



Lietuvos Respublikos  
sveikatos apsaugos ministerija



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PRIE SVEIKATOS APSAUGOS MINISTERIJOS

# **Memo of health care services for foreign refugees, who left Ukraine due to military actions of the Russian Federation**



**The Ministry of Health and the National Health Insurance Fund have issued this memo to assist the refugees, who were forced to leave Ukraine due to military actions of the Russian Federation, in receiving focused and precise information on health care services in Lithuania.**

**All these persons will be guaranteed health care services in the Republic of Lithuania, covered by the National Health Insurance Fund. Here are the most frequently asked questions and answers.**

### **Where do I start and how do I register in Lithuania?**

Contact the Migration Department under the Ministry of the Interior of the Republic of Lithuania (more information: [migracija.lrv.lt](http://migracija.lrv.lt)).

### **What document is needed in order to receive reimbursed healthcare services?**

You will receive a registration card in the registration centre. Your personal ESI code will be indicated in it. This code is unique and is assigned to you to identify whenever you are provided with healthcare services and prescribed medicine.

Please indicate your ESI code when visiting treatment institutions or pharmacies.

If you have any questions about your insurance status, please contact your health insurance fund (contacts are provided below).

### **Is emergency medical care included?**

Yes. Call 112 for an ambulance all over Lithuania. Emergency medical care is free of charge for everyone.

### **Do health insurance funds pay for emergency medical care?**

Yes. Emergency medical care includes first aid and emergency medical care provided at personal healthcare institutions providing outpatient and/or inpatient services. A doctor's referral from a personal health care facility is not required when seeking emergency medical care.

### **Am I entitled to family doctor services free of charge?**

Yes. You need to go to the treatment institution in the municipality where you are registered. It is recommended to go to the treatment institution closest to home. Also, to be eligible for treatment services reimbursed by the health insurance fund, it is important to make sure that treatment institution has signed a contract with the territorial health insurance fund for the provision and payment of family doctor services.



**Is a minor child entitled to a preventive health check-up?**

Yes. Contact your family doctor.

**Is a child entitled to vaccinations according to the Children's Preventive Vaccination Calendar (e.g. hepatitis, measles, rotavirus etc.)?**

Yes. Contact your family doctor.

**How can I get dental services?**

You need to go to the health centre in the municipality, where you are registered, and register with a family doctor. The family doctor will inform you, where to get primary dental care.

**How do I get to see a medical specialist?**

You need to contact your family doctor. He or she will assist you or issue a referral.

**Are pregnancy care services included?**

Yes. Contact your family doctor. Call 112 immediately when labour starts.

**How can I get necessary medications?**

If a person is treated in a hospital, all necessary medications and medical aids (MA) will be provided by your attending doctor.

For outpatient treatment, reimbursed medicines and reimbursed MAs are prescribed to a Ukrainian insured by compulsory health insurance in accordance with the same procedure as for a person insured by compulsory health insurance in Lithuania.

In other cases, prescription medicines for outpatient treatment shall be prescribed by the attending physician to a Ukrainian who is not covered by compulsory health insurance for diseases and health disorders for which essential personal healthcare services are provided, and which, if not provided, could deteriorate patient's condition to the extent that he or she would require emergency medical services (hereinafter - medicines for the treatment of serious diseases).

Prescription medicines for serious illnesses can be prescribed for a course of treatment of up to 10 days in case of acute illnesses and up to one month in other cases (and can also be prescribed for a course of treatment of up to one month in case of recurrent treatments), unless the smallest package of the medicine is intended to last for a course of treatment of more than one month and it cannot be broken.



## How do I buy medicines or medical aids at a pharmacy?

Prescription medicines for serious illnesses can be bought at a pharmacy with an electronic prescription issued by a doctor, which is not reimbursable, or with a paper Form 3 (for exceptions) prescription form. All prescription medicines for treatment of serious illnesses are dispensed free of charge to Ukrainians registered at the registration centre, who are not covered by compulsory health insurance, for outpatient treatment.

Before dispensing free prescription medicines to a foreigner, a pharmacist shall check the disease code to see whether the prescription has been issued by a personal health professional for diseases and medical conditions that require essential personal health care services and that, if not provided, could worsen patient's condition to the extent that he or she would require emergency medical services.

Pharmacies dispense reimbursed medicines and MAs only to insured persons. This requires a prescription from a doctor. Compulsory health insurance covers the reference price of the medicine and MA and the patient must pay a patient's premium.

## Where do I go for medical aids (orthopaedic splints)?

You need to go directly to a pharmacy or other company to buy medications at your own expense. If you have compulsory health insurance, you can go to your family doctor, who will issue a referral to a specialist or a prescription. The referral or prescription can then be taken to a company or a pharmacy which has signed a contract with health insurance funds.

## Where do I get treatment for cancer patients?

The first step is to contact your family doctor. He or she will assess the condition and available medical records, and issue a referral for further treatment.

## Where do I go for medical rehabilitation?

You need to contact your family doctor. He or she will issue a referral for a consultation with a rehabilitation doctor, who will explain which patients are eligible and decide what kind of rehabilitation a patient needs.

## Where do I go if I need medical devices (artificial ventilation and oxygen devices, simple or smart insulin pumps, infusion pumps)?

The first step is to contact your family doctor. After assessing the condition and the need, he or she will refer you to a medical specialist who will decide whether to prescribe one or the other device.



## **Where can I find out more about reimbursable healthcare services in Lithuania?**

This information is provided by health insurance funds via a general toll free number +370 5 232 2222, email [info@vlk.lt](mailto:info@vlk.lt) or to visitors coming to the office all over Lithuania (<https://ligoniukasa.lrv.lt/lt/struktura-ir-kontaktai/gyventoju-aptarnavimas/>).

Consultations are available in Lithuanian, English and Russian.

More information can be found on the website of health insurance funds: [ligoniukasa.lrv.lt](https://ligoniukasa.lrv.lt) in Lithuanian or English language at – [ligoniukasa.lrv.lt/en](https://ligoniukasa.lrv.lt/en).

## **Where do I find relevant information?**

For all the latest information on other available assistance, please visit the website of the Government of the Republic of Lithuania: [lr.lt](https://lr.lt) or [ltua.lt](https://ltua.lt).

\* This memo has been issued on 01/01/2024. In all cases, refer to a physician for relevant information on health care services, medicine, etc. More information is also available on the website [ligoniukasa.lrv.lt](https://ligoniukasa.lrv.lt).  
You can also e-mail us at [info@vlk.lt](mailto:info@vlk.lt) or make a phone call to +370 5 232 2222.