



Appeal a medical card decision

We will inform you, in writing, if you do not qualify for a medical card or a GP visit card.

This will include:

- a statement of the means assessment on your application
- the outcome of any discretionary consideration
- details of how to request a reassessment and how to appeal the decision

Ask for a reassessment

If you believe the means of assessment statement is incorrect, supply information so we can recheck your application.

Ask for a reassessment if you have information that was not included in your original application.

Medical reports provided by your GP or hospital consultant will be assessed by a medical officer. You may be granted a medical card or GP visit card on a discretionary basis.

Appeals office

You may make an appeal to:

The National Appeals Office,
An Clochar,
Ballyshannon Health Campus,
College Street,
Ballyshannon,
Co. Donegal

nationalappeals@hse.ie (Link: <mailto:nationalappeals@hse.ie>)

The appeals process

The appeal will be conducted by HSE staff who were not involved in assessing your original application.

The appeals process considers if:

- income and expenses have been appropriately assessed
- you are in a category of people who are exempt from the financial means assessment

The appeals office will forward your correspondence to us if they believe a reassessment is more appropriate.

This may delay a decision and you are advised to pursue the reassessment option first. If you request a reassessment and an appeal at the same time, this will delay the decision.

Make a complaint

If you have a complaint about the medical card application process contact:

Medical card complaints,
Suzanne Doyle,
Complaints Coordinator,
Primary Care Reimbursement Service,
North Road,
Finglas,
Dublin 11,
D11 XKF3

Phone: 01 864 7100 (Link: <tel:018647100>) (ext 7108)

pcrs.complaints@hse.ie (Link: <mailto:pcrs.complaints@hse.ie>)

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Apply for a medical card (Link: /services/schemes-allowances/medical-cards/applying/apply/)

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How much you can earn and still qualify for a medical card (Link: /services/schemes-allowances/medical-cards/applying/how-much-you-can-earn/)

Documents you need to include with your application (Link: /services/schemes-allowances/medical-cards/applying/documents-you-need/)

GPs who accept medical cards or GP visit cards (Link: /services/schemes-allowances/medical-cards/about-the-medical-card/gps-who-accept-medical-cards/)

Appeal a medical card decision

Check the status of your application (Link: /services/schemes-allowances/medical-cards/managing-your-medical-card/after-you-apply-for-a-medical-card/)