying for Hospitalization of Nursing and Mentally Frail Patients" on the Ministry of Health website www.health.gov.il

“Complex nursing” hospitalization

If a senior citizen is defined as requiring "Complex Nursing", hospitalization in a Complex Nursing ward is funded by the Kupat Holim (HMO) with copayment, as required by law. For an explanation, contact the insured's Kupat Holim (HMO).

For information on Complex Nursing wards and additional details, visit the "Senior Health" webpage on the Ministry of Health website www.health.gov.il

Public Complaints Commission under the National Health Insurance Law

Insured who believe that they have been deprived of their rights under the National Health Insurance Law can submit a **written** complaint to the Public Complaints Commission under the National Health Insurance Law at the Ministry of Health at the following address: 39 Yirmiyahu Street, Jerusalem 9101002, P O Box: 1176 Jerusalem, or by fax to 02-5655981, or by email kvilot@moh.health.gov.il or by using the online form on the webpage of the Public Complaints Commission under the National Health Insurance Law on the Ministry of Health website.

More information is available on the topic's webpage on the Ministry of Health website:

www.health.gov.il > Topics > Rights of the Insured > Public Complaints Commission under the National Health Insurance Law.



The rights of family members who are caregivers for senior citizens

1. The Sick Pay (Absence Because of Parent's Illness) Law 5754-1993 stipulates that an employee is entitled to an absence from work due to the illness of a parent or of a spouse's parent against the employee's sick leave.
2. The Sick Pay (Absence because of Spouse's Illness) Law 5758-1998 stipulates that an employee is entitled to an absence from work due to the illness of a spouse against the employee's sick leave.
3. The Severance Pay Law 5723-1963 stipulates that in the event that the medical circumstances of the employee or a member of the employee's family prevent the employee's continued work, the employee will be entitled to resign, and such notice will be deemed dismissal as stipulated by law.
4. Section 44 of the Income Tax Ordinance grants a tax credit in calculating the taxable income of an individual who is a resident of Israel and who, in the tax year, paid to maintain a completely paralyzed, bedridden, blind or insane parent in an institution.
5. Section 2(a)(7) of the Income Support Law 5741-1981 grants entitlement to income support to an individual who is a caregiver for a sick spouse who needs constant supervision, subject to the rules and regulations in the matter.



In the framework of the project to date, 12 Yechidot Segula have been established at various hospitals throughout Israel. For your convenience, a list of Yechidot Segula and ways of contacting them is presented below (arranged in the order of their nationwide spread):

Ziv Medical Center

Next to the medical center's snack bar and the elevators
Telephone: 04-6828162

Poriya Medical Center

The outpatient clinics building adjacent to the X-Ray Institute
Telephone: 04-6652286

Galilee Medical Center, Nahariya

At the entrance to the Emergency Room (Miyun), opposite the Kupot Holim (HMOs) hubs
Telephone: 04-9107388

Rambam Hospital

Main entrance
At the information desk
Telephone: 04-7772788

Meir Medical Center

Ground floor, at the service center
Telephone: 09-7472426

The Sheba Medical Center at Tel Hashomer

Main hospitalization building
Ground floor
Telephone: 03-5305402

Tel Aviv Medical Center (Ichilov)

Ichilov social services
Telephone: 03-6973574

Assaf Harofeh Medical Center

The Aliza Begin Adult Hospitalization building, ground floor
Telephone: 08-9542153/9

Shaare Zedek Medical Center

Ground floor (4)
Next to the outpatient clinics
Telephone: 02-5645066

Kaplan Medical Center

Pavilion 16 (the old children's ward)
Telephone: 08-9441509

Barzilai Medical Center

At the entrance to the new hospitalization building
Opposite the Dr. Mali Hall
Telephone: 08-6746928

Soroka Medical Center

Childrens' clinics, next to Risk Management
Tel: 08-6400468

Important telephone numbers

The Ministry for Social Equality:

Senior Citizens hotline: *8840 www.mse.gov.il

The Ministry of Health:

The Ministry of Health hotline: *5400

Medical translation hotline during a meeting between the care provider and the patient *5144

National Insurance Institute:

Hotline for Senior Citizen-related matters 02-6463400

Nationwide information and support hotline for senior citizens and their families *9696 or 02-6709857

Kupot Holim (HMOs):

Clalit – *2700

www.clalit.co.il

Maccabi – *3555

www.maccabi4u.co.il

Leumit – *507

www.leumit.co.il

Meuhedet – *3833

www.meuhedet.co.il

The Foundation for the Benefit of Holocaust Victims in Israel:

5 Tuval Street, Tel Aviv, Tel: 03-6090866

The Ministry of Defense, Families and Commemoration Department:

Tel: 03-7776700

Public Complaints Commission under the National Health Insurance Law:

Complaints against the Kupot Holim (HMOs) pertaining to the provision of health care services (medication, treatments, hospitalization, etc.) *5400
Fax: 02-5655981

If you have any questions or seek clarification, call the Public Inquiries hotline at the Ministry for Social Equality at *8840 and we will be happy to oblige.



***8840**

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**The Ministry for
Social Equality**

www.mse.gov.il



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**This booklet contains general information.
This information is not to be treated as the binding
version of the law.**

The Ministry for Social Equality | 3 Am Umlo'o Street,
Jerusalem 91919

Tel: *8840 | Fax: 02-5605034 | infovatikim@mse.gov.il

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