



- Information gathered
- Title

• Forename

• Surname

• Date of birth

• NHS or NI number

• Local authority

• Nationality

• Passport number

• Length of time in the UK

• Any plans to leave the UK

• EHIC PIN number 2

• Address

• Telephone number

- Notes
1. The paper form is quite difficult to find - you can download and print it from NHS.UK. It's not available over the counter from Post Office for example. Users may be aware they need to apply on paper due to having contacted NHS BSA. In this case an agent will to email a link to the user.

2. The EHIC card carries both a 'personal identification number' linked to an account and a card number which solely identifies the card. Why are these are two separate things?

3. Information submitted is checked against currently issued EHIC cards.

4. If a postal form contains errors, contacting the applicant and correcting the error can take up large amounts of time via multiple channels. Note: agents are encouraged to use telephone as primary channel.

5. The EHIC application process does not do any automated checking of eligibility.

6. New applications are extracted daily to send to card supplier.

7. Data filtering is currently manual changes to code (assumption: lots of 'if' statements). An example of filtering would be to exclude an address that has an inordinately high number of applications associated with it.