



Details of the procedure for obtaining medical treatment or reimbursement for victims of work injury who are not residents of Israel

Persons recognized as work injury victims are entitled, under the law, to medical care resulting from the recognized accident at work.

The issuance of the coverage commitment and the execution of the reimbursements for medical care related to the recognized work injury are carried out as follows:

1. Approval of medical treatment in Israel

To obtain treatment authorization, you must present following documents:

1. Certificate of your recognition by the National Insurance Institute as a victim of work accident.
2. Medical recommendation for requested operation.
3. Booked appointment for requested service.

The above mentioned attestations must be attached to the application for treatment approval.

The request must be sent to Femi company by email btl-acc@femi.com (you can also contact Femi company by post mailing at to the following address: Harokmim 2, Holon, 12th floor, indicating, for audit – National Insurance Institute).

Contact information of Femi company – 073-2037473.

2. Obtaining prior authorization for a medical accessory

To obtain treatment authorization, you must present following documents:

1. Certificate of your recognition by the National Insurance Institute as a victim of work accident.
2. Medical recommendation regarding the required medical accessory.

The above mentioned certificates must be attached to the application for coverage commitment for the required medical accessory.

The request must be sent to Femi company by email btl-acc@femi.com (you can also contact Femi company by post mailing to the following address: Harokmim 2, Holon, 12th floor, indicating, for audit – National Insurance Institute).

Contact information of Femi company – 073-2037473.

3. Reimbursement of medical care or medical accessories

Requests for reimbursement of medical care or a medical accessory associated with a recognized workplace accident must be addressed directly to Clalit Health Services.

The following documents must be attached to the request for reimbursement from Clalit Health Services:

1. Certificate of recognition by the National Insurance Institute.
2. Receipts.
3. If the material is submitted by a lawyer/uninjured representative, a power of attorney issued by the injured person must be presented.
4. For each receipt, you must attach a corresponding medical prescription with the same date (summary of the medical visit, test results, medical imaging, etc.):
 - a) **Visit to the doctor** – the medical documentation of the visit must be attached (medical summary).
 - b) **Test** – the test prescription must be attached + the medical record of test results (medical summary).
 - c) **Medication** – a doctor's prescription or medical recommendation for the medication must be attached.
 - d) **Travel expense for treatment** – a record of medical care received on the date of travel must be attached.

You must indicate whether the requested refund will be made to the name of the victim or to the name of the lawyer and how (cheque or bank transfer to an Israeli bank only), among the following options

- Cheque to the name of the victim.
- Cheque to the name of the lawyer – in this case, it is necessary to attach a power of attorney.
- Bank transfer in the name of the victim – a bank account management certificate or a photocopy of a cheque must be attached. Please note that this payment method will only be possible for an Israeli bank.
- Bank transfer in the name of the lawyer – you must attach a bank account management certificate or a photocopy of a bank check from an Israeli bank as well as a power of attorney.

The reimbursement amount is up to the rate set by the Ministry of Health or the actual amount paid by the insured, whichever is lower.

The entitlement to reimbursement of travel expenses for medical treatment will be reviewed in accordance with the agreement and the appendix to the guidelines (a copy can be found on the National Insurance Institute website under "Medical care for victims of work-injury accidents").

Contact details of Clalit Health Services:

Telephone: 03-6923675

Fax: 03-6923414

E-mail: WorkAccidents@clalit.org.il

Please note that the National Insurance Institute have an agreement with Clalit Health Services for the management and processing of these work-injury allowance claims. Monitoring and decision-making are carried out by the Femi company, while Clalit Health Services acts as a coordinating agent between Femi company and the National Insurance Institute from one side and the victims of a work injury from other side.

Clalit makes a decision or pays reimbursement to the victim, only after receiving a response from the Femi company or a payment from the National Insurance Institute in favor of the victim.

The above information is valid as long as the agreement between National Insurance Institute and Clalit is in force.

Sincerely,
Work Injury Division
National Insurance Institute