

Step-by-Step Process for NHI Card Replacement

17 Steps

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Help Desk

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STEP 1

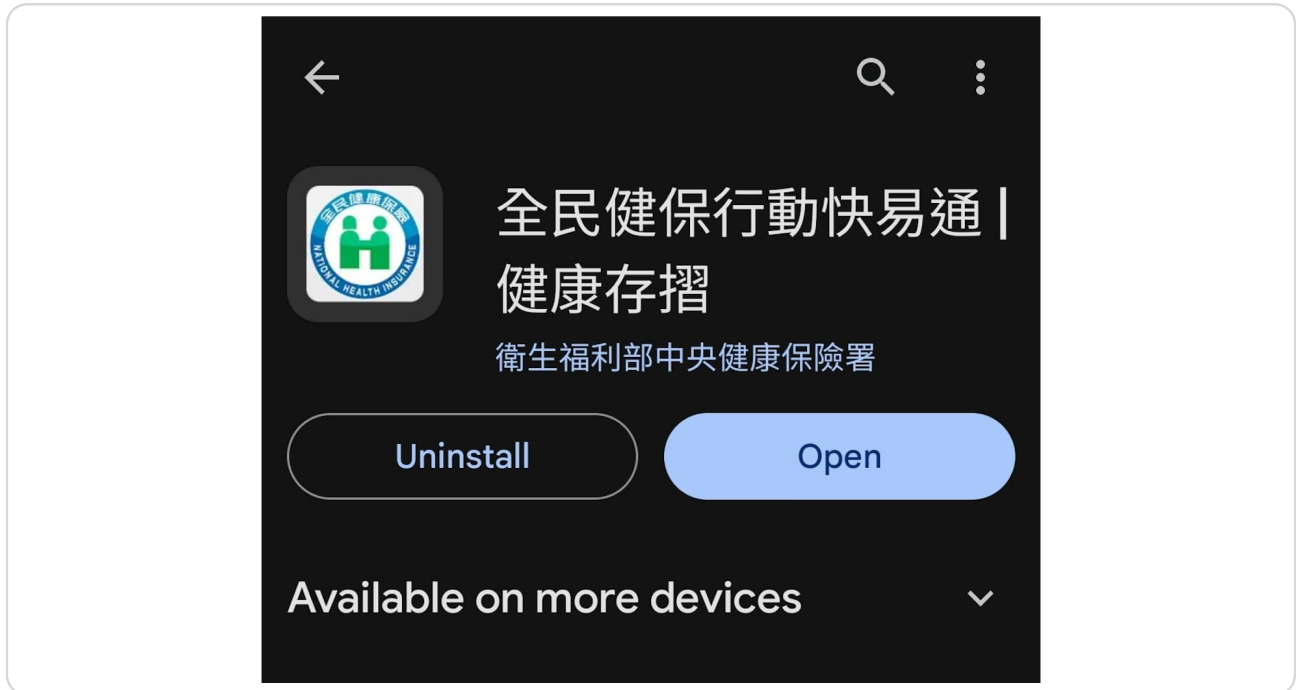
Download the NHI Express App

Download from Google Play

<https://play.google.com/store/apps/details?id=com.nhiApp.v1>

Download from Apple Store

<https://reurl.cc/yLx95q>



STEP 2

Open the NHI Express App



STEP 3

Read the notice and click 同意



STEP 4

Click on 行動電話認證 to verify your phone number



STEP 5

Click on 準備好了



STEP 6

Read and click **確定** on the reminder to confirm that you are using 4G or 5G data with a domestic service provider




STEP 7

Click on **同意** to agree to the Terms of Service



STEP 8

Enter the last four digits of your NHI Card number (found on the bottom left of the front side of your card), your phone number, and your ARC number



The screenshot shows a mobile application interface for mobile number authentication. At the top, there is a dark teal header with a back arrow and the text "行動電話認證". Below the header, the main content area contains three input fields, each with a label and a placeholder: "請輸入健保卡卡號後 4 碼" (Please enter the last 4 digits of your NHI card number) with a placeholder "XXXX-XXXX-"; "手機門號" (Mobile number) with a placeholder "請輸入您的手機門號"; and "身分證號/居留證號" (ID number/Residence permit number) with a placeholder "請輸入您的身分證號或居留證號". Each input field has a small eye icon to the right. Below the input fields is a dark teal button labeled "下一步" (Next). At the bottom of the screen is a navigation bar with five icons: a home icon labeled "首頁", a health record icon labeled "健康存摺", a health insurance icon labeled "健保權限", a virtual NHI card icon labeled "虛擬健保卡", and a profile icon labeled "我的".

STEP 9

Click **確定** to confirm that your mobile number authentication successful



The screenshot shows the same mobile application interface as in Step 8, but with a success message overlay. The message is titled "驗證結果" (Verification Result) and contains the text "手機門號身分驗證成功。" (Mobile number identity verification successful). Below the message are two buttons: "確定" (Confirm) and "下一步" (Next). The background of the screen is dimmed, and the navigation bar at the bottom remains visible.

STEP 10

Set and re-enter your registration password



The screenshot shows the registration process in a mobile app. At the top, there is a dark teal header with a back arrow and the text "行動電話認證". Below the header, the text "請設定註冊密碼" is displayed. There are two password input fields, each with a placeholder "長度 6 - 12 碼" and an eye icon to toggle visibility. The second field is labeled "再次確認註冊密碼". Below the fields, a smaller line of text reads: "請設定健保卡網路服務註冊密碼，作為後續登入本 APP 及持健保卡登入網路服務使用". A large teal button labeled "下一步" is positioned below the text. At the bottom of the screen is a navigation bar with five icons: a home icon labeled "首頁", a server rack icon labeled "健康存摺", a server rack icon labeled "健保權權", a server rack icon labeled "虛擬健保卡", and a person icon labeled "我的".

STEP 11

Click 確定 to confirm your NHI online service registration and device authentication were successful



The screenshot shows the same registration screen as in Step 10, but with a modal dialog box overlaid in the center. The dialog box has a white background and a dark teal header with an information icon and the text "註冊結果". The main text inside the dialog box reads: "健保卡網路服務註冊成功，並已完成裝置認證。". Below this text is a teal button labeled "確定". The background of the registration screen is dimmed. The navigation bar at the bottom remains the same as in the previous screenshot.

STEP 12

Choose **現在申請** if you wish to apply for a virtual NHI card now, or **稍後申請** if you wish to apply later.

The rest of the guide will assume you have chosen **稍後申請**



STEP 13

Click **確定** to confirm that you have logged in successfully



STEP 14

Click on 健保卡申請



STEP 15

Read and select 我知道了 confirm that you understand how to take a picture which conforms to the NHI's regulations



STEP 16

Read the notice, tick the box 我已閱讀上文，並確認了解相關說明 and then click 下一步 to proceed

健保權限

健保卡申請作業

一、注意事項

1. 現場領卡請攜帶以下其中一種身分證明文件 (代領者請攜帶雙方身分證明文件)：
(1) 國民身分證。14歲以下未領身分證者，以戶口名簿代替。
(2) 中華民國護照、駕照。
(3) 居留證。
(4) 其他由政府機關(構)核發且載有相片、姓名、出生年月日及身分證統一編號等足資辨識其身分之證件。
2. 現場領卡者，超過預約領卡時間一星期仍未領取，或郵寄之健保卡無人簽收退回本署，該健保卡將會統一保存，請儘速撥打聯絡電話申請領卡；保存逾一年仍未領回之健保卡，考量資訊安全，本署將主動銷毀，不負保管責任。

領卡地點	聯絡電話
臺北市、基隆市、宜蘭縣、金門縣、連江縣	(02)21912006
桃園市、新竹市、新竹縣、苗栗縣	(03)4339111
臺中市、彰化縣、南投縣	(04)22583988
雲林縣、嘉義市、臺南市	(06)2245678
高雄市、屏東縣、澎湖縣	(07)2315151
花蓮縣、臺東縣	(03)8332111

3. 申請現場領卡需待繳費訓帳後方可設定領卡時間及地點(每日15:00後領卡時間僅能設定隔日9:00後領卡)

我已閱讀上文，並確認了解相關說明。

< 回上頁 下一步 >

首頁 健保存摺 健保權限 虛擬健保卡 我的

STEP 17

Input your information, under 原因 select 遺失, and upload your photo

Finally, submit your application

Notice:

1. The card production fee is NT\$200.
2. Payment method: Use the applicant's demand deposit account for transfer; if not the applicant's account, please transfer via ATM.
3. If the card production fee is not paid according to the procedure, this application will be considered invalid.
4. Please make sure the entered mailing address is correct so that the card can be sent to you. After completing the payment, you will receive the card within approximately 2-5 days. If you do not receive it within 2 weeks, please call our service hot-line at 0800-030-598 or 4128-678 (no area code needed), or for mobile phones, dial (02)4128-678 for inquiries.

信申服務

提供申請

※持舊相片舊卡仍依舊志方式填單，
無損入錄新卡正當者不舊換卡。

◎申請人：

◎姓名：

◎原因：

◎EMail：

◎行動電話：

◎卡方式：

◎郵寄地址：

◎種類：

[Choose File] No --> 201

※以舊換新：在申請時申請，正當理由，申請人應提供，並提供舊卡，申請人應提供，並提供舊卡，申請人應提供，並提供舊卡。

◎注意事項

1. 新卡工本費新台幣200元整。
2. 繳費方式：申請申請人，申請申請人，申請申請人。
3. 新卡技術服務人工本費，本申請新，申請申請人。
4. 新卡技術服務人工本費，本申請新，申請申請人。

◎服務熱線：(02)4128-678