



On approval of the Rules for the public service provision "Issuance of information on participation as a consumer of medical service and on the listed amounts of allocations and/or contributions to the system of compulsory social health insurance"

Unofficial translation

Order of the Minister of Healthcare of the Republic of Kazakhstan dated April 2, 2020 №RK HM-26/2020. Registered with the Ministry of Justice of the Republic of Kazakhstan on April 6, 2020 № 20308

Unofficial translation

In accordance with Article 10, subparagraph 1) of the Law of the Republic of Kazakhstan dated April 15, 2013 "On public services", **I hereby ORDER:**

1. To approve the attached Rules for the public service provision "Issuance of information on participation as a consumer of medical service and on the listed amounts of allocations and /or contributions to the system of compulsory social health insurance"

2. In accordance with the procedure established by the legislation of the Republic of Kazakhstan, the Department of Coordination of Compulsory Social Health Insurance of the Ministry of Healthcare of the Republic of Kazakhstan shall:

1) ensure the state registration of this order with the Ministry of Justice of the Republic of Kazakhstan;

2) place this order on the official Internet resource of the Ministry of Health of the Republic of Kazakhstan after its official publication;

3) within ten working days after the state registration of this order, submit to the Legal Department of the Ministry of Healthcare of the Republic of Kazakhstan information on the implementation of the measures provided for in subparagraphs 1) and 2) of this paragraph.

3. Control over the execution of this order shall be entrusted to the Vice-Minister of Healthcare of the Republic of Kazakhstan L.M. Aktayev.

4. This order shall enter into force after the day of its first official publication.

*Minister of Healthcare
of the Republic of Kazakhstan*

E. Birtanov

" A G R E E D "

Ministry of Digital Development,
Innovation and Aerospace Industry
of the Republic of Kazakhstan

Annex
of the Minister of Healthcare
of the Republic of Kazakhstan
dated April 2, 2020
№ RK HM-26/2020

Rules

for the public service provision "Issuance of information on participation as a consumer of medical service

and on the listed amounts of allocations and/or contributions to the system of compulsory social health insurance"

Chapter 1. General provisions

1. These Rules for the public service provision "Issuance of information on participation as a consumer of medical service and on the listed amounts of allocations and/or contributions to the system of compulsory social health insurance" (hereinafter referred to as the Rules) shall be developed in accordance with Article 10, subparagraph 1) of the Law of the Republic of Kazakhstan dated April 15, 2013 "On public services" (hereinafter referred to as the Law) shall define the procedure for the public service provision "Issuance of information on participation as a consumer of medical service and on the listed amounts of allocations and/or contributions to the system of compulsory social health insurance" (hereinafter referred to as the public service).

2. The public service provision shall be carried out by the non-profit joint-stock company "Social health insurance fund" (hereinafter referred to as the Fund) and by branches of the Fund.

3. The basic concepts shall be used in these Rules:

1) The Fund - a non-profit organization that accumulates allocations and contributions, as well as purchases and pays for the services of healthcare entities providing medical care in the volumes and on the terms provided for by the contract for the purchase of medical services, and other functions determined by the Laws of the Republic of Kazakhstan;

2) allocations - money paid by employers at the expense of their own funds to the social health insurance fund, giving the right to consumers of medical services for which payments of allocations were made, to receive medical assistance in the system of compulsory social health insurance;

3) contributions - money paid to the fund by contributors specified in Article 14, paragraph 2 of the Law "On compulsory social health insurance" (hereinafter referred to as the Law on the CSHI), and giving the right to consumers of medical services to receive medical care in the system of compulsory social health insurance;

4) a consumer of medical services - an individual who, in accordance with the Law on the CSHI, shall have the right to receive medical care in the system of compulsory social health insurance;

5) compulsory social health insurance - a set of legal, economic and organizational measures to provide medical assistance to consumers of medical services at the expense of the assets of the social health insurance fund;

6) electronic digital signature (hereinafter referred to as the EDS) - a set of electronic digital symbols created by means of electronic digital signature and confirming the validity of the electronic document, its belonging and unchanged content.

Chapter 2.

Procedure for the public service provision "Issuance of information on participation as a consumer of medical services and on the amounts of allocations and (or) contributions to the system of compulsory social health insurance"

4. To obtain information on participation as a consumer of medical services and on the amounts of allocations and (or) contributions in the system of compulsory social health insurance, an individual (hereinafter referred to as the service recipient) shall apply to the Fund or to branches of the Fund (hereinafter referred to as the service recipient) or through the electronic-government web portal (hereinafter referred to as the portal).

5. A list of the main requirements for the public service provision, including the characteristics of the process, the form and result of the provision, as well as other information taking into account the peculiarities of the public service provision, shall be given in the public service standard "Issuance of information on participation as a consumer of medical services and on the listed amounts of allocations and (or) contributions to the system of compulsory social health insurance" according to Annex 1 to these Rules.

6. List of documents required for the public service provision when the service recipient or his representative (by proxy, notarized) applies to the service recipient:

- 1) an application of form in accordance with Annex 2 to these Rules;
- 2) identification document (for identification).

7. When submitting an application in electronic form, information about the identity document, the service provider receives from the relevant state information systems through the gateway of "electronic government".

8. The period of public service provision in electronic format shall not be more than 15 minutes, in paper format shall not be more than 3 working days.

9. To obtain a public service in electronic format, the service recipient shall generate a request for a public service on the portal signed by the EDS. The result of the provision of the public service, the service provider shall send the service recipient to the "Personal Account" in the form of an electronic document.

10. To obtain a public service through a paper-based service, the service recipient shall apply to the service recipient with an application for issuing a public service. The application shall be registered in the service provider's office, and then transferred to the responsible executor for consideration and formation of the result.

The responsible executor of the service provider shall issue the result to the service recipient on purpose within 3 working days.

11. Result of public service provision - issuance of information on participation as a consumer of medical services and on the listed amounts of allocations and (or) contributions in the system of compulsory social health insurance according to the form compliance with Annex 3 to these Rules.

12. The service provider shall provide data on the stage of public service provision in the information system for monitoring the public service provision in accordance with the procedure established by the body in the field of informatization.

13. A complaint on the decision, actions (inactions) of the service provider's executor may be filed with the head of the service provider and/or the authorized body for assessing and monitoring the quality of public services in accordance with the legislation of the Republic of Kazakhstan.

In accordance with Article 25, paragraph 2 of the Law, the complaint of the service recipient received to the service recipient shall be subject to consideration within five working days from the date of its registration.

The complaint of the service recipient to the authorized body for the assessment and control of the quality of public services shall be subject to consideration within fifteen working days from the date of its registration.

In cases of disagreement with the results of the decision of the service provider, the service recipient can appeal the results in court.

Annex 1
to the Rules for public service provision
"Issuance of information on participation
as a consumer of medical service and on the
listed
amounts of allocations and/or contributions
to the system of compulsory social health
insurance"

Public service standard "Issuance of information on participation as a consumer of medical services and on the amounts of allocations and (or) contributions to the system of compulsory social health insurance"		
1	Name of the service provider	Non-profit joint-stock company "Social health insurance fund" and its branches
2	The ways of public service provision	1) F u n d ; 2) web portal "electronic government" (hereinafter referred to as the Portal): www.egov.kz
3	Terms for the public service provisions	1) the term of provision through the service provider - 3 w o r k i n g d a y s ; 2) through the portal - the maximum allowed waiting time for the delivery of the package of documents - no more than 15 m i n u t e s ; The maximum allowable service time of the service recipient - 30 minutes
4	The form of public service provision	1) through the service provider - paper; 2) through the portal - electronic

5	The result of public service provision	Information on participation as a consumer of medical services and on the amounts of allocations and/or contributions to compulsory social health insurance.
6	The amount of payment charged to the service recipient in the public service provision and the methods of its payment in cases provided by the legislation of the Republic of Kazakhstan	Free
7	Working schedule	1) service provider - from Monday to Friday inclusive, in accordance with the established working schedule from 9-00 to 18-30 with a break for lunch from 13-00 to 14-30, with the exception of Saturday, Sunday and holidays. 2) the portal - round the clock, with the exception of technical interruptions in connection with the repair work.
8	List of documents required for the public service provision	To the office of the service provider: 1) application; 2) identification document (for identification); to the "electronic government" portal: 1) an application in the form of an electronic request.
9	Other requirements taking into account the peculiarities of public service provision, including those provided in electronic form and through the State Corporation	The address of the place of public service provision shall be provided on the Internet resource of the Fund - https://fms.kz . The contact numbers of the reference services on the public service provision shall be indicated on the Fund's Internet resource - https://fms.kz/ , the Fund's contact center at toll-free number 1406. Unified public service contact center: 8-800-080-7777, 1414.

Annex 2
to the Rules for public service provision
"Issuance of information on participation
as a consumer of medical service and on the
listed
amounts of allocations and/or contributions
to the system of compulsory social health
insurance"
Form

Application

I hereby, _____

(initials (if any) of the applicant)

date of birth " _____ " _____, residing at: _____

_____,
IIN (individual identification number): _____

Identity document data of issue: No. _____ issued by _____

_____ date of issue.

I hereby ask to provide information on participation as a consumer of medical

services and on the amounts of allocations and/or contributions to compulsory social health insurance for a period of 12 (twelve) months. I hereby agree to collect and processing of my personal data required for the public service provision "Issuance of information on participation as a consumer of medical services and amounts of allocations and/or contributions to the system of compulsory social health insurance "

Signature _____ Date of completion _____ " ____ ", _____.

Annex 3
to the Rules for public service provision
"Issuance of information on participation
as a consumer of medical service and on the
listed
amounts of allocations and/or contributions
to the system of compulsory social health
insurance"
Form

Information on participation as a consumer of medical services and on the amounts of allocations and/or contributions to the system of compulsory social health insurance

Issued: _____

(initials (if any), IIN)

Date of issuance: _____

No	Payment date*	Amount of allocations or contributions (KZT)	Type of receipt (allocations or contribution)	Period	Payer (BIN/IIN)	Return amount (if any)	Return date (if any)
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10							

Status in the system of the CSHI: _____

(consumer of the CSHI /Non- consumer of the CSHI)

Note:

* Payments of allocations and/or contributions shall be made monthly. If you are in arrears to qualify for medical care under CSHI, you must pay contributions to the Fund for

the unpaid period, but not more than twelve months prior to the date of payment, in the amount of 5 percent of the minimum salary established for the current financial year by the Law on the republican budget (Article 5, paragraph 3 of the Law on the CSHI)

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