

Q&A on UNHCR emergency healthcare new coverage and on support for birth deliveries for refugees in Lebanon

As of 1st of July 2018

Disclaimers and Definitions:

- This Q&A is for outreach/front line workers as a reference to address questions from refugees.
- This Q&A is not to be distributed to refugees although it is accessible in www.refugees-lebanon.org where refugees can view it.
- This Q&A is also to be used for all available humanitarian hotlines in Lebanon.
- This Q&A is the base for counselling families at reception centers

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1. EMERGENCY HEALTHCARE NEW COVERAGE

1) I heard that in July 2018, UNHCR support for refugees in need of emergency hospital care is going to change. Please explain.

UNHCR and humanitarian organizations are continuously working to enhance health services and assistance to refugees. However, as of 1st of July 2018, the UNHCR health assistance support to refugees in hospital will change in three major ways:

A. Co-payment of hospital bills:

To ensure a better and more efficient coverage to refugees in need of emergency hospital care, UNHCR has to make some changes to the way it supports hospital bills.

UNHCR is introducing a protective measure so that refugees do not end up with very high hospital bills.

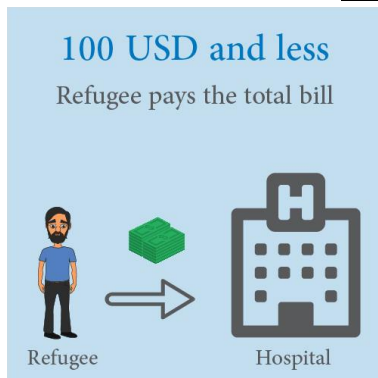
- For very high bills: The maximum contribution that a refugee will ever have to pay is now set at 800 USD (1,200,000 LBP) for a single admission, while before it was up to 2,500 USD. UNHCR will pay the remaining amount up to the ceiling of support, which ranges from 5,000 to 15,000 USD depending on the medical case.
- For lower bills: UNHCR is asking refugees who have to go to hospital to increase their contribution towards the bills for birth deliveries and lifesaving care that requires immediate medical attention, such as urgent life threatening conditions and urgent conditions that might lead to permanent disability with bills less than 2,900 USD.

The below list shows some examples of what refugees will have to pay depending on the hospital bill:

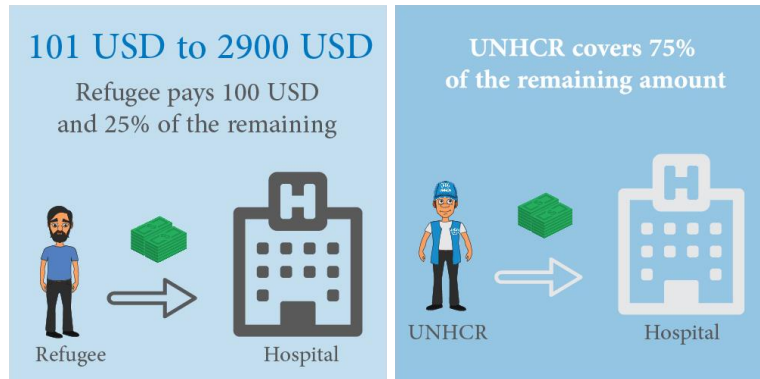
Hospital bill total	What refugees paid before 1 st July 2018 (90% coverage)	What refugees paid before 1 st July 2018 (75% coverage)	What refugees will need to pay as of 1 st July 2018
100 USD	10 USD	25 USD	100 USD
200 USD	20 USD	50 USD	125 USD
500 USD	50 USD	125 USD	200 USD
1500 USD	150 USD	375 USD	450 USD
2900 USD	290 USD	725 USD	800 USD
5000 USD	500 USD	1250 USD	800 USD
10000 USD	1000 USD	2500 USD	800 USD
15000 USD	1500 USD	3750 USD	800 USD

In concrete, the UNHCR contribution will depend on the cost of the total hospital bill, whether high or low bill, such as:

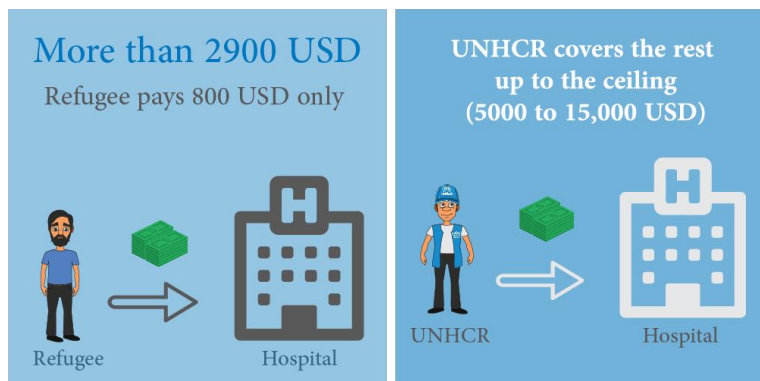
- If 100 USD and less → refugee need to pay for the total bill;



- If 101 USD to 2,900 USD → refugee has to pay 100 USD and 25% of the remaining amount of the total bill and UNHCR pays for 75% of the amount above 100 USD;



- If 2,900 USD and above → refugee pays only 800 USD irrespective of the total bill and UNHCR pays the rest up to the ceiling 5,000 to 15,000 USD depending on the medical case.



In all cases, call NEXtCARE or approach their delegates in the hospital to know about your contribution.

B. Requirement for pregnant women to approach UNHCR prior to birth delivery:

- If you are pregnant you need to make an appointment at the closest UNHCR reception centre as soon as possible. Depending on the UNHCR Reception Centre (see contacts section), please approach or call UNHCR if:
 - a) You are known to UNHCR but have an expired UNHCR registration certificate (UN paper),
 - b) You are known to UNHCR but have had no contact with UNHCR and its partners for the past 6 months or,
 - c) You have never approached UNHCR

If you do not make an appointment with UNHCR during your pregnancy, UNHCR will be unable to provide support for the cost of delivery once in hospital. On the day of your appointment with UNHCR, bring your Pregnancy Card (see Q12) or a medical report indicating your status

- If you are pregnant and already known to UNHCR and you have a valid UN paper or are in possession of a token, you can go directly to the hospital and call NEXtCARE and UNHCR will provide support.

Make sure to contact UNHCR ahead of time before delivery to receive support for your hospital bill, even if you lost contact with UNHCR in the past 6 months.

2) Which are the contracted hospitals where refugees can receive healthcare?

To know the contracted hospitals you can call NEXtCARE at 01504020 (24 hours 7/7 days). You can also approach UNHCR or any Community Development Centre or find them online:

English:

<https://www.refugees-lebanon.org/en/news/206/list-of-hospitals-for-all-asylum-seekers-and-refugees>

Arabic:

<https://www.refugees-lebanon.org/ar/news/206/list-of-hospitals-for-all-asylum-seekers-and-refugees>

3) To receive healthcare assistance other than for birth delivery, do I need to be known to UNHCR?

Yes, in such cases you/ your family are given the possibility to approach UNHCR for an appointment while being admitted to the hospital.

4) Do I have to pay (leave a deposit) at the hospital before any treatment?

Yes, the health system in Lebanon is mostly privatized and you may have to contribute to your healthcare. Please be aware that if your medical case will be supported, UNHCR will be covering 75% of the cost above 100 USD (see Q1). You will have to keep the hospital receipt.

5) The hospital retained my ID and/or the UNHCR registration certificate (UN paper). What do I do?

The hospital cannot retain your ID or UN paper. The Ministry of Public Health of Lebanon considers this an illegal practice. If this happens, call the UNHCR office closest to your place of residence.

2. SUPPORT FOR BIRTH DELIVERIES

6) I heard that in July 2018, only women who are known to UNHCR will receive support when they give birth. Is this true?

Yes. As of 1st of July 2018, assistance for deliveries can only be provided to women already known to UNHCR. UNHCR will no longer offer delivery support to women unless they approach UNHCR prior to hospital admission for giving birth.

7) How much will I need to pay at the hospital?

- **If you are pregnant and known to UNHCR:** You will have to pay for a normal birth delivery between USD 150 - 200 (LBP 225,000 - 300,000), and for a C-Section delivery between USD 225 - 355 (LBP 337,500 - 532,500) depending on which hospital you go to. UNHCR will pay the rest. If you have not already approached UNHCR, you will have to pay the entire hospital bill. For more information on the birth delivery fees per hospital:
https://www.refugees-lebanon.org/uploads/poster/poster_152827365978.pdf
- **If you are in need of hospital care other than for the birth delivery:** You will have to pay 100 USD (150,000 LBP) more than before.

IMPORTANT: Even if you have not approached UNHCR before you can still be admitted to the hospital and NEXtCARE will facilitate your appointment with UNHCR during the first 48 hours in hospital. You have to make sure that NEXtCARE is aware that you are in the hospital, or you will have to pay the entire hospital bill yourself.

For very high hospital bills, the maximum contribution that you will have to pay is 800 USD (1,200,000 LBP) for approved health care during a single admission. UNHCR will pay the remaining amount up to a certain ceiling.

8) What If I am pregnant and I never approached UNHCR?

If your delivery will happen during July or August 2018, call NEXtCARE to facilitate your appointment with UNHCR while you are in hospital. UNHCR will provide you support after admission to the hospital until the 1st of September 2018 to give enough time for pregnant women to approach UNHCR for prioritized appointment.

9) If I never approached UNHCR and I am due to give birth, can my relatives approach UNHCR as I am being admitted to the hospital?

Not anymore. You must approach UNHCR before the delivery.

If you are pregnant and never approached UNHCR, you need to make an appointment at the closest UNHCR reception centre as soon as possible. If you do not do so during your pregnancy, UNHCR will be unable to provide support.

See Q1- [Requirement for pregnant women to approach UNHCR prior to birth delivery](#)

10) My file has been inactivated by UNHCR; can I receive health assistance by UNHCR?

If your file has been inactivated/closed by UNHCR, you need to make an appointment with UNHCR to check your situation before you can be eligible for health assistance from UNHCR. Please obtain an appointment and inform UNHCR about your pregnancy status.

On your appointment date with UNHCR, please bring your identity documents and the Pregnancy Card.

11) What If my UN paper is expired?

If your UN paper is expired, you need to make an appointment with UNHCR to renew it.

The UN paper needs to be valid in order for UNHCR to provide support for birth deliveries. As for other admission to hospital, please call NEXtCARE and they will refer you to UNHCR to renew the UN paper. Make sure your UN paper is always valid.

12) What if I have a health problem during my pregnancy and I did not yet approach UNHCR?

If you are pregnant and did not yet approach UNHCR, but have an emergency situation in need of hospital care, go to the hospital and call NEXtCARE.

NEXtCARE will facilitate the appointment with UNHCR and the admission in the contracted hospital. UNHCR will contribute to the hospital bill (see Q1).

13) Where can I get a Pregnancy Card to bring to UNHCR?

During your pregnancy, when you consult a midwife or the physician at a Primary Healthcare (PHC) centre, the PHC centre will provide you with a Pregnancy Card free of charge that tracks your pregnancy. Bring the card to UNHCR in order to prioritize your appointment at the reception centre.

The Pregnancy Card looks like this:

The form is titled 'بطاقة المرأة الحامل' (Pregnancy Card) and is issued by the 'وزارة الصحة العامة والرعاية الصحية الأولية' (Ministry of Health, Jordan). It includes the following sections:

- معلومات شخصية:** Name, ID number, date of birth, and place of birth.
- معلومات الحمل:** Gestational week, type of pregnancy (normal or cesarean), and date of delivery.
- معلومات طبية:** Blood pressure, weight, and other medical data.
- معلومات أخرى:** Insurance status, hospital name, and doctor's name.

14) I cannot afford paying for antenatal care, what can I do?

Go to a PHC centre supported by UNHCR or partners, where you can benefit from:

- 4 antenatal visits - 3,000 LBP for consultation
- Laboratory tests at subsidized cost
- 2 ultrasounds for free
- Free Pregnancy Card

15) The doctor in the PHC centre told me that I have to deliver my child by an operation called 'Caesarean section'. What do I do?

Caesarean delivery is a medical decision. When the doctor tells you this, you can inform NEXtCARE who will look into your medical documents and decide on coverage accordingly.

16) Why should I deliver in a hospital?

The Ministry of Public Health in Lebanon advises to give birth in hospital, which is the safest way for the mother and the new-born baby. In the hospital, you will receive healthcare from a qualified team. Also, you will get a birth notification, which is an important document required when registering the birth of your baby with the Lebanese Authorities.

Moreover, if you or your baby have a health emergency you will receive immediate emergency care. Giving birth outside the hospital could put you and your baby's life at risk.

Also, if you give birth with an unauthorised midwife, you may face challenges in registering the birth of your baby later on.

17) Are there any organizations in Lebanon that can support the payment of the patient share or deposit?

You may ask local NOGs and associations in your area of residence if they provide this type of support.

18) After delivery, do I have to register my baby?

Yes, it is very important for you and your child that you take immediate action to register his/her birth in Lebanon up to the Foreigners' Registry. If you fail to do so, you may face the following challenges in the future:

- Your child may not be recognized as a Syrian national and would not be able to obtain Syrian identity documents. If this happens, your child may later have problems accessing healthcare, education and other services in Lebanon, Syria or elsewhere. He/she may also not be able to move freely, own property or inherit.
- You may not be able to prove that you are the parents of the child.
- You and your spouse will face difficulties to travel with your child outside Lebanon.
- If your child is born after 8th February 2018 and you do not register his/her birth at Nofous level, a long and costly court procedure will be required to complete birth registration.

19) How do I register my new born baby?

It is important that you take immediate action to register the birth of your child. If your child is less than one year old or s/he was born between 1st January 2011 and 8 February 2018, you have to follow these four steps to register his/her birth:

- **Step 1:** Obtain a **birth notification** from the authorized doctor or midwife who attended the birth.
- **Step 2:** Obtain the birth certificate endorsed and signed by a **Mukhtar** located in the area where the birth took place.
- **Step 3:** Register the birth certificate at the **Nofous** (District level "Caza") closest to the place where the birth took place.

IMPORTANT: If your child is born before 1st January 2011 or after 8th February 2018, this must be done before the child is one year old, otherwise you will have to register your child through a court procedure.

- **Step 4:** Register the birth certificate at the **Foreigners' Registry** of the Governorate where the birth took place. The birth is not considered officially registered by the Lebanese authorities until you complete this step.

If your child is born in Lebanon, his/her birth must be registered with the Foreigners' Registry before it can be registered with the civil registry in Syria and added to your Family Booklet.

For more information on how to register the birth of your child born in Lebanon, please contact one of UNHCR's partners closest to your place of residence. You can find the contact information on the birth registration related Q&A:

English

<https://www.refugees-lebanon.org/en/news/215/qa-on-birth-registration-for-syrian-refugees-in-lebanon>

Arabic:

<https://www.refugees-lebanon.org/ar/news/215/qa-on-birth-registration-for-syrian-refugees-in-lebanon>

20) I cannot afford the hospital bills to deliver my baby. What will happen if I give birth at home?

The Ministry of Public Health in Lebanon and UNHCR advise women to give birth in hospitals so as to avoid complications and even fatal outcomes. For child birth at home you could end up paying more than for a hospital delivery and it could also put your life and the life of your baby in danger.

Moreover, if you give birth with an unauthorised midwife, you may face challenges in registering the birth of your baby later on.

IMPORTANT! Please be aware that UNHCR do not financially support child birth at home.

21) What will happen if I go to the hospital to deliver my baby before approaching UNHCR?

You will have to pay the entire hospital bill. UNHCR will not be able to support you.

22) I heard that there are awareness sessions on family planning. How can I know more?

Go to the nearest health centre for family planning, counselling and services. These services are important for the health and welfare of your entire family.

Family planning services are provided in the supported PHC centres that you can see here:

English

<https://www.refugees-lebanon.org/en/news/213/updated-list-of-hospitals-and-phcs-supported-by-unhcr-and-partners-in-beirut--mount-lebanon-bekaa-north-and-south>

Arabic

<https://www.refugees-lebanon.org/ar/news/213/updated-list-of-hospitals-and-phcs-supported-by-unhcr-and-partners-in-beirut--mount-lebanon-bekaa-north-and-south>

3. CONTACTS

NEXtCARE Lebanon

01-504020 - 24 hours 7/7 days.

UNHCR

Beirut/Mount Lebanon:

-In person: Ramlet El-Baida, Dr. Philippe Hitti St., behind Spinney's Supermarket Beirut (Monday to Friday 8:00 - 14:00).

-Over the phone: 01-820848 for Information and Appointments (Monday to Friday 7:00 - 17:00)

Bekaa:

-In person: Zahle highway, near Kaysar Ata IceCream, Zahle (Monday to Friday 8:00 - 16:00)

-Over the phone: 76-611811 for Information / 08-930468 for Appointments: (Monday to Friday 8:30 - 16:00).

North:

-In person: Next to Rachid Karame Exhibition Centre, Tripoli (Monday to Friday 8:00 - 14:00)

-Over the phone: 71-911496 for Information (Monday to Friday 8:00 - 16:00).

South:

-In person: Villa Krischt, Al Hosh, Tyre (Monday to Friday 8:30 - 16:00)

-Over the phone: 76-500370 for Information / Appointments: 76-500380 (Monday to Friday 8:30 - 16:00).