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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

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](tel:018647100) (ext 7108)

pcrs.complaints@hse.ie

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HSE Live - we're here to help

Monday to Friday: 8am to 8pm

Saturday: 9am to 5pm

Sunday: Closed

Bank holidays: Closed

Freephone: [1800 700 700](#)

From outside Ireland: [00 353 1 240 8787](#)

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