

## General Health System (GHS) ENROLMENT PROCESS - A STEP BY STEP GUIDE FOR NON-CYPRIOT NATIONALS

### ALL YOU NEED TO KNOW IN ORDER TO ENROL TO THE GHS

*This guide is addressed to **Non-Cypriot Nationals** who wish to enrol to the GHS and who legally reside in the areas controlled by the Government of the Republic of Cyprus.*

*It provides information on*

- a. the GHS Enrolment Process,*
- b. supporting documentation requirements*
- c. main Beneficiary Eligibility Categories*

#### ❖ HOW TO ENROL TO THE CYPRUS GHS

#### **BASIC STEPS THAT MUST BE FOLLOWED BY ALL NON-CYPRIOTS WISHING TO ENROL TO THE GHS**

##### **STEP 1a – Ensure that you are registered with The Cyprus Migration Department**

In other words, you have an Alien Registration Certificate (ARC) and a relevant Residence Permit, which is currently valid (not expired).

The Cyprus Migration Department will provide you with the legal residence permit appropriate for your case. Your ARC number is printed on your permit and it is used for identification purposes, as it is a unique number assigned solely to you by the Republic of Cyprus

*In addition to STEP 1a, **if you are working in Cyprus** you must also complete STEP 1b*

##### **STEP 1b – Ensure that you are registered with The Cyprus Social Insurance Services**

Every person legally working in the areas controlled by the Government of the Republic of Cyprus must be registered with the Social Insurance Services. It is very important that your Social Insurance Services record also includes your ARC number. So, in case you have registered with the Social Insurance Services using another identification document (e.g your passport, or your national identity card) you must visit the district Social Insurance Services office or a Citizen's Service Center and ask to update your record by adding your ARC number. To be able to do so, please ensure you have your permit with you.

*Once you complete the above steps, and following an announcement by the HIO you can proceed to submit a GHS enrolment request in the manner described below in Step 2.*

##### **STEP 2 - Submit a GHS enrolment request**

###### **Create a User Account**

Visit the HIO website [www.gesy.org.cy](http://www.gesy.org.cy)

Choose the Beneficiary Portal and **create a User Account**

You will be given instructions online how to **activate your User Account**.

###### **STEP 3 - Sign in the Beneficiary Portal**

Once you **create and activate** your portal User Account, you can sign in the Beneficiary Portal and proceed with the submission of a GHS enrolment request following the simple instructions in the system.

Note that the enrolment process requires that you fill in specific fields providing Personal Data. This is necessary in order for the GHS system to be able to cross-check your identity and residence status in the Republic of Cyprus and retrieve necessary Personal Data from the **Migration Registry** and where applicable from the **Social Insurance Services Registry**.

In addition, you will be required to provide additional information with regards to your residence address, and communication preferences.

In some cases, e.g. spouse of a beneficiary or other beneficiary family member, you may also be required to submit additional supporting documentation by post, such as proof that you reside in the areas controlled by the government of the Republic of Cyprus. In such cases, the system will guide you to what documentation you need to submit to the HIO in order to complete your enrolment. See section below on SUPPORTING DOCUMENTATION for more information.

**IMPORTANT:** *If you do not have access to the Internet, you can enrol to the GHS with the help of a third party e.g. a friend or a GHS contracted Personal Doctor, who has an account in the Beneficiary Portal.*

**STEP 4 - Enrol to a Personal Doctor's (PD) list following the completion of your enrolment**

You should choose a PD and register to his/her list, either online via the Beneficiary Portal, or by visiting him/her at his/her office.

**IMPORTANT:** *Please note that in order to receive services under the GHS, it is necessary that you complete STEP 4 above.*

For more detailed information on the GHS enrolment process, including helpful "How To" videos, please visit the GHS website at [www.gesy.org.cy](http://www.gesy.org.cy) and under the Beneficiaries tab find all the useful information.

## ❖ SUPPORTING DOCUMENTATION

During the process of submitting a GHS enrolment request, the system will provide you with clear instructions and will guide you throughout the enrolment process.

Note that **if you fall into the categories of family member of beneficiary and S1 document holder** you will be requested to print and submit via post your GHS enrolment request along with specific supporting documentation.

Also, **if you are an EU citizen temporarily unable to work** you will also be requested to submit your GHS enrolment request along with specific supporting evidence. To help you submit all that is necessary to process your GHS enrolment request, the complete list of the supporting documentation required to be submitted with your enrolment request, will be printed automatically by the system on your enrolment request form.

If you do not fall into these categories you will **not** be required to send any additional supporting documentation. However, please note that in cases where Ordinary Residence is questioned, HIO **may** request the submission of ordinary residence evidence, such as recent electricity bills, water board bills etc, for any of the Beneficiary Eligibility Categories.

## ❖ MAIN BENEFICIARY ELIGIBILITY CATEGORIES

If you are an EU or other third country citizen and you legally reside in Cyprus, you can enrol to the GHS, provided you meet the requirements of one of the major beneficiary eligibility categories below:

**1. Working in Cyprus - I am a Non-Cypriot and I am working in Cyprus.**

Citizens who are legally working and have their ordinary residence in the areas controlled by the Cyprus Government are entitled to healthcare services under the GHS.

**Major population groups falling into this category\*:**

- ✓ *EU citizens working in Cyprus with MEU1 permit*
- ✓ *3<sup>rd</sup> Country nationals, i.e. domestic workers*

**2. Permanently residing in Cyprus - I am a Non-Cypriot and I live permanently in Cyprus.**

Citizens who have the right of Permanent Residence according to National Legislation and who have their ordinary residence in the areas controlled by the Cyprus Government are entitled to healthcare services under GHS.

**Major population groups falling into this category\*:**

- ✓ *EU citizens with MEU3 permit*
- ✓ *3<sup>rd</sup> Country nationals with MEU3 permit*
- ✓ *3<sup>rd</sup> Country nationals with Immigration permit*
- ✓ *3<sup>rd</sup> Country nationals with long term residence permit*

**3. S1 holders residing in Cyprus - I am a Non-Cypriot and I have an S1 document.**

Citizens who are S1 holders and who have their ordinary residence in the areas controlled by the Cyprus Government are entitled to healthcare services under GHS. The S1 document is issued by the EU member state where you are insured. The S1 document certifies your entitlement to healthcare if you don't live in the country where you are insured.

**Major population groups falling into this category\*:**

- ✓ *EU pensioners with S1 document*
- ✓ *EU posted workers with S1 document*
- ✓ *3<sup>rd</sup> Country Nationals who are pensioners with S1 document*
- ✓ *3<sup>rd</sup> Country Nationals posted worker with S1 document*

**4. Family members of Beneficiaries residing in Cyprus - I am a Non-Cypriot and I am a family member of a GHS beneficiary.**

Family members who are spouses, minors and dependent children under the age of 26 and who do **not** fulfil any other GHS eligibility criteria, are entitled to healthcare services under GHS, as family members of a person who is already a GHS beneficiary. These people must also have their ordinary residence in the areas controlled by the Cyprus Government.

**Major population groups falling into this category\*:**

- ✓ *EU citizens who are spouses of a GHS beneficiary (either Cypriot or Non-Cypriot)*
- ✓ *EU citizens who are minors or dependent children under the age of 26 of a GHS beneficiary (either Cypriot or Non-Cypriot)*
- ✓ *3<sup>rd</sup> Country Nationals who are spouses of a GHS beneficiary (either Cypriot or Non-Cypriot)*
- ✓ *3<sup>rd</sup> Country Nationals who are minors or dependent children under the age of 26 of a GHS beneficiary (either Cypriot or Non-Cypriot)*

*\*Other population groups may fall into this category if they fulfil the criteria set by national and EU legislation (i.e Alien and Immigration Law, The right of citizens of the Union and their family members to move and reside freely within the territory of the Member States Law and EU Regulation on the Coordination of Social Security Systems).*