

A Quick Reference Guide to **BENEFITS AND SERVICES** for Medical Patients

Know to Ask:

Review the benefits and services highlighted in this checklist and note those that are relevant to you.

Be aware that many items primarily concern individuals with ongoing medical issues, and have eligibility conditions related to age, means, insurance membership or other factors.

See the reverse of this sheet to learn where to turn for comprehensive information.

HEALTH FUND RIGHTS AND SERVICES (קופת חולים)

- ☐ **House Calls for Medical Services** during off hours, or for housebound patients
- ☐ **Payment Exemptions and Caps** for chronic patients and/or recipients of disability pension
- ☐ **Treatment Abroad** if necessary and unavailable in Israel, or included in supplemental plan
- ☐ **Transportation Reimbursement** for oncology and dialysis patients
- ☐ **Second Opinions** from specialists in Israel and abroad, depending on supplemental plan
- ☐ **Nursing Care Assistance** or a commensurate pension for members of this supplemental insurance program *
- ☐ **Benefits for Individual Circumstances** e.g. dental procedures, breast prosthesis and wigs for oncology patients

NATIONAL INSURANCE INSTITUTE (ביטוח לאומי)

- ☐ **General Disability (נכות כללית)** pension and other benefits *
- ☐ **Attendance Allowance (שרותים מיוחדים)** for those who need assistance with dressing, eating, washing, in-home mobility, or bodily functions
- ☐ **Mobility Benefits (ניידות)** including a monthly allowance and loans or reimbursements for vehicle and accessories
- ☐ **Income Support/Supplement (הבטחת הכנסה)** for sudden unemployment or low income *
- ☐ **Benefits for Individual Circumstances** e.g. Old Age, Disabled Child and Accident Injury

OTHER GOVERNMENT BENEFITS

- ☐ **Disabled Parking Placard** from the licensing authority (משרד הרישוי)
- ☐ **Reserved Parking** next to home and work from the local municipality (עירייה)
- ☐ **Housing Assistance** rental subsidy or purchase assistance from the Ministry of Housing (משרד השיכון) *
- ☐ **Tax Exemptions/Discounts** e.g. Property tax (ארנונה) and Income tax (מס הכנסה)
- ☐ **Telephone Discount** from Bezeq for usage and installation
- ☐ **Medical & Rehabilitation Equipment** acquisition assistance from the Ministry of Health
- ☐ **Approval of Treatments** not in the Basket of Health Services from the Ministry of Health via doctor submitted forms

SERVICES FROM PATIENT SUPPORT ORGANIZATIONS (contact information on reverse)

- ☐ **Transportation/Ambulance Services** Ezer Mizion, Yad Sarah, Ezra Le'Marpeh, Magen Lacholeh
- ☐ **Equipment Loan** Yad Sarah, Ezer Mizion, Ezra Le'Marpeh, Magen Lacholeh
- ☐ **Medication/Treatment Funds/Acquisition** Haverim Lerefuah, Ezra Le'Marpeh, Refaeinu, Or Menachem
- ☐ **Medical Information/Education** Ezra Le'Marpeh, Magen Lacholeh, Yad Sarah
- ☐ **Medical Guidance/Referral/Advocacy** Ezra Le'Marpeh, Magen Lacholeh, Refaeinu, Chaiyanu
- ☐ **Treatment/Travel Abroad** Ezra Le'Marpeh, Magen Lacholeh
- ☐ **Meal Assistance** Ezer Mizion, Chaiyanu
- ☐ **Financial Assistance** Lev Malka, Chaiyanu, Israel Cancer Association
- ☐ **Recreation/Respite** Chaiyanu, Ezer Mizion, Lev Malka, Or Menachem, Refaeinu, Ezra Le'Marpeh, Zichron Menachem
- ☐ **Support Groups** Tishkofet Ma'agan, Zichron Menachem, Israel Cancer Association
- ☐ **Childcare** Chaiyanu, Ezer Mizion, Zichron Menachem
- ☐ **Help at Home** Chaiyanu, Ezer Mizion

* additional details on reverse

ADDITIONAL DETAILS

- * **Nursing Care Assistance** (ביטוח סיעודי) Though primarily intended for the elderly, persons who need assistance in routine daily activities due to illness are entitled as well. You must be enrolled in your health fund's nursing care insurance or with a private insurance agency. (See the Bituach Leumi Attendance Allowance as well)
- * **General Disability** The process of accessing general disability benefits establishes a percentage of disability and a percentage of inability to work. Many other benefits are tied to one, or both, of these numbers. People beyond retirement age are not eligible for general disability as their benefits are managed by a separate department in Bituach Leumi. See the English section of www.btl.gov.il for a wealth of information.
- * **Income Support/Supplement** These benefits may apply to family caretakers as well. We also recommend that beneficiaries research the many other benefits made accessible by this entitlement.
- * **Housing** Contact one of the three national companies: MAGAR-1.599.500.301, MATAN CHEN- 04.911.1922 or AMIDAR- *6266 for rental subsidies. Purchase assistance benefits can be explored at a mortgage bank.

Where to Turn:

Here are your primary avenues for receiving helpful information. Remember to be persistent in seeking clear and comprehensive details about assistance and the means to access it. There are multiple sources for guidance and often you need to pursue more than one.

KUPAT CHOLIM SOCIAL WORKER Every health fund employs a social work staff with hours available to address any of your needs. Speak to your branch secretary about office hours or to arrange an appointment.

HOSPITAL SOCIAL WORKER Hospitals have a social work department to assist patients in need of support. Contact information can be found at the hospital information desk or website. Additionally, many hospital departments have their own dedicated social work staff for specialized assistance. Inquire with the ward secretary for details.

HADASSAH KIVUNIM This is an initiative of the social work department of Hadassah Hospital, though their services are not limited to Hadassah patients. Trained personnel provide assessment of needs, assistance filling out forms and advice regarding benefits and services for patients and their families. Visit their offices in Hadassah Hospital, Ein Karem or call 02-6777011 or email kivunim@hadassah.org.il.

THE SHIRA PRANSKY PROJECT The Shira Pransky Project is dedicated to education and advocacy for English speaking medical patients in Israel. If your efforts to obtain complete information have been unsuccessful please email shirapranskyproject@gmail.com. We will do our best to assist you and to advocate greater resources for others in similar circumstances.

SERVICES FROM PATIENT SUPPORT ORGANIZATIONS

When services require payment, they should be arranged in tandem with your health fund where there is often cost participation. Only non-profit organizations are listed here; however there are many private businesses that may provide similar services (e.g. equipment, elderly care) with the same opportunity for cost deferral to the health funds. See your branch secretary for details.

* Chaiyanu	1-800-22-22-11	www.chaiyanu.org.il
* Ezer Mizion	02-500-2111	www.ezer-mizion.org.il
* Ezra Le'Marpeh	03-577-7000	www.ezra-lemarpe.org
* Haverim LeRefuah	03-579-2220	www.haverim.org.il
* Israel Cancer Association	02-625-6721	www.cancer.org.il
* Lev Malka	02-537-6666	www.levmalka.com
* Magen Lacholeh	02-644-2000	www.magen.org
* Or Menachem	03-904-4411	www.or-menachem.com
* Refaeinu	09-832-1556/7	www.refaeinu.org
* Tishkofet Ma'agan	02-631-0803	www.tishkofet.co.il
* Yad Sarah	*6444	www.yadsarah.org
* Zichron Menachem	02-643-3001	www.zichron.org

This is not an exclusive list. If you have a need for a service you do not see here, we urge you to make your need known. If it is not already addressed by an existing program, many organizations will use their resources to facilitate your individual needs in any way possible.