

19<sup>th</sup> January 2010

Dear (Deputy/Senator)

I am aware of the concern among Oireachtas Members about the processing of medical card and GP visit card applications and reviews.

Since the introduction of revised eligibility arrangements for persons aged 70 and over at the beginning of 2009, all medical/GP visit card applications/reviews from persons aged 70 and over have been processed centrally by the HSE's Primary Care Reimbursement Service (PCRS).

In addition, the PCRS is now dealing with medical/GP visit card applications/reviews from persons in areas served by the local health offices at Rathdown Road and Ballymun, Dublin. When this work was transferred to the PCRS, it emerged that there were significant back logs in the two local health offices. These are being dealt with by the PCRS as a matter of urgency.

The HSE intends to transfer the processing of medical card and GP visit card applications/reviews from all other local health offices to the PCRS in April this year. Any applications/reviews received before the date of transfer will be dealt with by the relevant local health offices.

The PCRS has recently put in place a national on-line facility which allows local health offices to track the current status of applications and reviews being dealt with by the PCRS.

I am enclosing a table with the names and telephone numbers of the local health office managers and, in each case, a contact name or names and telephone numbers for enquiries from Oireachtas Members about medical/GP visit cards being dealt with by local health offices. If you have any query or a representation about a medical/GP visit card you can in the first instance contact the Local Health Office in your area (as per the enclosed table).

The HSE has also put in place a dedicated telephone number for Oireachtas Members enquiring about medical/GP visit card applications/reviews being dealt with by the PCRS: any such enquiries can be directed to Ms Helen Valentine, Tel. 01 8647109, e-mail [helen.valentine@hse.ie](mailto:helen.valentine@hse.ie).

I fully support the HSE's decision to centralise the medical card and GP visit card application and review process. When fully implemented, this initiative will deliver:

- (i) Improved turnaround times for processing of applications: under the new arrangements the HSE will be aiming for a turnaround time of 15 working days or less, with provision for emergency applications to be dealt with immediately;
- (ii) Consistent and equitable application of eligibility and service provision;
- (iii) Clearer governance and accountability, as well as improved management information; and
- (iv) A reduction in the overall number of staff required to process medical/GP visit card applications, thus freeing up staff for other service needs.

In 2009, the PCRS processed over 72,000 applications including nearly 42,000 reviews. In the case of the reviews, 85% of cases where the required information was supplied were completed within 20 days and 95% within 30 days.

In addition to the above the PCRS has now launched a facility - [www.medicalcard.ie](http://www.medicalcard.ie) - where a person who has applied through the national central office can view the status of their medical/GP visit card application or review online, using a unique reference number that is provided on the acknowledgement sent to them. If a mobile telephone number is supplied with the application/review, an acknowledgement of receipt and the application status/progress of the case will automatically be delivered to the applicant by text message as their case proceeds through the assessment process.

The PCRS is also finalising the development of a facility which will allow people to apply on-line if they wish.

The HSE is conscious that, in the meantime, applications/reviews being dealt with by local health offices have to be processed without delay. It is currently putting arrangements in place to track the time taken by each local health office to process applications. I have asked for a report on this to be submitted to me by the end of this month.

Yours sincerely

Mary Harney T.D.  
Minister of Health and Children

<b>AREA</b>	<b>LOCAL HEALTH MANAGER</b>	<b>TELEPHONE NO.</b>	<b>CONTACT NAMES</b>	<b>TELEPHONE NO.</b>	<b>EMAIL</b>
PCRS	Helen Valentine <a href="mailto:helen.valentine@hse.ie">helen.valentine@hse.ie</a>	01 8647109	Helen Valentine	01 8647109	<a href="mailto:helen.valentine@hse.ie">helen.valentine@hse.ie</a>
Dublin North West	Anne O'Connor <a href="mailto:anne.oconnor4@hse.ie">anne.oconnor4@hse.ie</a>	01 869 3504	Mary Browne Sheelagh Boyle	01-8825176 01-8825108	<a href="mailto:mary.browne1@hse.ie">mary.browne1@hse.ie</a> <a href="mailto:sheelagh.boyle@hse.ie">sheelagh.boyle@hse.ie</a>
Dublin Nth Central	Mary Maguire <a href="mailto:marya.mcquirel@hse.ie">marya.mcquirel@hse.ie</a>	01 846 7341	Jane Egan Trish Hennessey	01-8467201 01-8467201	<a href="mailto:marya.mcquirel@hse.ie">marya.mcquirel@hse.ie</a>
North Dublin	Pat Dunne <a href="mailto:pat.dunne@hse.ie">pat.dunne@hse.ie</a>	01 813 1867	Medical Card Section	01-8661414 01-8661412 01- 8661409	<a href="mailto:pat.dunne@hse.ie">pat.dunne@hse.ie</a>
Cavan/Monaghan	Leo Kinsella <a href="mailto:leo.kinsella@hse.ie">leo.kinsella@hse.ie</a>	047 30483/60	Cavan Tom Murtagh Monaghan Carol McGeough	049 - 4361822  047 -30400	<a href="mailto:leo.kinsella@hse.ie">leo.kinsella@hse.ie</a>
Louth	Ann Marie Hoey <a href="mailto:annmarie.hoey@hse.ie">annmarie.hoey@hse.ie</a>	041 6860736	Bridie Pepper  Dundalk Office Maria O'Hagan Drogheda Office Briege Devoy	041 - 9800492 087- 2324493  042-9385448  041-9830990	<a href="mailto:bridie.pepper@hse.ie">bridie.pepper@hse.ie</a>  <a href="mailto:maria.ohagan@hse.ie">maria.ohagan@hse.ie</a>  <a href="mailto:briege.devoy@hse.ie">briege.devoy@hse.ie</a>
Meath	David Gaskin <a href="mailto:david.gaskin@hse.ie">david.gaskin@hse.ie</a>	046 928 0567	Tom Oxley Charlotte Reilly	046-9021595 046-9021595	<a href="mailto:tom.oxley@hse.ie">tom.oxley@hse.ie</a> <a href="mailto:charlotte.reilly@hse.ie">charlotte.reilly@hse.ie</a>
Dun Laoghaire	Gerard McKiernan <a href="mailto:gerard.mckiernan1@hse.ie">gerard.mckiernan1@hse.ie</a>	01 274 4202	Tom McCarney Maria Rigley	01 2365214 01 2365204	<a href="mailto:tom.mccarney@hse.ie">tom.mccarney@hse.ie</a> <a href="mailto:maria.rigley@hse.ie">maria.rigley@hse.ie</a>
Dublin South East	Martina Queally <a href="mailto:martina.queally@hse.ie">martina.queally@hse.ie</a>	01 268 0506	Denise Moran Audrey Burke	01 2680313 01 2680314	<a href="mailto:denise.moran@hse.ie">denise.moran@hse.ie</a> <a href="mailto:audrey.burke@hse.ie">audrey.burke@hse.ie</a>

<b>AREA</b>	<b>LOCAL HEALTH MANAGER</b>	<b>TELEPHONE NO.</b>	<b>CONTACT NAMES</b>	<b>TELEPHONE NO.</b>	<b>EMAIL</b>
<i>Dublin South City</i>	Ray Kavanagh <a href="mailto:ray.kavanagh@hse.ie">ray.kavanagh@hse.ie</a>	01 408 5100/1	Eifion Williams  Sharon Tierney	01 6486503 086 3803561 01 6486538 087 1338917	<a href="mailto:eifion.williams@hse.ie">eifion.williams@hse.ie</a>  <a href="mailto:sharon.tierney@hse.ie">sharon.tierney@hse.ie</a>
<i>Dublin South West</i>	Adrian Charles <a href="mailto:adrian.charles@hse.ie">adrian.charles@hse.ie</a>	01 463 2823	Marion Moggan Mary Healy Noeleen Robinson	01 4154730 01 4585775 01 4585775	<a href="mailto:marion.moggan@hse.ie">marion.moggan@hse.ie</a> <a href="mailto:mary.healy1@hse.ie">mary.healy1@hse.ie</a> <a href="mailto:noeleen.robinson@hse.ie">noeleen.robinson@hse.ie</a>
<i>Dublin West</i>	Gerry O'Neill <a href="mailto:gerry.oneill@hse.ie">gerry.oneill@hse.ie</a>	01 620 6253	Eimear Sweeney  Gillian Byrne	01 6206339 087 6992107 01 6206465 087 2864777	<a href="mailto:eimear.sweeney@hse.ie">eimear.sweeney@hse.ie</a>  <a href="mailto:gillian.byrne@hse.ie">gillian.byrne@hse.ie</a>
<i>Kildare /West Wicklow</i>	David Walsh <a href="mailto:david.walsh1@hse.ie">david.walsh1@hse.ie</a>	045 880419	Marita Byrne (Athy) Margaret Corcoran(Athy) Deirdre Woods (Naas) Margaret O Rourke (Naas) Pauline McGrath (Celbridge) Brigid Cody (Celbridge) Sharon Foley (All)	059 8633565 059 8633504 045 907811 045 907812 01 6303174 01 6303175 045 873200	<a href="mailto:marita.byrne@hse.ie">marita.byrne@hse.ie</a> <a href="mailto:margaret.corcoran@hse.ie">margaret.corcoran@hse.ie</a> <a href="mailto:deirdre.woods@hse.ie">deirdre.woods@hse.ie</a> <a href="mailto:margaret.orourke@hse.ie">margaret.orourke@hse.ie</a> <a href="mailto:pauline.mcgrath@hse.ie">pauline.mcgrath@hse.ie</a> <a href="mailto:brigid.cody@hse.ie">brigid.cody@hse.ie</a> <a href="mailto:sharon.foley@hse.ie">sharon.foley@hse.ie</a>
<i>Wicklow Local Health Office</i>	Marion Meany <a href="mailto:marion.meany@hse.ie">marion.meany@hse.ie</a>	01 2744374	Denis Mangan Brenda Vickers	0404 60600 0404 60600	<a href="mailto:denis.mangan@hse.ie">denis.mangan@hse.ie</a> <a href="mailto:brenda.vickers@hse.ie">brenda.vickers@hse.ie</a>
<i>Laois/Offaly</i>	Liam O'Callaghan <a href="mailto:liam.ocallaghan@hse.ie">liam.ocallaghan@hse.ie</a>	057 9359784	Claire Dillane Caroline Kelly Orla Fogarty Sinead Brady	057 9359554 057 9359555 057 8692715 057 8692716	<a href="mailto:claire.dillane@hse.ie">claire.dillane@hse.ie</a> <a href="mailto:caroline.kelly@hse.ie">caroline.kelly@hse.ie</a> <a href="mailto:orla.fogarty@hse.ie">orla.fogarty@hse.ie</a> <a href="mailto:sinead.brady@hse.ie">sinead.brady@hse.ie</a>
<i>Longford/</i>	Joseph Ruane	044 9395111	Elaine Mangan	044 9395035	<a href="mailto:elaine.mangan@hse.ie">elaine.mangan@hse.ie</a>

<b>AREA</b>	<b>LOCAL HEALTH MANAGER</b>	<b>TELEPHONE NO.</b>	<b>CONTACT NAMES</b>	<b>TELEPHONE NO.</b>	<b>EMAIL</b>
Westmeath	<a href="mailto:joseph.ruane@hse.ie">joseph.ruane@hse.ie</a>		Ann Kenny	043 3350170	<a href="mailto:ann.kenny@hse.ie">ann.kenny@hse.ie</a>
Galway	Priya Prendergast <a href="mailto:priya.prendergast@hse.ie">priya.prendergast@hse.ie</a>	091 775070	Deirdre Wallace Michelle O'Neill	091 546172 091 546212	<a href="mailto:deirdre.wallace@hse.ie">deirdre.wallace@hse.ie</a> ; <a href="mailto:Michele.oneill@hse.ie">Michele.oneill@hse.ie</a>
Mayo	Martin Greaney <a href="mailto:martin.greaney@hse.ie">martin.greaney@hse.ie</a>	094 9042156	Christy Conlon Breege Flynn	094 90422333 094 90422333	<a href="mailto:Christy.conlon@hse.ie">Christy.conlon@hse.ie</a> <a href="mailto:Breege.flynn@hse.ie">Breege.flynn@hse.ie</a>
Roscommon	Frank Murphy <a href="mailto:frank.murphy@hse.ie">frank.murphy@hse.ie</a>	094 9877842	Evelyn Finn Bridie Kelly	090 6637509 090 6637510	<a href="mailto:evelyn.finn@hse.ie">evelyn.finn@hse.ie</a> <a href="mailto:bridie.kelly@hse.ie">bridie.kelly@hse.ie</a>
Donegal	John Hayes <a href="mailto:john.hayes@hse.ie">john.hayes@hse.ie</a>	071 9834000/ 9852607	Martin McIntyre Bernie McElhinney	074 9131391 074 9131391	<a href="mailto:martin.mcintyre@hse.ie">martin.mcintyre@hse.ie</a> <a href="mailto:bernie.mcelhinney@hse.ie">bernie.mcelhinney@hse.ie</a> ;
Sligo/Leitrim	Pat Dolan <a href="mailto:patm.dolan@hse.ie">patm.dolan@hse.ie</a>	071 9148816	Ger Sheerin Gerry Healy	071 9155141 071 9155141	<a href="mailto:geraldine.sheerin@hse.ie">geraldine.sheerin@hse.ie</a> <a href="mailto:gerry.healy@hse.ie">gerry.healy@hse.ie</a> ;
Clare	Dr. Fergal Flynn <a href="mailto:fergal.flynn@hse.ie">fergal.flynn@hse.ie</a>	065 686 3480 / 83	Triona McNamara Frances McMahon	065 6868075 065 6868077	<a href="mailto:TrionaF.McNamara@hse.ie">TrionaF.McNamara@hse.ie</a> ; <a href="mailto:Frances.mcmahon@hse.ie">Frances.mcmahon@hse.ie</a>
North Tipperary / East Limerick	Bernard Gloster <a href="mailto:bernard.gloster@hse.ie">bernard.gloster@hse.ie</a>	061 464060/ 464 061	William Collins Margaret O'Brien	067 46624 067 46623	<a href="mailto:William.collins@hse.ie">William.collins@hse.ie</a> <a href="mailto:Margaret.obrien3@hse.ie">Margaret.obrien3@hse.ie</a> ;
Limerick	Teresa Bulfin <a href="mailto:Teresa.bulfin@hse.ie">Teresa.bulfin@hse.ie</a>	061 483277	Eugene Canning Bernie Collins	061 483703 061 464255	<a href="mailto:Eugene.canning@hse.ie">Eugene.canning@hse.ie</a> <a href="mailto:Bernie.collins@hse.ie">Bernie.collins@hse.ie</a>
Cork - South Lee	Gretta Crowley <a href="mailto:grettam.crowley@hse.ie">grettam.crowley@hse.ie</a>	021 492 3833	Margaret Hennessy Siobhan Goulding	021 4923111	<a href="mailto:grettam.crowley@hse.ie">grettam.crowley@hse.ie</a>
Cork - North Lee	Dave Drohan <a href="mailto:dave.drohan@hse.ie">dave.drohan@hse.ie</a>	021 492 3954	Jim Wall Ann Canty John Lyne	021 492 3872	<a href="mailto:dave.drohan@hse.ie">dave.drohan@hse.ie</a>
West Cork	Deirdre Scully	028 40559	John Murphy		

<b>AREA</b>	<b>LOCAL HEALTH MANAGER</b>	<b>TELEPHONE NO.</b>	<b>CONTACT NAMES</b>	<b>TELEPHONE NO.</b>	<b>EMAIL</b>
	<a href="mailto:deirdre.scully@hse.ie">deirdre.scully@hse.ie</a>		Teresa O'Donovan	028 40562	<a href="mailto:teresa.odonvan2@hse.ie">teresa.odonvan2@hse.ie</a>
<i>North Cork</i>	Ann Kennelly <a href="mailto:ann.kennelly1@hse.ie">ann.kennelly1@hse.ie</a>	022 30248	Deirdre Madden Yvonne Finn Orde	022 31800	<a href="mailto:yvonne.finnorde@hse.ie">yvonne.finnorde@hse.ie</a>
<i>Carlow/Kilkenny</i>	AnnaMaria Lanigan <a href="mailto:annamarie.lanigan@hse.ie">annamarie.lanigan@hse.ie</a>	056 778 4115	Mary O'Hanlon Linda Knox	056 7784485 056 7784485	<a href="mailto:marym.ohanlon@hse.ie">marym.ohanlon@hse.ie</a> <a href="mailto:linda.knox@hse.ie">linda.knox@hse.ie</a>
<i>South Tipperary</i>	Seamus Moore <a href="mailto:seamusp.moore@hse.ie">seamusp.moore@hse.ie</a>	052 77015	Teresa Murphy Chris Monahan	052 77255 052 77255	<a href="mailto:teresa.murphy1@hse.ie">teresa.murphy1@hse.ie</a> <a href="mailto:chris.monahan@hse.ie">chris.monahan@hse.ie</a>
<i>Waterford</i>	Dermot Halpin <a href="mailto:dermot.halpin@hse.ie">dermot.halpin@hse.ie</a>	051 846 766	Pat Walsh Mary Sheridan	051 842811 051 842811	<a href="mailto:pat.walsh@hse.ie">pat.walsh@hse.ie</a>
<i>Wexford</i>	Pauline Bryan <a href="mailto:pauline.bryan@hse.ie">pauline.bryan@hse.ie</a>	053 912 3522	Jeanne Hendrick Tim Noone	053 9123522 053 9123522	<a href="mailto:jeanne.hendrick@hse.ie">jeanne.hendrick@hse.ie</a> <a href="mailto:tim.noone@hse.ie">tim.noone@hse.ie</a>
<i>Kerry</i>	Michael Fitzgerald <a href="mailto:michaelm.fitzgerald@hse.ie">michaelm.fitzgerald@hse.ie</a>	066 718 4549	Joan Barry Maureen Fitzgerald	066 7184533	<a href="mailto:maureen.fitzgerald@hse.ie">maureen.fitzgerald@hse.ie</a>