



**Reduction or non-recovery of health care  
and social welfare client fees**

Social Services, Health Care and Rescue Services

Date
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**Client’s contact information**

Name
Personal identity code
Address
Phone number
Email

Name of spouse or cohabiting partner
Personal identity code
Children under the age of 18
Name of decision from which a deduction is applied
Grounds for reduction or non-recovery the fee

By signing this form, I certify that the information I have provided is correct and agree that it will be verified. If necessary, the authority has the right to investigate the income data using technical interfaces. Act on Client Charges in Healthcare and Social Welfare (1201/2020), section 14a Public authorities' right of access to information.

Place and date

Signature and name in block letters

Copies of documentation for your relevant income and expenses and your spouse's relevant income and expenses, such as bank statements, for the last two months must be enclosed with the application.

Contact details of trustee or guardian

**Return address:**

Social Services, Health Care and Rescue Services Division/Client fee decisions and special support unit  
PO Box 6032, FI-00099 City of Helsinki, Finland

## Income and expense statement

Income types	Income EUR/month Enclose documentation	Client Net, EUR/month	Spouse Net, EUR/month
<b>Earned income/wage income</b>			
<b>Pensions</b>			
Earnings-related pension			
National pension			
Guarantee pension			
Survivors' pension			
Increase			
Other pension			
<b>Child maintenance payment/child maintenance allowance</b>			
<b>Maintenance agreement between the spouses</b>			
<b>Capital income</b>			
Rent			
Interest/other			
<b>Benefits from the Social Insurance Institution of Finland (Kela)</b>			
Housing allowance			
Care allowance			
Child benefit			
Basic unemployment allowance/ labour market subsidy			
Others			
<b>Informal care support</b>			
<b>Others</b>			

## Expenses that will be taken into account in the calculation

Expenses	EUR/month Invoices/receipts must be enclosed
<b>Housing</b>	
Rent or maintenance charge	
Electricity	
Water	
<b>Interest for student loan/mortgage</b>	
<b>Enforcement/debt settlement</b>	
<b>Home insurance</b>	
<b>Other mandatory residential property insurance</b>	

Expenses that will be taken into account in the calculation	EUR/month
<b>Child maintenance payment</b>	
<b>Home care support service fees/day activity fees</b>	
<b>Long-term medication expenses (will be taken into account up to the annual maximum limit on out-of-pocket costs)</b>	
<b>Other expenses</b>	

## Reduction or non-recovery of client fee

Reducing or not recovering a health care and social welfare services client fee is possible in a case where the client fee would affect the prerequisites for the client's economic subsistence and the meeting of their maintenance obligation (section 11 of the Act on Client Charges in Healthcare and Social Welfare).

As a rule, a social services client's income-related fees, such as a home care fee or a fee for service housing with 24-hour assistance, can be reduced. The City of Helsinki does not reduce any fixed-sum health care fees.

The reduction of the client fee will be based on an income and expense calculation. When assessing the client's ability to pay, their spouse's income and expenses may also be taken into account.

## From which client fees can I apply for a reduction or non-recovery?

**A reduction of the client fee can be applied for income-related social services client fees, which include:**

- Regular services provided at home (home care, home services for families with children)
- Long-term housing services (service housing with 24-hour assistance, communal housing)
- Long-term institutional care
- Long-term family care

**A reduction of the client fee can also be applied for fixed-sum social services fees:**

- Temporary services provided at home (home care, home services for families with children)
- Support services (security service, cleaning, personal hygiene service, meal and grocery delivery service)
- Elderly person's short-term housing services (community housing, temporary accommodation, service housing with 24-hour assistance and institutional care)

**Applying for a reduction of fixed-sum health care client fees is not possible. These include:**

- Outpatient fees
- Oral health care service fees
- Serial treatment fees such as physiotherapy
- Temporary home health care, temporary at-home hospital care

## How do I apply for a reduction or non-recovery of a client fee?

**You can apply for a reduction of a fee in one of three ways:**

1. Complete the online application available on the City of Helsinki website at [Hel.fi/Health and social services/Data and the rights of the client/Reduction or non-recovery of client fees](https://hel.fi/Health%20and%20social%20services/Data%20and%20the%20rights%20of%20the%20client/Reduction%20or%20non-recovery%20of%20client%20fees)
2. Complete the attached application form and submit it with attachments to the client fee decisions and special support unit.
3. Draft a free-form application and submit it with proof of income and expenses to the client fee decisions and special support unit.

### Contact details

Social Services, Health Care and Rescue Services Division/Client fee decisions  
and special support unit PO Box 6032, FI-00099 City of Helsinki, Finland  
Service number: +358 9 310 44610, on weekdays from 9:00 to 11:00

### The free-form application must include the following:

- The fee to be reduced
- The period for which or the starting date from which you wish the fee not to be recovered
- Explanation as to how the client fee would endanger your subsistence
- The application must be signed.

You may apply for the reduction or non-recovery of a fee for a period of up to 12 months.

Copies of documentation for your relevant income and expenses and your spouse's relevant income and expenses, such as bank statements, for the last two months must be enclosed with an application to reduce a client fee.

### Expenses that will be taken into account

- Rent/maintenance charge. A payment breakdown for the rent/maintenance charge must be enclosed.
- Home insurance, i.e. insurance for movable property ("basic home insurance") for the home in which you are currently living.
- Any other mandatory insurance policies for a residential property in which you are currently living.
- Mortgage interest for the home in which you are currently living.
- Student loan interest.
- Child maintenance payment.
- Interest related to the purchase of a car if you have received support for the purchase of the car under the Disability Services Act.
- Additional taxes on pension income (for the applicable month).
- Fees for home care support services and day activities related to you being a client of home care services (meal and grocery delivery service fees, personal hygiene service and safety phone)
- Private safety phone fees (monthly rent, etc.) that are not related to you being a client of home care services.
- Prescription medicines reimbursable by the Social Insurance Institution of Finland (Kela) that you need in the long term. You must enclose with the application a pharmacy medication list for the purchased long-term medicines. Medication expenses will be taken into account up to the annual maximum limit on out-of-pocket costs. In the case of service housing with 24-hour assistance, medicines reimbursable by Kela have already been taken into account in the client fee decision.
- Attachment. A decision on enforcement by National Enforcement Authority Finland and a summary of the debtor's enforcement matters must be enclosed, unless already submitted.
- Debt settlement. A copy of the District Court decision and/or payment schedule (if the court decision does not indicate the amount of payment) must be enclosed.

### Consideration of assets

- A client fee will not be reduced and will be recovered if you or your spouse have total assets of more than EUR 8,000 in savings on your accounts and/or as assets that can be quickly liquidated. Assets that can be quickly liquidated, i.e. assets that can be sold off, include shares in a telephone company, fund units, savings policies, securities and transaction currency.
- Assets do not include a residence you are currently using as your home, a holiday home or any other property that cannot usually be quickly liquidated.

As a rule, the decision to reduce a fee or not recover it will be made from the beginning of the application month.

The starting point for calculating the applicant's ability to pay will be the deduction of their expenses from their income.

**A deduction from the deductible of a service voucher cannot be granted, as the regulation on the moderation of client fees does not apply to service vouchers.**

### **Where can I get more information?**

The City of Helsinki client fee decisions and special support unit processes all applications on the reduction or non-recovery of client fees. For additional information, call +358 9 310 44610 or visit [Hel.fi/Health and social services/Data and the rights of the client/Fees](https://hel.fi/Health%20and%20social%20services/Data%20and%20the%20rights%20of%20the%20client/Fees).