

※ If you neglect your pension payments you may not be able to update your status of residence

※ **Lump-sum withdrawal payments**

If you have made pension payments for six months or more, and have returned to your country without receiving the pension money that you paid, you can still receive the payout. You can acquire the invoice form at your regional pension office before returning to your country or from the Japan Pension Service website, and you must claim and send the invoice by post within two years of returning to your home country.

For details on documentation and things to keep in mind, please visit the Japan Pension Service website.

Information about lump-sum withdrawal payments for mid to long-term foreign residents (available in E, C, K, V, Portuguese, Spanish and 8 other languages):

<https://www.nenkin.go.jp/international/japanese-system/withdrawalpayment/payment.html>

(You can choose your preferred language on this website)

● **Welfare services** ●

Disability welfare services are also available for persons with physical, mental or intellectual disabilities or intractable diseases, as well as health and welfare services for the elderly.

For details, please inquire at the Disabled and Senior Citizens Welfare Section of each ward office.

*** Sendai Multicultural Center Interpretation Support Hotline (TEL: 022-224-1919) ***

Basics / III. Health / 1. Health check-ups

Residents of Sendai City may take citizen health check-ups provided by the City.

For details, please see the International Relations Department section of SenTIA's website

Basics / III. Health / 2. Hospitals

Japan has large, well-equipped hospitals (general hospitals) and local, everyday clinics and hospitals. When you are not feeling well, please visit your local clinic/hospital first.

※ General hospitals may require a letter of introduction before you can schedule an appointment.

● **Going to a hospital/clinic** ●

- ① Call the clinic/hospital before you go, and make an appointment if necessary.
 - ② Take your health insurance card (※) with you to the clinic/hospital. Hand it in at the reception desk.
- ※ If you do not bring your health insurance card, you will be charged the full amount for your visit, even if you have health insurance.
- ※ Hand in your health insurance card at the reception desk the first time you visit a clinic/hospital and again if you were to visit at the beginning of a month.
- ※ As of December 2, 2025, health insurance cards have been replaced with Myna health insurance cards and eligibility certificates. For more details, see the next page.

- ③ The first time you visit a hospital/clinic, you will have to fill out a medical questionnaire. When you are finished, give it to the receptionist. A medical questionnaire is a sheet of questions to determine the state of your health.

You can download a multilingual medical questionnaire at

<https://www.kifjp.org/medical/> (Created by Kanagawa International Foundation and International Community Hearty Konandai in 23 languages.)

- ④ When you are called, enter the examination room.
- ⑤ When finished, pay the consultation fee. If you need medication, you will receive a prescription.
- ⑥ If you have received a prescription, bring it to a pharmacy to buy the medication.

Those who need assistance finding information about doctors and staff who can speak foreign languages at hospitals, dentist offices, etc., or need help making an appointment should contact **the Sendai Multicultural Center: (TEL: 022-224-1919 E-mail: tabunka@sentia-sendai.jp)**.

Sendai Multicultural Center does not provide medical interpretation. Miyagi International Association (MIA) can dispatch “health and medical interpretation supporters” in response to requests from medical institutions. Inquire at MIA for details.

Miyagi International Association (MIA)

TEL: 022-275-3796 E-mail: mail@mia-miyagi.jp

● Health insurance, Myra health insurance card or eligibility certificates ●

Residents of Japan must enroll in one of the following two insurance programs. Once you have enrolled in insurance and registered your health insurance information with your Individual (My) Number Card, you can use your Individual (My) Number Card as a health insurance card. If you do not link your health insurance information with your Individual (My) Number Card, then you can receive an “Eligibility certificate” instead. If you do not enroll in an insurance, you will be charged the full amount for any visits to the doctor. (If you have health insurance, you pay 30%.)

- ① **Social Insurance (Employee Insurance)**... If you are employed, your employer will complete the procedure for enrollment. Insurance fees will be deducted from your pay.
- ② **National Health Insurance**... If you do not have social insurance, you will enroll in this program. Enroll at your ward office. (Bring your residence card, passport, and bank cash card).

For more details, visit the International Relations Department section of SenTIA's website