

項目		質問	回答
Overall		Is it possible for you to answer phone calls in English when making inquiries?	Sorry but Nissan Motor Health Insurance Society does not have staff who can answer the phone call in English. Please note that we will only respond to inquiries in English by e-mail. Please also note that it may take longer than usual to answer questions.
Q u a l i f i c a t i o n a p p l i c a t i o n	Add dependents Family	My wife, who lives with me, works part-time and earns 90,000 yen a month. I would like to add her as my health insurance dependent. What is her income limit?	Regarding the dependent family criteria, the income requirements are set by the government and the maximum amount is as follows. The annual income of the dependent is less than 1.3 million yen [Approximately less than 108,333 yen per month] (In case of those who is over 60 y/o and persons with disabilities who can receive a disability pension, it's less than 1.8 million yen [Approximately less than 150,000 yen per month]), and which is less than half of the insured person's annual income. Income is the total net amount paid before deductions, and includes transportation expenses, etc.
		My partner, who lives with me quits a job. Will he/she be a dependent of the Nissan Health Insurance Association?	If he/she meet the certification criteria, he/she can be added as a dependent. Please refer to "Adding dependents" on the Nissan Health Insurance Association website for certification criteria and required documents. Please note that we may ask for additional documents in addition to the documents listed on the website for certification of dependents. Please note that if he/she apply for employment insurance after resignation, he/she will not be able to become a dependent.
		What's is the process when the birth of a child?	Please submit the "Notification of Change in Health Insurance Dependent" attaching either of following document. - Copy of the resident card showing the relationship of all members of the family
		Is it possible to include a family who lives separately as a dependent?	In order to be included as a dependent in the health insurance system, it is a prerequisite that the family member "has an address in Japan" and that "whose live hood is supported by the insured person" Family members who lives separately that can be dependent are the insured person's spouse, children, grandchildren, brothers and sisters, parents, grandparents only. In order to confirm that "the insured person is maintaining their livelihood", we will check following points and certificate based on a comprehensive judgment. - whether there is no person who maintain their livelihood - whether the income requirements are met - whether the amount of remittances is above that the criteria permitted by the health insurance - whether their income is less than the remittance amount from the insured person.
		Are dependents only those listed on the Nissan Health Insurance website?	If they meet the conditions of dependents, they can be included. For that, it is necessary to submit documents certifying the status of dependents, and to undergo a health insurance validation and be certified.
		Can I submit it by email?	As the application must be submitted in original document, we cannot accept submissions by email. Please attach the required documents to the application form and submit it to the address listed on the Nissan Health Insurance website.
		Where should I submit the documents?	Please refer to the Nissan Health Insurance website.
	Remove dependents Family	Can I include my parents in my home country as dependents?	The certification criteria for dependents is domestic residency. Only those who have a living base in Japan and who are registered as residents in Japan are eligible for health insurance as dependents. Exceptional case is accompanying family members who accompany the insured person on overseas assignments and study abroad, etc. They are allowed to be dependents as an exception to the domestic residency requirement, assuming that the base of their address is in Japan.
		My child got a job. What's the procedure to remove from dependent?	Please submit "Notification of Change in Health Insurance Dependent" attaching a copy of a document shows the date when your child started working.
		My child got married. When is the dependent removal date?	Normally it will be the date of marriage. If your child stars to live separately before marriage, it will be that date.
		Can I submit it by email?	As the application must be submitted in original document, we cannot accept submissions by email. Please attach the required documents to the application form and submit it to the address listed on the Nissan Health Insurance website.
	Reissuance of insurance card	Where should I submit the documents?	Please refer to the Nissan Health Insurance website.
		I lost my insurance card. Can you issue it again?	As of December 2024, new issuance and reissuance of health insurance cards has ended. Please use to My Number Card as a Health Insurance Card. However , if you are unable to use your My Number health insurance card, we will issue you an eligibility confirmation letter for health insurance. For procedure method , please refer to "Regarding the issuance (reissuance) of eligibility confirmation letter for health insurance"

P a y m e n t	Childbirth allowance (Shussan-Teatekin)	How should I fill as the period I took time off for childbirth? (If I took time off from before the prenatal period)	Fill the time off period before/after of childbirth (Including annual holidays and public holidays)
		Can I submit it by email?	We cannot accept submissions by email.
		Where should I submit the documents?	Please submit to each office. NML/Nissan Motor Kyushu → HR Service Center Other office → Window of Health insurance
	Childbirth Lump-Sum Allowance (Shussan-Ichiji Kin)	If I use the direct payment system and the cost of childbirth is less than the amount of allowance, what will happen to the difference?	Nissan Health Association will pay the difference to the childbirth. No application is required.
		If I give birth overseas, will I receive the Childbirth Lump-Sum Grant?	Yes. The Childbirth Lump-Sum Allowance will be paid even if the child is born overseas. Please submit following documents - Childbirth Lump-Sum Grant Request Form (original) - Official birth certificate overseas (copies accepted)
	When you pay medical bills without your insurance card	After enrolling in the health insurance, I received treatment at a medical institution before my eligibility confirmation letter arrived, and paid for it myself. Will it be covered by health insurance?	Yes. The medical expenses will be covered by the health insurance within the scope of insurance coverage. Please prepare the necessary documents and apply to the Health Insurance Association. However, before you acquire of qualification of health insurance, the medical expenses will not be covered.
		Is it okay to submit a "medical bill" issued by a hospital instead of the Health insurance claims (Reseputo) ?	No. The "medical bills" that are handed out together with receipts at the hospital do not contain the name of the injury or disease, so they cannot be used as a Health insurance claims (Reseputo) Health insurance claims (Reseputo) should contain the names of injuries, medicines, tests, treatments, etc., and is to be issued free of charge. Please do not open the envelop of Health insurance claims after health institution or pharmacy issued.
		Does the "receipt" to be attached to the "Medical Expenses Payment Application Form" have to be the original?	Yes. Please submit the original receipt. If you wish to return the receipt, it is possible to return it after the original has been confirmed by the Health Insurance Association. In that case, please write like "receipt return request" at a blank space of the application document .