

99134044012000

Electronic health card issue

Heruntergeladen am 03.07.2025

<https://fimportal.de/xzufi-services/103520148/B100019>

Modul	Sachverhalt
Leistungsschlüssel	99134044012000
Leistungsbezeichnung I	Electronic health card issue
Leistungsbezeichnung II	Apply for an electronic health card for people with statutory health insurance
Typisierung	1 - Bund: Regelung und Vollzug
Quellredaktion	Bund
Freigabestatus Katalog	fachlich freigegeben (gold)
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	Leistungsobjekt mit Verrichtung
Leistungsgruppierung	
Verrichtungskennung	Ausstellung (12)
SDG-Informationsbereich	Haftungs- und Pflichtversicherungsbestimmungen im Zusammenhang mit der Niederlassung oder Beschäftigung in einem anderen Mitgliedstaat
Lagen Portalverbund	Gesundheitsvorsorge (1130100)
Einheitlicher	

Modul	Sachverhalt
Ansprechpartner	Nein
Fachlich freigegeben am	12.05.2025
Fachlich freigegeben durch	Federal Ministry of Health
Handlungsgrundlage	https://www.gesetze-im-internet.de/sgb_5/_291.html https://www.gesetze-im-internet.de/sgb_5/_291a.html https://www.gesetze-im-internet.de/kvl_1989/_8.html
Teaser	As a rule, you will receive your electronic health card (eGK) automatically from your health insurance company. If you have lost your eGK or it is defective, apply for a new eGK from your health insurance company.
Volltext	The electronic health card (eGK) is the membership card of a statutory health insurance fund and confirms that your statutory health insurance fund will pay the treatment costs for you. As a rule, you will automatically receive a current eGK from your statutory health insurance company. This is also the case if the validity of your old card expires. You do not need to do anything else in these cases. If your name changes, notify your health insurance company. Your health insurance company will then issue you with a new card. Have you lost your eGK, has it been stolen or is it defective? Then you must have the old eGK blocked by your health insurance company and request a new card.
Erforderliche Unterlagen	<ul style="list-style-type: none"> • current passport photo There are exceptions for children and young people under the age of 15. There are also exceptions for insured persons who are unable to participate in the creation of the passport photo, such as people in need of care. • Proof of your name change, if applicable (e.g. identity card, marriage certificate) <p>Depending on the special case, further documents may be required. Please contact your statutory health insurance provider for more information.</p>
Voraussetzungen	You are entitled to an electronic health card (eGK) if you are a member of a statutory health insurance fund.

Modul

Sachverhalt

Kosten

As a rule, the health insurance company will issue you with an electronic health card (eGK) free of charge. The statutory health insurance companies can charge EUR 5 if you are responsible for the loss or damage.

Verfahrensablauf

As a new member of a statutory health insurance fund, you will usually receive your new electronic health card (eGK) automatically.

- Your health insurance company will contact you in advance and ask you for a current passport photo.
- You usually have several options for sending your passport photo to the health insurance company: online, by post or, with many health insurance companies, in person at the office. Please wait for the letter from your health insurance company. Until then, you do not have to do anything yourself. Once you have submitted your photo, the subsequent card production may take some time.

If you have been insured with your health insurance company for some time and need a new eGK, request the card directly from your health insurance company. This is the case, for example, if

- your card is defective or
- has been lost.

You can request a new eGK from your statutory health insurance provider. To protect your data, the requirement differs depending on the health insurance company. Your health insurance company will tell you what options you have. You can request the eGK from many health insurance companies in person at the office. It is often also possible to apply via the health insurance company's online portal, by letter or by telephone.

- Inform your health insurance company and enclose the necessary documents.
- The health insurance company will check your application.
- You will receive the new eGK by post.

If your address changes, you do not usually need to

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	<p>apply for a new card. Inform your health insurance fund. They will change your stored address details, which will then be automatically updated on the eHC the next time you visit a doctor.</p> <p>You will often find the European Health Insurance Card (EHIC) on the back of your eHC. This enables unbureaucratic treatment within Europe.</p>
Bearbeitungsdauer	<p>Processing normally takes around 1 to 4 working days. It takes around 3 to 10 days before the eHC is actually issued (including production time for the eHC). To ensure rapid processing and a decision, your health insurance fund must have the necessary information and any required documents in a complete and meaningful form. The health insurance company decides on applications promptly, whereby the statutory processing period is adhered to in order to protect patients' rights. Please note that the processing time stated is an average value for all health insurance companies. It may vary in individual cases. The exact processing time also depends on the complexity of the individual case and may be longer. The same applies if documents or records are sent to you or your health insurance company by post.</p>
Frist	<ul style="list-style-type: none"> • As a member of a statutory health insurance fund, you do not have to adhere to a time limit. • Your electronic health card (eGK) is valid for a maximum of 5 years. At the end of this period, your health insurance provider will automatically send you a new eGK.
weiterführende Informationen	<p>https://www.bundesgesundheitsministerium.de/themen/krankenversicherung/egk.html</p>
Hinweise	<p>There are no indications or special features.</p>
Rechtsbehelf	<ul style="list-style-type: none"> • Objection • Action before the social court
Kurztext	<ul style="list-style-type: none"> • on first issue: new members receive electronic health card (eGK) automatically Health insurance company asks for a current passport photo in advance • when issuing after loss or defect of the eGK: request a new eGK from the health insurance company and have the old eGK blocked

Modul	Sachverhalt
	<ul style="list-style-type: none"> • Applying for a new eGK varies depending on the health insurance company: on site at the office, in many cases also by telephone, by post or online
Ansprechpunkt	
Zuständige Stelle	
Formulare	
Ursprungsportal	Electronic health card issue, Elektronische Gesundheitskarte Ausstellung