

(English version)

**Question for written answer E-005033/25  
to the Commission  
Anouk Van Brug (Renew)  
(19 December 2025)**

*Subject:* Lack of awareness regarding the European Health Insurance Card

The European Health Insurance Card (EHIC) is an important tool that provides EU citizens with access to necessary medical care during a temporary stay in another Member State under the same conditions as the residents of that country. Although the EHIC is available free of charge and is based on directly applicable EU regulations, in practice many insured persons are insufficiently aware of the existence, purpose and scope of this card. This lack of awareness can lead to unnecessary costs, administrative problems and barriers to accessing healthcare. It also raises questions about the effectiveness of the current provision of information by health and travel insurers within Member States.

1. What is the Commission's assessment of the current provision of information by health insurers regarding the availability of the EHIC?
2. What can the Commission do to ensure that health insurers publicise the EHIC more widely?

Submitted: 19.12.2025

**Answer given by Executive Vice-President Minzatu on behalf of the European Commission  
(5 February 2026)**

The Administrative Commission for the Coordination of Social Security Systems (Administrative Commission) <sup>(1)</sup>, made up of representatives of Member States, has a lead role in facilitating up-to-date national information and publicity concerning the European Health Insurance Card (EHIC).

The Commission requires, via the Administrative Commission, an annual update of national information on applying for and using the EHIC.

This information is then made available via the Commission's largely-visited EHIC portal <sup>(2)</sup>. Additional information is available on the Your Europe Portal <sup>(3)</sup>.

The European Labour Authority (ELA) is currently running a communication campaign to promote knowledge of the EU social security coordination rules.

This includes promotion of the EHIC <sup>(4)</sup>. ELA additionally offers support to national authorities on providing information on EU social security coordination: this includes website reviews and tailor-made support to improve communication of EU rights <sup>(5)</sup>.

In view of the above, the Commission's assessment is that the provision of EU-level and national information about the EHIC is overall satisfactory.

The Commission also refers the Honourable Member to its reply to E-004243/2025, which refers to the European Social Security Pass initiative and the digitalisation of the EHIC. The digitalisation of the EHIC will provide a new incentive for health insurers to publicise and promote the EHIC.

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<sup>(1)</sup> <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32004R0883&qid=1768380110346>, Articles 71-72.

<sup>(2)</sup> [https://employment-social-affairs.ec.europa.eu/policies-and-activities/moving-working-europe/eu-social-security-coordination/european-health-insurance-card/applying-european-health-insurance-card\\_en](https://employment-social-affairs.ec.europa.eu/policies-and-activities/moving-working-europe/eu-social-security-coordination/european-health-insurance-card/applying-european-health-insurance-card_en).

<sup>(3)</sup> [https://europa.eu/youreurope/citizens/health/unplanned-healthcare/going-to-doctor-hospital-abroad/index\\_en.htm](https://europa.eu/youreurope/citizens/health/unplanned-healthcare/going-to-doctor-hospital-abroad/index_en.htm).

<sup>(4)</sup> [https://www.ela.europa.eu/assets/social-security-campaign/index.html?pk\\_source=linkedin&pk\\_medium=social\\_media\\_organic&pk\\_campaign=social\\_security#topics](https://www.ela.europa.eu/assets/social-security-campaign/index.html?pk_source=linkedin&pk_medium=social_media_organic&pk_campaign=social_security#topics).

<sup>(5)</sup> <https://www.ela.europa.eu/en/news/deadline-extended-ela-opens-call-interest-2026-information-support-activities>.