

# Your TK eHealth Card – the key to our services

Present your TK eHealth Card every time you visit the doctor, dentist or hospital. It proves that you are insured with us.

Welcome to TK! We are delighted to welcome you to TK as a new customer. All that you now need to utilise our comprehensive range of services is the TK eHealth Card. This card enables you to use contracted medical services easily. Thus, for instance, statutory health insurance doctors will settle costs of their treatment directly with us via the card. You therefore do not need to bear such costs up front.

You can also receive prescription medication via the TK eHealth Card. This involves your doctor's surgery issuing a prescription to you, which you then present to the pharmacy that will also settle costs directly with us. Generally, only statutory co-payments for medicines are incurred.

What is more: the **European Health Insurance Card** is integrated on the reverse of the card. This makes it easier to receive medical treatment while temporarily abroad within Europe. Further information about the EHC is provided at [www.tk.de](http://www.tk.de), **Website code 163946**.

Good to know: Each family member receives their own TK eHealth Card. All that then remains to be done is to sign the back of the card. If you have children under 15 years of age, just sign on their behalf as a legal guardian.

## How do I get the card?

We require an up-to-date passport photograph for all adults over 15 years of age. The photo helps to identify you as the card owner, thus safeguarding against unauthorised use of the card by third parties.

You can provide us with a passport photograph in several ways. As a rule, you will receive a passport photo form along with the membership application form. Just glue your passport photo onto this and send us the documents by post. If you have not received a passport photo form, wait for us to write to you.

The quickest and simplest way is our upload service, available at [www.tk.de/passbild](http://www.tk.de/passbild). Just enter the one-time password sent to you. If you use our "**Meine TK**" [My TK] online service, you can transfer your passport photo even without a one-time password.

## Passport photograph information

It is best to use a recent photo, which does not need to be biometric, but it should meet the following requirements:

- Size: approx. 45 x 35 mm
- Colour: colour or black-and-white
- Background: as neutral as possible
- Photo: face clearly visible, taken from the front

Please do not send us your photo by e-mail in advance. For security reasons, we are not permitted to accept such photographs.

Once we have your photograph, you will automatically receive your TK eHealth Card.

If, in the meantime, you or your family have to attend a medical appointment, we will be happy to send you a replacement certificate that you can present to your doctor's surgery.

## What do I do if I lose the card?

Please let us know as soon as possible if you have lost your card. We can then block it immediately, and you will receive a new card from us.

Alternatively, use our "**Meine TK**" online service. Simply enter the **Website code 161214\***, register and order a new card.

## Find out more:

You can also find more information about the TK eHealth Card online at [www.tk.de](http://www.tk.de), **Website code 642470**.

\* We regret but this Website is currently only available in German.