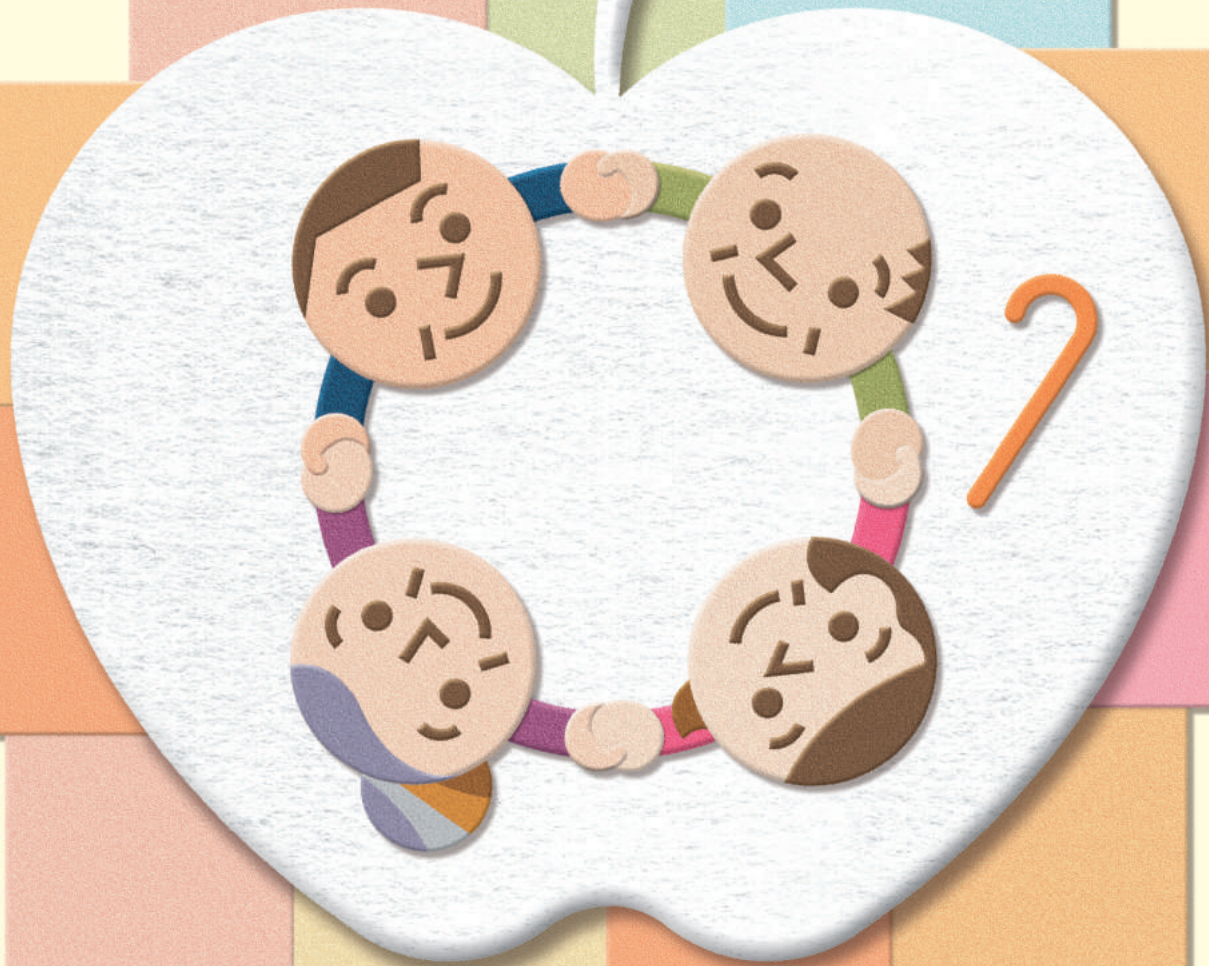


— FY 2018 Version —

# Long-Term Care Insurance (*Kaigo Hoken*)



Introduction to the system and how to use its services

**City of Sapporo**

このパンフレットは、一般財団法人 自治体国際化協会の助成事業により公益財団法人札幌国際プラザが翻訳しました。

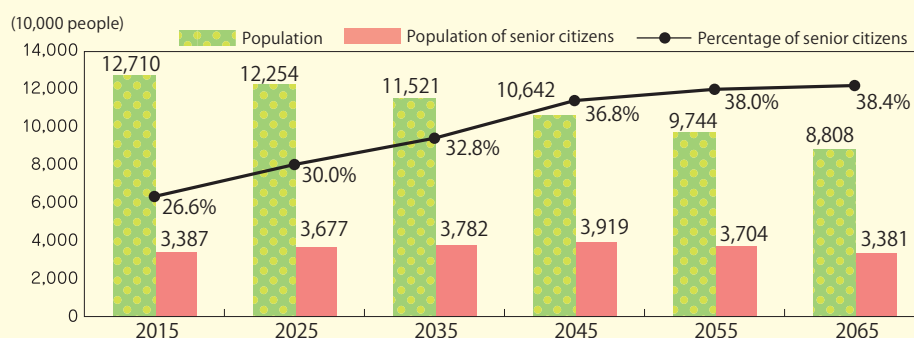
# The Long-Term Care Insurance System (*Kaigohoken*) aims at ensuring that citizens can continue living comfortably. Let's support each other to create a caring society.

In the current aging society,  
an increasing number of people around us are requiring long-term care  
because they are bedridden or suffer from senile dementia.  
It is natural that even people who require long-term care wish to live as independently  
as possible and with dignity by making the most of their remaining ability.

The Long-Term Care Insurance System is designed for society as a whole  
to support long-term care and create a warm and caring society for everyone.

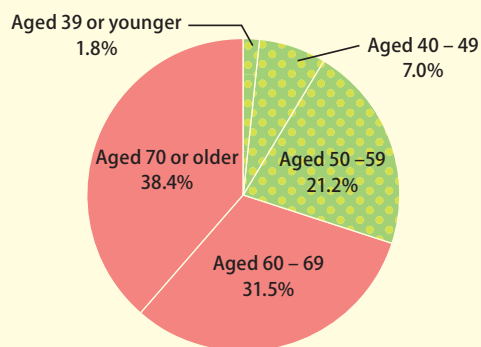
## The Long-Term Care Insurance System was established to support the aging society through mutual cooperation.

The percentage of senior citizens is increasing.

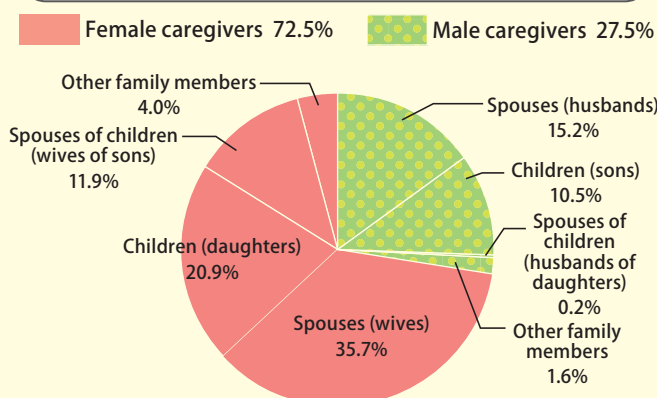


The aging of caregivers is progressing.

One in two co-residential caregivers  
are aged 60 or older.



Relationship of main co-residential caregivers  
with the receivers of their services



Source: 2016 Comprehensive Survey of Living Conditions, Ministry of Health, Labour and Welfare

# People aged 40 and over will become insured persons.

## The Long-Term Care Insurance System is operated by the City of Sapporo.

- People aged 40 and over will become insured persons (policy holders) and pay premiums. When certified as needing long-term care, they are required to pay 10% to 30% of the cost of long-term care services which they receive. There are two application methods and different conditions for the use of long-term care services depending on the age of each person.
- Citizens of other countries who live in Japan must also be insured.

### Primary insured persons

People aged 65 and over



#### You are in this category if you:

- are certified as needing continuous long-term care for daily activities, such as bathing, voiding and eating, because you are bedridden or suffer from dementia and/or other similar situations. (People who need long-term care)
- are certified as needing assistance with daily activities, such as cleaning, washing and shopping. (People who need support)

#### Payment of premiums

- In principle, premiums are deducted from the pension.

#### Share of fees

- In principle, you pay 10% to 30% of the cost of services which you receive.

### Secondary insured persons

People aged between 40 and 64



Those insured by the national health insurance or health insurance programs of their workplace

#### You are in this category if you:

- are certified as needing long-term care or support because you suffer from any of the following 16 age-induced diseases, such as presenile dementia or cerebrovascular accident (people who need long-term care and/or support):

①Cancer [terminal cancer] (only if a doctor determined that there is no prospect of recovery based on generally recognized medical knowledge); ②rheumatoid arthritis; ③amyotrophic lateral sclerosis; ④osteosis of the posterior longitudinal ligaments; ⑤osteoporosis accompanied by bone fractures; ⑥ presenile dementia; ⑦ progressive supranuclear palsy, corticobasal degeneration and Parkinson's disease (Parkinson's disease-related diseases); ⑧spinocerebellar degeneration; ⑨vertebral canal stenosis; ⑩progeria; ⑪multiple-system atrophy; ⑫diabetic neuropathy, diabetic nephropathy and diabetic retinopathy; ⑬cerebrovascular disease; ⑭arteriosclerosis obliterans; ⑮chronic occlusive lung disease; ⑯osteoarthritis accompanied by remarkable bilateral deformation of the knees or hip joints

#### Payment of premiums

- Premiums are added to those of the medical insurance, and paid to the medical insurers.

#### Share of fees

- In principle, you pay 10% of the cost of services which you receive.





## When will the insurance card(*Hihokensha-sho*) for long-term care insurance be issued?

The insurance card will be mailed to you from the ward office of your home address before your 65th birthday.  
No special procedures are necessary for this.

The insurance card is issued to the following people:

- Residents of Sapporo aged 65 and over
- Residents of Sapporo aged between 40 and 64 who are certified as needing long-term care, or who applied for certificate issuance




## What kind of information is contained in the insurance card?



### Insurance card sample

①

(*Hihokensha-sho*)

介護保険被保険者証				
被 保 険 者	番 号	1 2 3 4 5 6 7 8 9 0		
	住 所	札幌市中央区北1条西2丁目		
	フリガナ	カイゴ タロウ	性 別	
	氏 名	介護 太郎	性 別	男
	生年月日	昭和 5年 5月 5日		
交付年月日		平成30年 3月 31日		
保険者番号 並びに 保険者の名称 及び印		0 1 1 0 1 5 札幌市中央区 TEL 011・231・2400 		

If you are certified as needing long-term care (or support), the following information will be stated on pages 2 and 3.

The term of validity of the certification result will be stated.

The maximum monthly amount of allowance depending on the level of care needed will be stated.

The maximum amount of allowance depending on the type of service will be stated if applicable (not applicable in Sapporo).

Designation of service types and other comments from the Certification Committee of Long-Term Care Required may be stated.



# When should the insurance card be used?

You will need it when applying for certification as needing long-term care, formulating a care plan, and when utilizing services.  
Please keep the insurance card in a safe place.

In any of the following cases, the ward office must be notified within 14 days:

- Moving in from another municipality
- Changing your address in Sapporo
- Changing your name
- Entering a long-term care facility, fee-based home for elderly people or other special facility
- Moving out of Sapporo
- Death

The level of long-term care required (e.g., Support Level 1 or 2, Long-Term Care Level 1, 2, 3, 4 or 5) will be stated.

The date of certification by the municipal office will be stated.

The name of the company that formulates your care plan will be stated here. If you have formulated your own plan, "self-formulated" will be stated here.

If your benefit is limited due to non-payment of your insurance premium, it will be stated here.

②

要介護状態区分等	要 介 護
認定年月日 (事業対象者の場合は、基本チェックリスト実施日)	平成30年 3月31日
認定の有効期間	平成30年 4月 1日～平成32年 3月31日
サービス等	区分支給限度基準額 平成30年 4月 1日～平成32年 3月31日 1月当たり 19,616単位
(うち種類支給限度基準額)	サービスの種類 種類支給限度基準額
認定審査会の意見及びサービスの種類の指定	

When you use care services at a facility, the type, name and dates of entering and leaving the facility will be stated here.

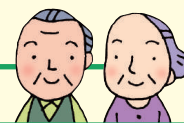
③

給付制限	内 容	期 間
		開始年月日 平成 年 月 日 終了年月日 平成 年 月 日
		開始年月日 平成 年 月 日 終了年月日 平成 年 月 日
居宅介護支援事業者 若しくは介護予防支援事業者及びその事業所の名称又は地域包括支援センターの名称	〇〇〇居宅介護支援事業所	届出年月日 平成30年 1月20日
		届出年月日 平成 年 月 日
		届出年月日 平成 年 月 日
介護保険施設等	種類	入所等 年月日 平成 年 月 日
	名称	退所等 年月日 平成 年 月 日
	種類	入所等 年月日 平成 年 月 日
	名称	退所等 年月日 平成 年 月 日

# How are premiums determined?

## Long-Term Care Insurance is a mutual-help system.

The Long-Term Care Insurance System is funded by insurance premiums paid by insured persons themselves, with the support of all people. Specifically, the cost of the system is covered by insurance premiums for senior citizens (primary insured persons, approx. 23%) and for those aged between 40 and 64 (secondary insured persons, approx. 27%), as well as with public funds from the national, prefectural and municipal governments.

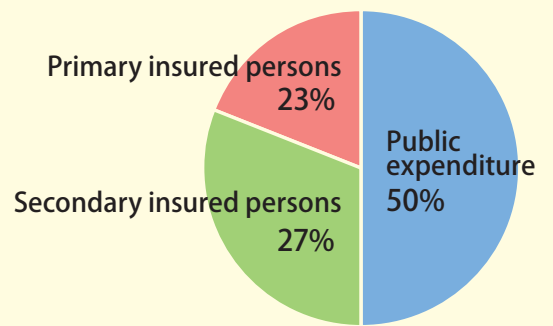


### Premiums for primary insured persons (those aged 65 and older)

#### Premiums in FY 2018 – 2020

Level	Coverage	Premium calculation method	Annual premium
Level 1	<ul style="list-style-type: none"> <li>Recipients of social aid</li> <li>Recipients of financial assistance for war-displaced Japanese in China</li> <li>Old-age welfare pension recipients whose entire households are exempt from paying the municipal tax</li> <li>Persons whose entire households are exempt from paying the municipal tax and whose total income and taxable pension income of the previous year totals ¥800,000 or less</li> </ul>	Standard amount × 0.45	¥31,174
Level 2	Persons whose entire households are exempt from paying the municipal tax and whose total income and taxable pension income of the previous year totals more than ¥800,000 but not exceeding ¥1,200,000	Standard amount × 0.65	¥45,029
Level 3	Persons whose entire households are exempt from paying the municipal tax and whose total income and taxable pension income of the previous year totals more than ¥1,200,000	Standard amount × 0.75	¥51,957
Level 4	Persons who are exempt from paying municipal tax but who have other members of the household who are subject to the municipal tax, and whose total income and taxable pension income of the previous year totals ¥800,000 or less	Standard amount × 0.90	¥62,348
Level 5	Persons who are exempt from paying the municipal tax but who have other members of the household who are subject to the municipal tax, and whose total income and taxable pension income of the previous year totals more than ¥800,000	Standard amount	¥69,275
Level 6	Persons who are subject to the municipal tax, and whose total income of the previous year is less than ¥1,250,000	Standard amount × 1.15	¥79,667
Level 7	Persons who are subject to the municipal tax, and whose total income of the previous year is ¥1,250,000 or more, but less than ¥2,000,000	Standard amount × 1.25	¥86,594
Level 8	Persons who are subject to the municipal tax, and whose total income of the previous year is ¥2,000,000 or more, but less than ¥3,500,000	Standard amount × 1.50	¥103,913
Level 9	Persons who are subject to the municipal tax, and whose total income of the previous year is ¥3,500,000 or more, but less than ¥5,000,000	Standard amount × 1.75	¥121,232
Level 10	Persons who are subject to the municipal tax, and whose total income of the previous year is ¥5,000,000 or more, but less than ¥6,000,000	Standard amount × 2.00	¥138,550
Level 11	Persons who are subject to the municipal tax, and whose total income of the previous year is ¥6,000,000 or more, but less than ¥7,000,000	Standard amount × 2.10	¥145,478
Level 12	Persons who are subject to the municipal tax, and whose total income of the previous year is ¥7,000,000 or more, but less than ¥8,000,000	Standard amount × 2.20	¥152,405
Level 13	Persons who are subject to the municipal tax, and whose total income of the previous year is ¥8,000,000 or more	Standard amount × 2.30	¥159,333

- The actual amount of the insurance premium will be rounded down to the nearest ten yen.
- The public pension income means income from public pension (e.g., old-age pension, retirement pension) before deduction for public pension, etc.
- The public pension income does not include non-taxable pension (e.g., survivor's pension, disability pension).
- The gross income is the amount after employment income deduction and deduction for public pension, etc., and includes income from transfer of land, building, etc. (before special deduction) and income from transfer of stocks (before carryover) in the final tax return or municipal tax return. Deduction for social insurance premium, spouse deduction, exemption for dependents, medical deduction and other income deductions are not applicable. If the total income is a negative amount, it is calculated as ¥0.
- However, when the premium is determined after April 1, 2018, gross income shall exclude the following items.
  - i) Special deductions applying to land/building transfer income under the Act on Special Measures Concerning Taxation.
  - ii) Other income including public pension in the case of a person exempt from municipal tax.
- Deduction for social insurance premium, spouse deduction, exemption for dependents, medical deduction and other income deductions are not applicable to gross income.
- Public pension income and the gross income are the total from January to December of the year before the year for which the insurance premium is charged.
- The household condition is determined based on the status on April 1 (if the person is certified for long-term care insurance in the middle of a fiscal year, on the day of the certification).



## How premiums are determined

Premiums are determined on the basis of levels of services provided by the City of Sapporo.

- ☐ Premiums are determined every three years based on the expected cost of long-term care services.
- ☐ Thirteen levels of premiums are determined based on the income in the previous year and other conditions.

## How premiums are paid

### ● Deduction from pension (special collection)

In principle, if you receive pension totaling ¥180,000 or more annually, the premium is deducted from your pension paid every two months.

### ● Payment by account transfer or using a payment slip (normal collection)

If the amount of your pension is less than ¥180,000 annually or you receive only pensions that are not subject to deductions, you are asked to pay your premiums using a separate payment slip or by account transfer (ten times per annum).

Even if you are receiving pension totaling ¥180,000 or more annually, the normal collection of premiums applies if you turn 65 or move in from another municipality in the middle of the year. Since deduction from your pension begins automatically, no special procedures should be followed. You will be notified when deductions begin.

## Premiums for secondary insured persons (those aged between 40 and 64)



### How premiums are determined and paid

- Premiums, which are determined according to the calculation method for your medical insurance policies, are paid together with your medical insurance premiums.
- Paid premiums are disbursed by each medical insurer to the City of Sapporo through the Social Insurance Medical Fee Payment Fund.

#### ● If you are insured by health insurance programs at your place of work:

- The premium depends on your salary.
- Pay the premium in conformity with your medical insurance rules.
- In principle, your employer bears one-half of your premium costs.
- Premiums of dependents, such as spouses of salaried workers, are borne by all Secondary insured persons through various medical insurance plans. Therefore, they do not have to pay premiums individually.

#### ● If you are insured by national health insurance:

- The premium depends on your income and other factors.
- The head of the household pays the premium for the household.
- Approximately one-half of premiums are borne by public expenditure.
- The head of the household pays the premiums of dependents.

# You may be eligible for a reduction in the insurance premium

There is a payment reduction scheme for the primary insured (people aged 65 or over) who have difficulty paying the premiums for Long-Term Care Insurance due to special circumstances. If you are eligible for the scheme and wish to use it, consult the insurance and pension section of your nearest ward office.

## Reduction of the amount of insurance premium for persons with low income

Those who satisfy all of the following criteria are eligible for a reduction to the amount equivalent to that for Level 1.

Note: Persons to whom Level 1 premiums apply are ineligible for the reduction.

① The annual total income for all members of the household is lower than the following:

Single-person household	Two-person household	Three-person household	Four-person household
¥1.2 million	¥1.6 million	¥2.1 million	¥2.6 million

Notes: 1 For households with five or more members, add ¥500,000 for each additional person.

2 The income subject to the calculation includes taxable income, non-taxable income (e.g., survivor's pension), allowances and all other income.

② The savings of all members of the household are ¥3.5 million or less.

③ No members of the household are dependent on a member of another household who is paying municipal tax.

Notes: 1 If you are dependent on a member of another household, you are not eligible for the reduction.

2 Whether you are a dependent or not will be judged based on the dependent status for municipal tax and health insurance on the day of the application.

④ No members of the household own real estate for purposes other than residence or business.

Note: If you have a second home or land other than your residence, you are not eligible for the reduction.

Necessary documents	<ul style="list-style-type: none"><li>• All documents that show the income of all family members for 2017 (e.g., pension transfer notices)</li><li>• Proof of the savings of all family members</li><li>• Health insurance card</li></ul>
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## Reduction or exemption of premium at the time of disaster

If your place of residence is damaged due to a disaster, your insurance premium will be reduced by 60 to 100%, depending on your income in the previous year.

Note: For eligibility criteria and other details, consult the insurance and pension section of your ward office.

Necessary documents	Disaster certificate issued by a fire station, or equivalent documents
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## Reduction due to a sharp decrease of income

If the total of ① "income of the person who supports the household" and ② "income of all members of the household" is half or less of the income of the previous year due to loss of employment or other reasons, the premium will be reduced by the difference between the current premium and the premium recalculated based on the decreased income.

Necessary documents	All documents that show the income of all members of the household for 2018
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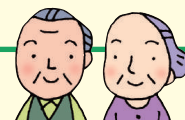
# If you keep falling behind in your premium payments...

Insurance premiums are important for covering the costs of providing services under the Long-Term-Care Insurance System. Delinquencies in payment are serious hindrances to the maintenance of the system.

Therefore, if you fall behind in your payments even though you have not experienced a disaster or other special circumstances, the following measures will be taken in accordance with relevant laws and regulations when you use care services, in order to ensure fairness to those who are paying their premiums regularly.

Keep this in mind, as you may have trouble receiving care services in the future even if you are not receiving such services at present.

## In the case of the primary insured (people aged 65 or over)



### ① If you are 12 to 17 months behind in making payments

The payment method for insurance benefits for care services (including costs for meals and housing) will be changed to the reimbursement method, in which you pay the entire amount of service costs and later apply for insurance benefits (90 to 70% of the costs that you paid). (It takes approximately one month after application for you to receive the benefits.)

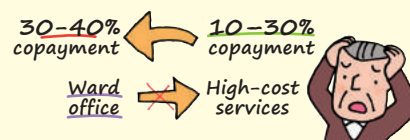
### ② If you are 18 to 23 months behind in making payments

Payment by the reimbursement method, in which you pay the entire amount for care services (incl. costs for meals and housing) and apply for insurance benefits later, will be temporarily suspended. The amount equivalent to the delinquent payment may be deducted from the suspended insurance benefits.

### ③ If you are 24 or more months behind in making payments

When you use the care services, your copayment will be 30 to 40% instead of 10% to 30%.

In addition, you will lose eligibility for the refund of the allowance for high-cost services (see p. 31) and for the reduction of your copayment for meals and housing (stay at a care facility) (the payment of an allowance for long-term care services to a person admitted to a specified facility; see p. 33). The payment of insurance premiums two or more years past their deadline will not be accepted due to the statute of limitations.



If you keep falling behind in your premium payments, you may become subject to a disposition of delinquency (e.g., attachment of your savings) regardless of whether you use the care services.

If you are behind in payments, be sure to consult the collection subsection (no. 1 or 2) of the insurance and pension section at your ward office.

## In the case of the secondary insured (those aged between 40 and 64)



If you have qualified for certification of needed long-term care but have not paid certain health insurance premiums, you will have to pay the entire amount and apply to receive 90% of the payment (reimbursement method) instead of paying 10% for services used, and the payment of insurance benefits may be suspended temporarily.

# Community general support centers (*Chiiki hokatsu shien center*) are comprehensive consultation offices for senior citizens.



"Hotter" the mascot of the Sapporo Community General Support Centers

To provide general consultation and support to senior citizens through coordination of necessary services and support from various sources allowing senior citizens to continue living in their own communities, 27 community general support centers (*Chiiki hokatsu shien center*) have been established throughout the city. **For locations and telephone numbers, see pages 35 and 36.**

## What kinds of services are provided?

### ① General consultation

Advice is provided on various systems and regional services related to care and welfare, and the necessary services are coordinated through home visits, etc.

### ② Advocacy

Comfortable living for senior citizens is supported by preventing damage caused by malicious door-to-door sales, abuse and other problems.

### ③ Support for comprehensive/continuous care management

Advice is given to care managers and a network with various local organizations is created to help senior citizens live comfortably in their own communities.

### ④ Preventive care management

Service plans are developed and support is provided to enable people categorized as Support Need levels 1 and 2 and candidates for comprehensive programs to receive the necessary services and live the lives they want to live.

## Who provides consultations?

All community general support centers have professional staff with a long-term care support specialist (care manager), social worker, public health nurse and other qualified professionals.

# Senior activities promotion centers (*Kaigo yobo center*) support preventive care in your community.



The preventive care class is held and support for community-based preventive care activities is provided at 53 senior activities promotion centers (*Kaigo yobo center*) throughout Sapporo to enable senior citizens to live in their own communities for as long as possible. **For the locations and telephone numbers of the centers, see pages 35 and 36.**

## What kinds of services are provided?

General preventive care programs are provided. ⇒ See page 13.

### ① Preventive care class

The class gives members of your community the opportunity to become involved in preventive care. The content, which is both enjoyable and educational, helps you live a happy and active life.

### ② Consultation on preventive care, etc.

Consultation is provided on preventive care and homebound senior citizens in your community, as well as on care, welfare and various other locally available systems and services.

### ③ Support for local preventive care activities

Dissemination, enlightenment, technical support, advice on management and other kinds of support are provided to ensure continuation of voluntary preventive care activities in your community.

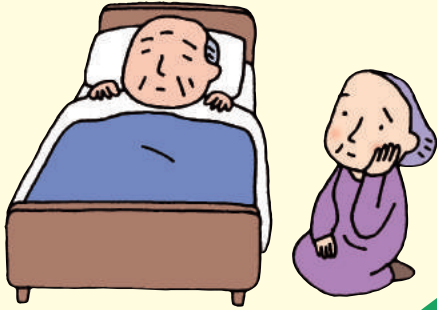


## Who provides consultations?

Professional staff qualified as health and welfare workers provide consultations.

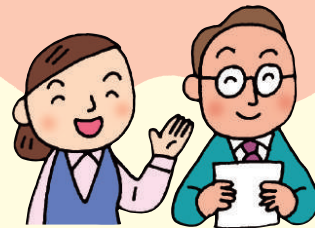
# What procedures are

**When you require long-term care or support for daily activities...**



**Consult the nearest ward office, care manager, etc.**

.....  
The health and welfare service section at the nearest ward office, a community general support center, a senior activities promotion center or a care manager in your area will provide you information regarding the Long-Term Care Insurance System and use of services.



**A care manager will help you receive services.**

**Use long-term care services**

.....  
You can receive in-home and facility service, depending on your long-term care (or prevention) plan. You will need to regularly apply for renewal of the services afterwards. Application is not necessary if you are not using long-term care (or prevention) services.



**Formulate of a long-term care plan**

.....  
If your situation is applicable to any of Long-Term Care Levels 1 – 5, a care manager will formulate a long-term care plan that corresponds to your needs. If you are certified as requiring Support Level 1 or 2, a worker of the community general support center nearest your address will formulate a preventive long-term care service plan.  
(For the use of comprehensive program services, see pages 13, 14 and 18.)



# required to receive services?

## Apply at your ward office.



To receive care insurance services, you must apply for long-term care certification. You or a family member can apply, or you can ask a care manager to apply on your behalf. Applications are accepted by the health and welfare service section of the ward office of your home address.

Note: If you are a secondary insured person (aged between 40 and 64), bring your medical insurance card.

## Undergo an assessment at your home or institution

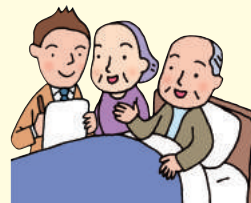
An official from the city visits your home or institution as an examiner, and inquires about 74 items regarding eating, bathing and other daily activities. A medical report from your regular doctor is also requested. Please note that a correct statement may not be made if you have not been examined by a doctor for a prolonged period.

### Care managers...

Provide support to utilize the following services:

- Consultation regarding the system and utilization of services
- Application for certification of long-term care on your behalf
- Formulation of long-term care plans

Lists of in-home long-term care support providers with care managers are available at the health and welfare service section of the ward office.



## Undergo Examination by the Certification Committee for Long-Term Care Need

The Certification Committee for Long-Term Care Need, which is composed of five specialists in health, medicine and welfare, judges the necessity of long-term care as well as the level of care required based on the results of the interview visit and the medical report written by your regular doctor. Judgment is rendered in conformity with nationwide uniform standards.



## Receive Notification of the committee's decision

In principle you will be notified of the committee's decision, i.e., the level of long-term care required, within 30 days of application. The level of required long-term care is classified into seven groups: Support Levels 1 and 2 and Long-Term Care Levels 1 – 5. If you are certified as not qualifying (independent), you will not be able to receive services (except for the services of comprehensive programs) of the Long-Term Care Insurance System. You may be able to use regional support programs or other health/welfare services provided by the City of Sapporo to prevent the need for long-term care and support independent living. Consult with the health and welfare service section of the ward office of your home address.

# Preventive/Everyday Living Support Comprehensive Programs

## The long-term care insurance services for those qualifying for support changed in April 2017.

The Preventive/Everyday Living Support Comprehensive Programs (hereinafter referred to as the “Comprehensive Programs”) support senior citizens to maintain their well-being by participating in preventive care activities and by being able to live independently for as long as possible with mutual support in their own communities in combination with support of private enterprises. Services may be provided by home-visit specialists or at day-service institutions.

The City of Sapporo aims to promote preventive care and living support through the Comprehensive Programs to create a society where senior citizens can use their abilities and live happily and actively.

### Types of Comprehensive Programs

There are “**Preventive Care/Living Support Service Programs**” for those qualifying for Certification of needed support and those eligible for the programs due to deterioration in their living functions, and “**General Preventive Care Programs**” for people aged 65 or older who want to participate in preventive care activities.

#### ● Preventive Care/Living Support Service Programs

Services are provided at people’s homes or at institutions. ⇒ See p.18.

#### ● General Preventive Care Programs

Provided at senior activities promotion centers. ⇒ See p.10 for senior activities promotion centers.

### Let’s become active and happy senior citizens!

#### Learn in your own community. Preventive care class

The class gives you the opportunity to learn about and become involved in preventive care while enjoying yourself together with other members of your community. It is recommended if you are wondering what you should do for preventive care.

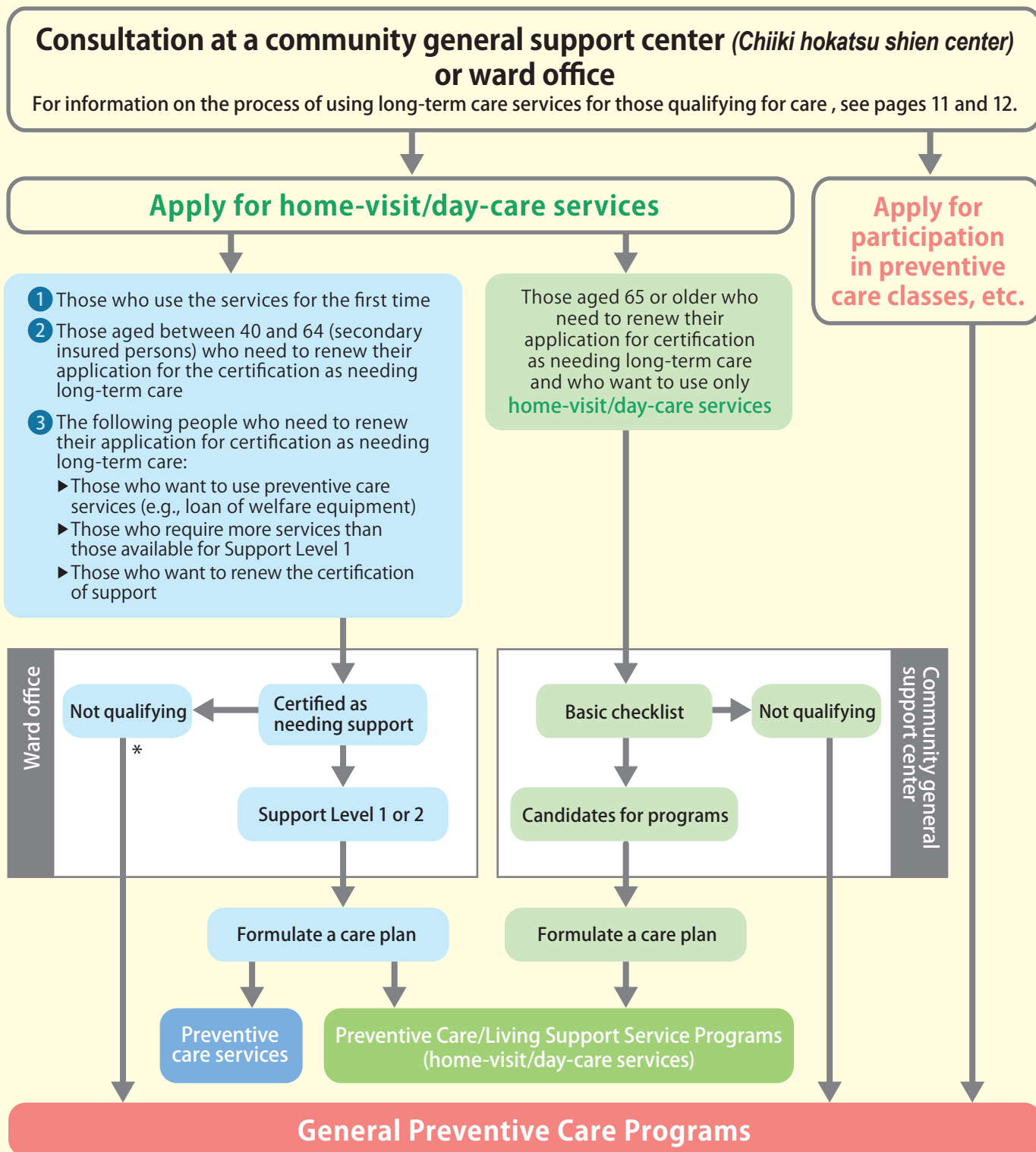


#### Support for voluntary community gatherings

Specialists visit gatherings held voluntarily by members of your community to inform you about effective preventive care and give you tips to continue being active. Support is provided to people who want to promote preventive care while having fun in groups.



# Process for using Comprehensive Programs



\* If you do not qualify for the Long-Term Care (Support), but are found to require support based on the basic checklist and assessment conducted by a senior activities promotion center, you are eligible to use preventive care/life support services.

**We help senior citizens become what they want to be.**



# Users bear 10% to 30% of the cost.

## Determining the copayment percentage for each user (10% to 30%)

- The percentage is determined for each individual aged 65 or older (primary insured person).
- Even if the gross income (\*1) of a person aged 65 or older is ¥2,200,000 or more, that person in the same household (\*2) will bear 30% in August 2018 if the total income from pension (\*3) and other types of income (\*4) is ¥3,400,000 or more (single-person household), or ¥4,630,000 or more (household of two or more persons).
- Even if the gross income (\*1) of a person aged 65 or older is ¥1,600,000 or more, that person in the same household (\*2) will bear 20% in August 2018 if the total income from pension (\*3) and other types of income (\*4) is ¥2,800,000 or more but less than ¥3,400,000 (single-person household), or ¥3,460,000 or more but less than ¥4,630,000 (household of two or more persons).
- Even if a person is aged 65 or older, that person in the same household (\*2) will bear 10% in August 2018 if the total income from pension (\*3) and other types of income (\*4) is less than ¥2,800,000 (single-person household) or less than ¥3,460,000 (household of two or more persons). Also, those who are secondary insured persons (aged 64 or younger), receiving public assistance or exempt from municipal tax will bear 10%.
- When a secondary insured person becomes 65, the percentage will increase to 20% or 30% from the following month for those with a income higher than a certain level.
- Even if the percentage of copayment is 20% or 30%, there is a limit of individual payment and the amount exceeding the limit will be refunded as an allowance for high-cost services (see p. 31). (A separate application must be made to receive an allowance for high-cost services.)

(\*1) Gross income refers to the amount after deductions for employment income and public pension, including land/building transfer income (before special deduction) as well as stock transfer income (before carryover) in the final tax return or municipal tax return. However, when the copayment percentage is determined after August 2018, gross income shall exclude the following items.

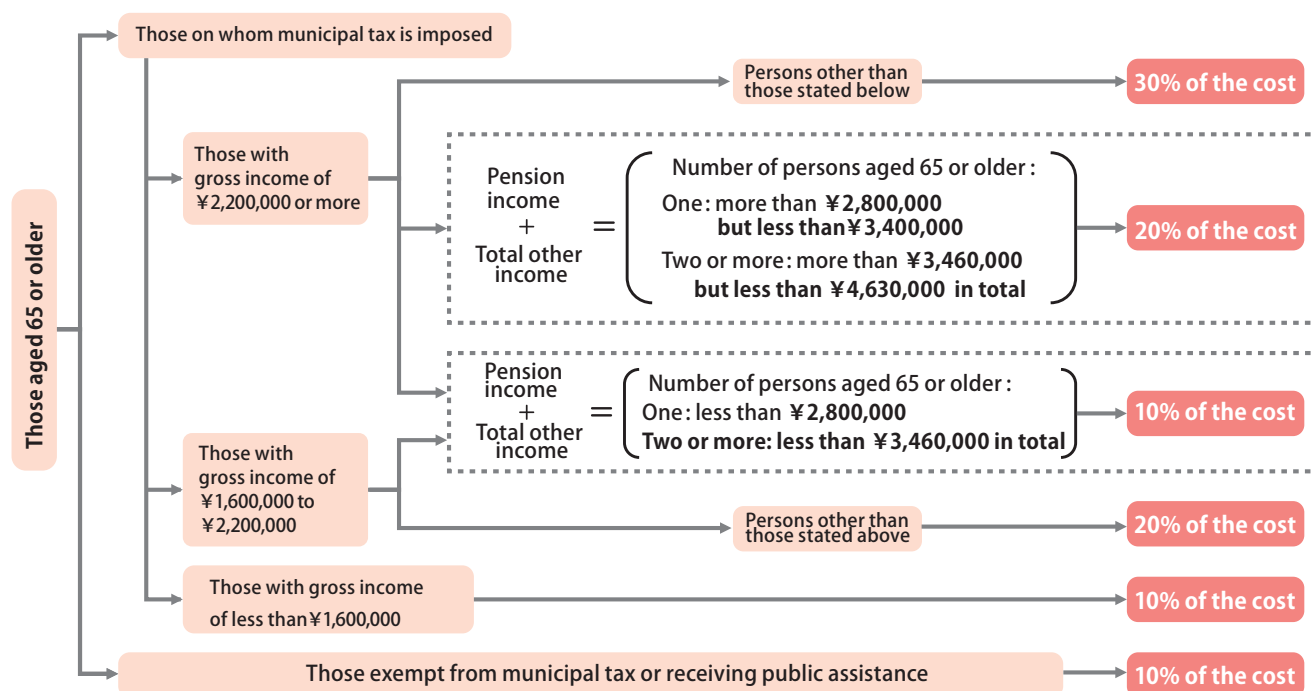
- Special deductions applying to land/building transfer income under the Act on Special Measures Concerning Taxation
- Other income including public pension in the case of a person exempt from municipal tax

(\*2) A "household" means a household based on the basic resident registration.

(\*3) Pension income does not include non-taxable pension (e.g., survivor's pension, disability pension).

(\*4) "Total of other income" means the income after deducting the miscellaneous pension income from the total income.

### 〈Process determining the percentage to be borne by the user〉





Insurance benefits  
(70% to 90%)

Copayment  
(10% to 30%)



Users of long-term care services bear 10% to 30% of the cost. Other daily expenses are borne entirely by users. Users also pay all the costs for meals and accommodation while they are in a care facility (including periods of short-term stay) and for meals when using a day-care facility.

## The copayment percentage certificate for long-term care insurance (Futanwariai-sho) (green) stating the copayment percentage (10%, 20% or 30%) will be issued.

### Candidates for issuance

The certificate of the percentage of copayment for long-term care insurance is issued to all persons qualifying for long-term care (support) and who have been confirmed as candidates for comprehensive programs (see pages 13 and 14 for details). For other persons, it will be issued when they qualify for long-term care (support), or are confirmed as candidates for comprehensive programs.

### How to use the copayment percentage certificate for long-term care insurance

Present your copayment percentage certificate for long-term care insurance (green) together with your long-term care insurance card (pink, see pages 3 and 4) when using care services or formulating a care plan.

### Destination

When using long-term care services ➡ Long-term care providers, long-term care insurance facilities, etc.

When formulating a care plan ➡ Care manager

### Term of validity of the copayment percentage certificate for long-term care insurance

The term of validity of the copayment percentage certificate for long-term care insurance is one year starting from August 1 of the current year to July 31 of the following year.

### Issuing of the copayment percentage certificate for long-term care insurance

For those qualifying for long-term care (support) who are confirmed as candidates for comprehensive programs, the copayment percentage is determined every July based on income and other factors from the previous year and a certificate that is valid from August to July of the following year will be mailed to you (application is unnecessary).

## Sample of the certificate of the percentage of copayment for long-term care insurance (Futanwariai-sho)

### Front

介護保険負担割合証							
交付年月日 30年 8月 1日							
被 保 険 者	番 号	1 2 3 4 5 6 7 8 9 0					
	住 所	札幌市中央区北1条西2丁目					
	フリガナ	カイゴ タロウ					
	氏 名	介護 太郎					
	生年月日	明治・大正(昭和) 5年 5月 5日				性別	(男)・女
利用者負担の割合		適 用 期 間					
1 割	開始年月日	平成	30年	8月	1日	終了年月日	平成 31年 7月 31日
	開始年月日	平成	年	月	日	終了年月日	平成 年 月 日
保険者番号並びに保険者の名称及び印		0 1 1 0 1 5 札幌市中央区南3条西11丁目 札幌市中央区 電話番号011-231-2400					

### Back

注 意 事 項
一 介護サービス又は介護予防・生活支援サービスの事業のサービスを受けようとするときは、必ずこの証を事業者又は施設の窓口へ提出してください。
二 介護サービス又は介護予防・生活支援サービスの事業のサービスに要した費用のうち、「適用期間」に応じた「利用者負担の割合」欄に記載された割合分の金額をお支払いいただきます。(居宅介護支援サービス及び介護予防支援サービスの利用支払額はありません。)
三 被保険者の資格がなくなったとき又はこの証の適用期間の終了年月日に至ったときには、直ちに、この証を市町村に返してください。また、転出の届出をする際には、この証を添えてください。
四 この証の表面の記載事項に変更があったときは、十四日以内に、この証を添えて、市町村にその旨を届け出てください。
五 不正にこの証を使用した者は、刑法により詐欺罪として懲役の処分を受けます。
六 利用時支払額を三割とする措置(給付額減額)を受けている場合は、この証に記載された利用者負担の割合よりも、当該措置が優先されます。

# Care plan will be formulated.

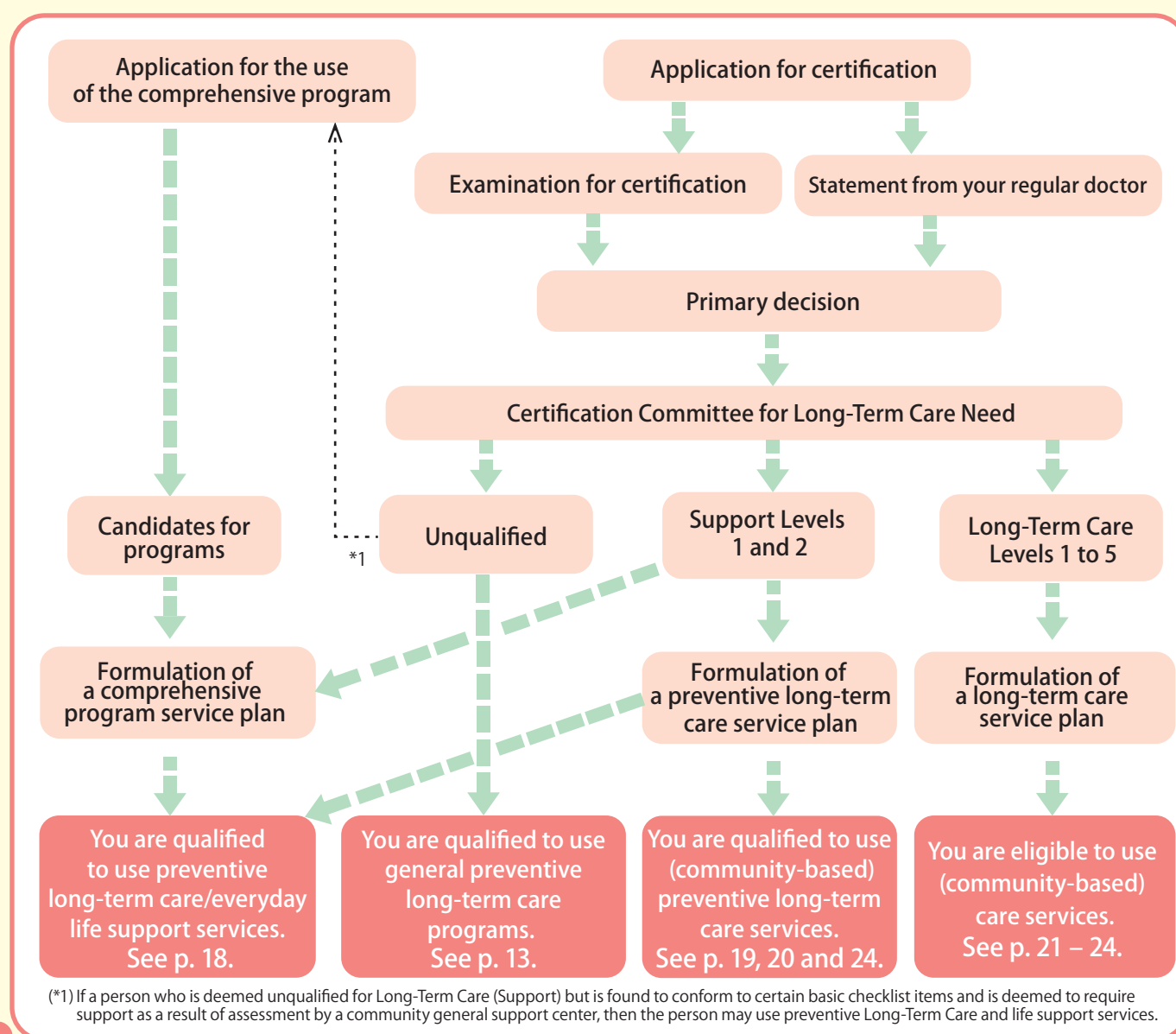
## What is the care plan?

This plan for the use of care services is formulated to enable the provision of appropriate services suited to the mental and physical conditions and living environment of senior citizens who have qualified for certification as needing long-term care or support, or as candidates for programs and their families, so that they can use the services they wish to receive.

For citizens who have qualified for certification as needing long-term care, the formulation of long-term care service plans (care plans) is entrusted to in-home long-term care support providers to enable the appropriate use of home care and other services according to the person's mental and physical conditions and wishes. In-home long-term care support providers designated by the Mayor of Sapporo have long-term care support specialists (care managers) and are responsible for liaison and adjustments with service providers.

For senior citizens who have qualified for support or as candidates for programs, the formulation of preventive long-term care service plans or comprehensive program service plans (care plans) is entrusted to community general support centers, which focus on improving the health of those certified as needing support and on preventing their health deterioration. Community general support centers are impartial and independent organizations established by the City of Sapporo, and their management is entrusted to social welfare corporations and other external organizations.

- The costs of formulating a care plan are covered entirely by insurance; no copayment is necessary.
- You may choose to prepare your own care plan, unless you are currently using preventive long-term care/life support services.
- A list of in-home long-term care support providers is distributed at the Health and Welfare Section of your ward office and is available on the website of the Sapporo City Long-Term Care Insurance Section.
- For a list of community general support centers, see pages 35 and 36.



# Preventive long-term care/life support services

(You are eligible if you are certified as a person with needed support levels 1 or 2 or if you are a candidate for programs.)

These services provide daily support for a certain period to enable you to live independently in your own community as long as possible without requiring long-term care.

## Home-visit services

A home helper will visit you to provide assistance in daily activities that you cannot do by yourself (e.g., cooking, cleaning and washing) and to help you live more independently.



### ● Home-visit care and equivalent services

#### Approximate monthly service costs

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Services equivalent to home-visit care	Once a week	Ordinary use (4 times a month/ 60 min. or longer)	Program candidates/ Persons with Support Levels 1 or 2
			¥11,925 (¥1,193)
	Twice a week	Ordinary use (8 times a month/ 60 min. or longer)	Program candidates/ Persons with Support Levels 1 or 2
			¥23,840 (¥2,384)
	More than twice a week		Persons with Support Level 2
			¥37,817 (¥3,782)

Notes: 1 Prices vary by the frequency and duration of use. Ask your care manager for details.  
2 Short-term intensive preventive long-term care services in which nurses and other professionals support preventive long-term care and improvement of the level of functioning in everyday life are also available.

## Day-care service

Assistance in daily life and support for the improvement of motor functions, health management and making friends are provided.



### ● Services equivalent to day care

Services related mainly to health management and daily life are provided for 4 or more hours.

### ● Short-duration services

Services related mainly to exercise and functional training are provided for less than 4 hours.

#### Approximate monthly service costs

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Services equivalent to day care	Once a week	Ordinary use (4 times a month)	Program candidates/ Persons with Support Level 1
			¥16,700 (¥1,670)
	Twice a week	Ordinary use (8 times a month)	Persons with Support Level 2
			¥34,242 (¥3,425)
Short-duration services	Once a week	Ordinary use (4 times a month)	Program candidates/ Persons with Support Level 1
			¥13,354 (¥1,336)
	Twice a week	Ordinary use (8 times a month)	Persons with Support Level 2
			¥27,388 (¥2,739)

Notes: 1 Prices vary by the frequency of use. Ask your care manager for details.  
2 Costs for motor function improvement, nutritional improvement and other additional services may apply.  
3 Users may have to pay for meals and other expenses in addition to the above prices.

## Preventive long-term care management

A worker from a community general support center will interview you and your family and will tailor a care plan according to your health conditions and circumstances. The worker will also make arrangements with the care facility where you will be using the services.

### ■ Approximate monthly service cost (per visit)

¥4,390 (A first-visit fee also applies.)
--

Note: No copayment is necessary. (The costs are covered entirely by insurance.)

# Preventive long-term care services (available for those

## Home-visit services

### Home-visit bathing service (Homon Nyuyoku Kaigo)

A special bathtub-equipped vehicle visits your home to assist you with bathing.

#### ■ Approximate service costs (per visit) (The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Visit by a nurse and a care worker	¥8,627 (¥863)
Visit by two care workers	¥8,198 (¥820)

Note : If the service involves only wiping or partial bathing, the cost will be 70% of the above.

### Home-visit nursing service for preventive long-term care (Homon Kango)

A nurse from a visitation nursing station for preventive long-term care or from another medical institution visits your home to observe your medical condition and to provide medical care and assistance, such as that for bedsores, in consultation with your regular doctor.

#### ■ Approximate service costs (per visit) E.g., for a visit of 30 to 59 minutes (The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Visitation nursing station for preventive long-term care	¥8,035 (¥804)
Hospital or clinic	¥5,595 (¥560)

Notes : 1 Costs for early morning, evening, and late night visits, special management, and other additional services may apply.  
2 Patients with terminal malignant tumors or other diseases designated by the Minister of Health, Labor and Welfare are eligible for medical insurance benefits. The same shall apply to users who are specially designated by a doctor as needing frequent home visits for nursing due to acute exacerbation or other reasons.

### Guidance for management of in-home medical long-term care for preventive long-term care

A doctor, dentist or pharmacist visits your home to provide medical management consultation and guidance.



#### ■ Approximate service cost (per visit) (The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Guidance by a doctor or dentist
¥5,070 (¥507)

Note : Up to twice a month (pharmacist: up to 4 times a month)

### Home-visit/outpatient rehabilitation (Homon Rehabili)

A physiotherapist, occupational therapist or speech therapist visits your home to provide therapy to help you engage in daily activities independently.

#### ■ Approximate service cost (per 20 min.) (The figures in parentheses are the user's copayment (in the case of 10% copayment).)

¥2,949 (¥295)
---------------

Note : Additional costs for short-term intensive rehabilitation or other services may apply.

## Other in-home

### Daily life long-term care admitted to a specified facility

Users of fee-charging homes for the elderly and other facilities can receive necessary care services at such facilities or can choose to receive external home help and day services under the care insurance scheme.

#### ■ Approximate daily service costs

When the user receives services at his/her own facility	Support Level 1: ¥1,825 (¥183)
	Support Level 2: ¥3,133 (¥314)

Note : 1 Costs for individualized functional training and other additional services may apply.  
2 The cost for using external services will be 90% of the cost for in-home services.  
3 Users may have to pay for meals and other expenses in addition to the above prices.

### Preventive long-term care support

A worker from a home care-providing business establishment (community general support center) will interview you and your family and will tailor a care plan according to your health conditions and other circumstances. The worker will also make arrangements with the care facility where you will be using the services.

#### ■ Approximate monthly service cost

¥4,390 (A first-visit fee will apply.)
--

Notes : 1 A first-visit fee may apply.  
2 No copayment is necessary. (The costs are covered entirely by insurance.)



# certified as persons with Support Level 1 or 2)

## Day care/short stay services

### Rehabilitation at a care facility (day care)

Users can participate in group activities to improve daily life function at a health services facility for the elderly or at a medical institution.



### Approximate monthly service costs

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

- Common services

Support Level 1	¥17,411 (¥1,742)
Support Level 2	¥36,764 (¥3,677)

Notes : 1 Users may have to pay for the improvement of motor functions in addition to the above prices.

2 Users may have to pay for meals and other expenses separately.

### Short-term admission for daily life long-term care (short stay) for preventive long-term care

Users can receive care and functional training while staying at a special nursing home for the elderly or at other facilities for a short period. Separate charges for meals and the stay may apply.

### Approximate daily service costs

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Special nursing home (Care provider with a medical facility (multi-bed type))	
Support Level 1	¥4,444 (¥445)
Support Level 2	¥5,522 (¥553)

Notes : 1 Users may have to pay additional costs for transportation, meals, functional training, etc.

2 Prices vary by room type.

### Short-term admission for recuperation (short stay)

Users can receive care and functional training while staying for a short period at a long-term care health facility, medical facility for nursing care or other facilities that provide nursing care and therapy under medical supervision. Separate charges for meals and the stay may apply.

### Approximate daily service costs

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

(Basic) Long-term care health facility (multi-bed type)	
Support Level 1	¥6,195 (¥620)
Support Level 2	¥7,757 (¥776)

Notes : 1 Users may have to pay additional costs for transportation, meals, etc.

2 Prices vary by type of facility and/or care room.

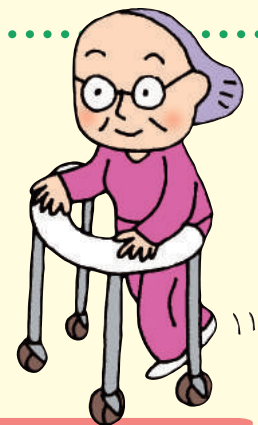
## care services

### Loaning of assistive devices for preventive long-term care

You can rent assistive devices necessary for in-home care, such as walking aids and handrails that do not require home modifications.

- Handrails - Slopes - Walking aids - Walking sticks
- Automatic excretion treatment apparatus (a device that absorbs urine automatically)

Note : Although wheelchairs and special beds are not for rent, they may be rented to those who have difficulties in walking, rolling over or sitting up.



For details about home modifications and the purchase of welfare instruments/purchase of equipment for long-term care covered by public aid for preventive long-term care, see p. 28.

# Long-term care services (available for users certified)

## Home-visit services

### Home-visit care (home help services) (Homon Kaigo)

A home helper will visit you to provide assistance with meals, bathing, toilet care and other physical care, as well as with cooking, cleaning and other daily activities.



#### ■ Approximate costs for services (per visit)

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Physical care (for 60 to 89 minutes) *Care services including feeding, bathing and toileting	¥5,870 (¥587)
Assistance with daily activities (45 or more minutes) *Support services including cooking, washing and cleaning	¥2,276 (¥228)
Assistance with getting into and out of a car to go to the hospital and elsewhere	¥1,000 (¥100)

Note : Costs for early morning, evening, late night and other additional services may apply.

### Home-visit bathing service (Homon Nyuyoku Kaigo)

A special bathtub-equipped vehicle visits your home to assist you with bathing.

#### ■ Approximate service costs (per visit)

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Visit by a nurse and two care workers	¥12,762 (¥1,277)
Visit by three care workers	¥12,129 (¥1,213)

Note : If the service involves only wiping or partial bathing, the cost will be 70% of the above.

### Rehabilitation at home (Homon Rehabili)

A physiotherapist, occupational therapist or speech therapist visits your home to provide therapy to help you engage in daily activities independently.

#### ■ Approximate service cost (per 20 min.)

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

¥2,949 (¥295)
---------------

Note : Additional costs for short-term intensive rehabilitation or other services may apply.

### Home-visit nursing management and guidance

A doctor, dentist or pharmacist visits your home to provide medical management consultation and guidance.

#### ■ Approximate service cost (per visit)

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Guidance by a doctor or dentist
¥5,070 (¥507)

Note : Up to twice a month (pharmacist: up to 4 times a month)

### Home-visit nursing (Homon Kango)



A nurse from a visitation nursing station or from another medical institution visits your home to observe your medical condition and to provide medical care and assistance, such as that for bedsores, in consultation with your regular doctor.

#### ■ Approximate service costs (per visit)

E.g., for a visit of 30 to 59 minutes

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Visitation nursing station	¥8,331 (¥834)
Hospital or clinic	¥5,809 (¥581)

Notes : 1 Costs for early morning, evening, late night and emergency visits, special management, terminal care and other additional services may apply.

2 Patients with terminal malignant tumors or other diseases designated by the Minister of Health, Labor and Welfare are eligible for medical insurance benefits. The same shall apply to users who are specially designated by a doctor as needing frequent home visits for nursing due to acute exacerbation or other reasons.

## Other in-home

### Daily life long-term care for the elderly admitted to a specified facility

Users of fee-charging homes for the elderly and other facilities can receive services at such facilities or can choose to receive external home help and day services.

#### ■ Approximate service costs

When receiving services within facilities (per day)

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Long-Term Care Level 1	–	Long-Term Care Level 5
¥5,414 (¥542)	–	¥8,112 (¥812)

Notes : 1 Costs for individualized functional training, nighttime nursing and other additional services may apply.

2 The cost for using external services will be 90% of the cost for in-home services.

3 Users may have to pay for meals and other expenses in addition to the above prices.



### In-home care support

A worker specializing in care support will interview you and your family and will tailor an in-home care plan according to your health conditions and circumstances. The worker will also make arrangements with the care facility where you will be using the services.

#### ■ Approximate monthly service costs

Long-Term Care Level 1 or 2	¥10,751
Long-Term Care Level 3, 4 or 5	¥13,967

Note : A first-visit fee, the cost of using designated establishments and other costs may apply. No copayment is necessary. (The costs are covered entirely by insurance.)

# as persons with Long-Term Care Levels 1 to 5)

## Day care/short-stay services

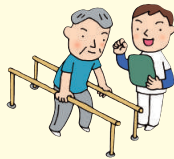
### Day care (day service)

Users can visit facilities for bathing, ADL training, recreation and other activities. (Day service for a group of 19 or more.)



### Rehabilitation at a care facility (day care)

Users can receive support for daily activities and rehabilitation at a long-term care health facility or at a medical institution.



### Short-term admission for daily life long-term care (short stay)

Users can receive care and functional training while staying at a special nursing home for the elderly or at other facilities for a short period. Separate charges for meals and the stay may apply.

### Short-term admission for recuperation (short stay)

Users can receive care and functional training while staying for a short period at a long-term care health facility, a medical facility for nursing care or other facilities that provide nursing care and therapy under medical supervision. Separate charges for meals and the stay may apply.

#### Approximate monthly service costs

(per visit for 7 hours or more, but less than 8 hours)

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Long-Term Care Level 1	¥6,540 (¥654)	Long-Term Care Level 4	¥10,170 (¥1,017)
Long-Term Care Level 2	¥7,716 (¥772)	Long-Term Care Level 5	¥11,397 (¥1,140)
Long-Term Care Level 3	¥8,953 (¥896)		

Note: Costs for bathing, individualized functional training, care for users with premature dementia, nutritional management, improvement of oral function and other additional services may apply. Users may have to pay for meals and other expenses in addition to the above prices.

#### Approximate service costs

(per visit for 7 hours or more, but less than 8 hours)

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Long-Term Care Level 1	¥7,241 (¥725)	Long-Term Care Level 4	¥11,705 (¥1,171)
Long-Term Care Level 2	¥8,634 (¥864)	Long-Term Care Level 5	¥13,322 (¥1,333)
Long-Term Care Level 3	¥10,047 (¥1,005)		

Note: Costs for bathing, home-visit guidance, rehabilitation management, short-term intensive rehabilitation, care for users with premature dementia, nutritional management, improvement of oral function and other additional services may apply. Users may have to pay for meals and other expenses in addition to the above prices.

#### Approximate daily service costs

At a special nursing home for the elderly (multi-bed type with a medical facility)

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Long-Term Care Level 1	¥5,939 (¥594)	Long-Term Care Level 5	¥8,705 (¥871)
------------------------	---------------	------------------------	---------------

Notes: 1 Users may have to pay additional costs for transportation, hospital meals, acceptance of users requiring moderate to heavy care at home, functional training, etc.  
2 Prices vary by room type.

#### Approximate daily service costs

At a long-term care health facility (multi-bed type)

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Long-Term Care Level 1	¥8,375 (¥838)	Long-Term Care Level 5	¥10,535 (¥1,054)
------------------------	---------------	------------------------	------------------

Notes: 1 Users may have to pay additional costs for transportation, hospital meals, etc.  
2 Prices vary by type of facility and/or care room.

## Multifunctional services

Multifunctional services, through which the elderly and the disabled can gain easier access to services at the same care facility than in the past, are slated to begin in April 2018. These services include care services such as home-visit care, day care at care facilities, community-based day care, short-term admission for daily life long-term care and preventive short-term admission for daily life long-term care.

## care services

### Loaning of assistive devices

You can rent assistive devices necessary for in-home care, such as walking aids and handrails that do not require home modifications.



	Devices that can be rented	Devices that cannot be rented
Long-Term Care Level 1	-Handrails, slopes, walking aids, walking sticks -Automatic excretion treatment apparatus (a device that absorbs urine automatically)	-Wheelchairs, special beds, devices to prevent bedsores -Body position changing tools, sensors for wanderers with dementia -Lifts <sup>1</sup> -Automatic excretion treatment apparatus <sup>2</sup>
Long-Term Care Levels 2-5	-Wheelchairs, special beds, devices to prevent bedsores, body position changing tools -Handrails, slopes, walking aids, walking sticks -Sensors for wanderers with dementia, lifts, etc. -Automatic excretion treatment apparatus (only for long-term care levels 4 and 5)	Notes: 1. Although wheelchairs and special beds are not for rent, they may be rented to those who have difficulty walking, rolling over or sitting up. 2. This cannot be rented to those certified as persons with long-term care levels 1 to 3.

For details about home modifications and the purchase of welfare instruments/purchase of equipment for long-term care covered by public aid for preventive long-term care, see p. 28.

# Community-based long-term care services

## Community-based long-term care services (available for

### Home visits at night for long-term care

Users can have a home helper visit regularly or occasionally and can request nighttime services.

#### ■ Approximate monthly service costs

(In the case of a care facility where service costs are calculated according to frequency of use)  
(The figures in parentheses are the user's copayment (in the case of 10% copayment).)  
(per month)

Home visits at night for long-term care	¥10,301 (¥1,031)
---	------------------

(per visit)

Regular visit service	¥3,859 (¥386)
Occasional visit service (one home helper)	¥5,880 (¥588)
Occasional visit service (two home helpers)	¥7,912 (¥792)

\*Costs for responding to requests 24 hours a day and other additional services may apply.

### Community-based daily life long-term care admitted to a specified facility

Users can have support for daily life at fee-charging homes for the elderly and at other facilities with 29 or fewer users.

#### ■ Approximate daily service costs

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Long-Term Care Level 1	¥5,414 (¥542)
Long-Term Care Level 2	¥6,073 (¥608)
Long-Term Care Level 3	¥6,773 (¥678)
Long-Term Care Level 4	¥7,422 (¥743)
Long-Term Care Level 5	¥8,112 (¥812)

\*Costs for nursing at night, individualized functional training and other additional services may apply.

\*Users may have to pay for meals and other expenses in addition to the above prices.

### Outpatient long-term care for dementia patients

Users with dementia can receive bathing, ADL training and rehabilitation services at a day care facility.

#### ■ Approximate service costs

(single type, per visit for 7 hours or more, but less than 8 hours)

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Long-Term Care Level 1	¥10,017 (¥1,002)
Long-Term Care Level 2	¥11,105 (¥1,111)
Long-Term Care Level 3	¥12,193 (¥1,220)
Long-Term Care Level 4	¥13,292 (¥1,330)
Long-Term Care Level 5	¥14,380 (¥1,438)

\*Costs for bathing, individualized functional training, nutritional improvement, oral function improvement and other additional services may apply.

\*Users may have to pay for meals and other expenses in addition to the above prices.

### Community-based care for users of health service facilities for the elderly

\*Available for users certified as persons with long-term care levels 3 to 5

Users for whom in-home care is difficult can receive bathing, toilet, meal and other care services at intensive care homes for the elderly with 29 or fewer users. Users certified as persons with needed long-term care levels 1 and 2 can use these services only in exceptional cases (e.g., users with dementia or disabilities).

#### ■ Approximate daily service costs

At a special nursing home for the elderly (unit-type with private rooms)

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Long-Term Care Level 1 — Long-Term Care Level 5	¥6,530 (¥653) — ¥9,349 (¥935)
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\*A first-visit fee, the costs for individualized functional training, nutritional management, hospital food and other services may apply.

\*Users may have to pay for meals and other expenses in addition to the above prices.

### Group home long-term care for dementia patients

Users with dementia can live in a group of 5 to 9 and receive support with meals and other daily activities and functional training from care workers in a homely atmosphere.

#### ■ Approximate daily service costs

(for a stay at a facility for 2 or more groups)

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Long-Term Care Level 1	¥7,574 (¥758)
Long-Term Care Level 2	¥7,929 (¥793)
Long-Term Care Level 3	¥8,172 (¥818)
Long-Term Care Level 4	¥8,335 (¥834)
Long-Term Care Level 5	¥8,497 (¥850)

\*A first-visit fee, the cost for using a medical cooperation system and other costs may apply.

\*Some facilities also offer short-term services.

\*Users may have to pay for meals and other expenses in addition to the above prices.

### Multifunctional long-term care in small group homes

These homes offer mainly day care services, but also home-visit and stay services depending on the requests of users.

#### ■ Approximate monthly service costs

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Long-Term Care Level 1	¥104,954 (¥10,496)
Long-Term Care Level 2	¥154,248 (¥15,425)
Long-Term Care Level 3	¥224,370 (¥22,437)
Long-Term Care Level 4	¥247,639 (¥24,764)
Long-Term Care Level 5	¥273,054 (¥27,306)

\*A first-visit fee, the costs for placement of nursing staff and other services may apply.

\*Some facilities also offer short-term services.

\*Users may have to pay for meals and other expenses in addition to the above prices.



# (Only facilities in Sapporo can be used.)

users certified as persons with Long-Term Care levels 1 to 5)

## Multifunctional nursing care in small group homes

Users can receive the services of a multifunctional small group home and home-visit nursing services from the same facility.

### ■ Approximate monthly service costs

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Long-Term Care Level 1	¥125,507 (¥12,551)
Long-Term Care Level 2	¥175,615 (¥17,562)
Long-Term Care Level 3	¥246,866 (¥24,687)
Long-Term Care Level 4	¥279,990 (¥27,999)
Long-Term Care Level 5	¥316,703 (¥31,671)

\*A first-visit fee, the costs for emergency home-visit nursing and the costs for other services may apply.

\*Some facilities also offer short-term services.

\*Users may have to pay for meals and other expenses in addition to the above prices.

## Community-based day care (day service)

Users can receive bathing, ADL training, recreation and other services at a day care facility.

\*Day services for a group of 18 or fewer

### ■ Approximate service costs

(per visit for 7 hours or more, but less than 8 hours)

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Long-Term Care Level 1	¥7,452 (¥746)
Long-Term Care Level 2	¥8,801 (¥881)
Long-Term Care Level 3	¥10,200 (¥1,020)
Long-Term Care Level 4	¥11,600 (¥1,160)
Long-Term Care Level 5	¥12,989 (¥1,299)

\*Costs for bathing, individualized functional training, care for users with premature dementia, nutritional management, improvement of oral function and other additional services may apply.

\*Users may have to pay for meals and other expenses in addition to the above prices.

## Periodic visits/emergency response home-visit care

Users can receive home-visit services from a home helper or nurse several times a day at any time of day.

### ■ Approximate monthly service costs

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

	Without home-visit nursing	With home-visit nursing
Long-Term Care Level 1	¥ 57,849 (¥ 5,785)	¥ 84,406 (¥ 8,441)
Long-Term Care Level 2	¥ 103,263 (¥10,327)	¥131,862 (¥13,187)
Long-Term Care Level 3	¥ 171,456 (¥17,146)	¥201,279 (¥20,128)
Long-Term Care Level 4	¥216,880 (¥21,688)	¥248,123 (¥24,813)
Long-Term Care Level 5	¥262,294 (¥26,230)	¥300,592 (¥30,060)

\*A first-visit fee, the costs for emergency home-visit nursing and the costs for other services may apply.

## Community-based preventive long-term care services (available for users certified as persons with needed support levels 1 or 2)

●The following three services are available.

### Preventive outpatient long-term care for dementia patients

\*Costs for bathing, individualized functional training, nutritional management, improvement of oral function and other additional services may apply.

\*Users may have to pay for meals and other expenses in addition to the above prices.

### ■ Approximate daily service costs

(per visit for 7 hours or more, but less than 8 hours)

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Support Level 1	¥8,664 (¥867)
Support Level 2	¥9,681 (¥969)

### Preventive multifunctional long-term care in small group homes

\*A first-visit fee and the costs for other services may apply.

\*Some facilities also offer short-term services.

\*Users may have to pay for meals and other expenses in addition to the above prices.

### ■ Approximate monthly service costs

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Support Level 1	¥34,608 (¥3,461)
Support Level 2	¥69,939 (¥6,994)

### Preventive long-term care for dementia patients at group homes

\*This service is not available for persons with support level 1 certification.

\*A first-visit fee and other costs may apply.

\*Some facilities also offer short-term services.

\*Users may have to pay for meals and other expenses in addition to the above prices.

### ■ Approximate daily service costs

(for a stay at a facility for 2 or more groups)

(The figures in parentheses are the user's copayment (in the case of 10% copayment).)

Support Level 2	¥7,534 (¥754)
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# Facility service (available for those certified)

Four types of facility services are  
Users can choose a facility depending on the type of services they mainly need

## Intensive care homes for the elderly

(Tokubetsu yogo rojin home)

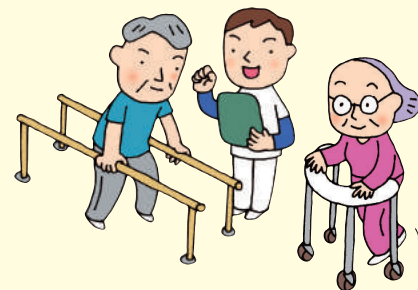
Available for users certified as persons with needed long-term care levels 3 to 5

Users for whom constant care is necessary but in-home care is difficult can enter intensive care homes for the elderly to receive meal, bathing, toilet and other care and health management services. Users certified as persons with Long-Term Care Levels 1 and 2 can use these services only in exceptional cases (e.g., users with dementia or disabilities).



## Health service facilities for the elderly

Users in stable health who need to focus on rehabilitation may enter health service facilities for the elderly to receive daily care and functional training under medical supervision.



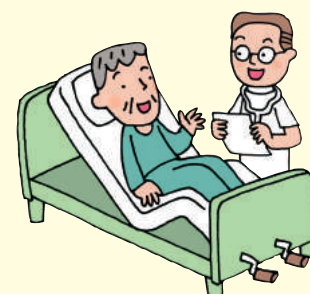
## Sanatorium medical facility for the elderly requiring long-term care (hospitals, clinics)

Users who have finished acute-stage treatment and require long-term care can receive medical, nursing and care services in beds at medical facilities.



## Care and medical service facilities

Users who require long-term care or daily care may enter care and medical service facilities for the elderly to receive both medical and care services.



## as persons with Long-Term Care Levels 1 to 5)

covered by Long-Term Care Insurance.

(nursing or treatment) and on the extent of medical treatment necessary.

### Copayment for using facility services

In addition to the 10% to 30% copayment, users have to pay for meals and accommodation.  
(The prices are determined through an agreement between each user and facility.)

Reference: an example of standard monthly copayment for a 30-day stay

(Monthly price)

Classification	Total copayment		Breakdown				
			In the case of 10% copayment		Payment for meals	Payment for accommodation	
	Multi-bed type	Unit type	Multi-bed type	Unit type		Multi-bed type	Unit type
Intensive care homes for the elderly	¥83,544 to ¥94,678	¥119,848 to ¥130,768	¥16,944 to ¥25,219	¥19,348 to ¥30,268	¥41,400	¥25,200	¥59,100
Health service facilities for the elderly	¥73,308 to ¥87,331	¥123,650 to ¥137,887	¥20,808 to ¥34,831	¥23,150 to ¥37,387	¥41,400	¥11,100	¥59,100
Sanatorium medical facility for the elderly requiring long-term care (hospitals, clinics)	¥69,660 to ¥92,280	—	¥17,160 to ¥39,780	—	¥41,400	¥11,100	—
Care and medical service facilities	¥70,470 to ¥93,030	¥123,924 to ¥141,540	¥17,970 to ¥40,530	¥23,424 to ¥41,040	¥41,400	¥11,100	¥59,100

◎The copayment percentage (10% to 30%) varies by long-term care level, room type and other factors.

◎The costs for meals and accommodation may vary, as they are determined through an agreement with each facility.

◎The standard price for accommodation per 30 days is ¥49,200 for unit partitioned multi-bed rooms and conventional private rooms (except at intensive care homes for the elderly), and ¥34,500 for conventional private rooms at intensive care homes for the elderly.

◎Users may have to pay additional costs for daily life (e.g., haircuts).

◎Other additional charges may apply at facilities that meet certain criteria set by the national government.

### There are the following payment reduction schemes for copayment.

#### When the amount of copayment exceeds a certain limit

You may be eligible for an allowance for high-cost services or an allowance for long-term care services combined with high-cost medical care. (See p. 31 and 32 for details.)

#### Reduction of copayment for low-income users

You may be eligible for an allowance for elder care at designated facilities. (See pp. 33 and 34 for details.)

#### Reduction of copayment for users of intensive care homes for the elderly run by social welfare corporations, etc.

If you are at a special nursing home for the elderly and have serious financial difficulties, you may be eligible for a reduction in copayment. (See p. 34 for details.)

#### Reduction of copayment for users subject to transitional measures

If you are a user who is subject to former transitional measures (i.e., you have been a user of a special nursing home for the elderly since March 31, 2000, or earlier), you may be eligible for a reduction in copayments. (See p. 34 for details.)





# Base amount of maximum payments for in-home care services

The base amount of maximum payments for in-home care services vary by the level of long-term care required and are determined based on monthly units.

User type	No. of units for the calculation of the monthly maximum allowance	Reference pages
Program candidates	5,003 units	p. 18 Preventive long-term care/ life support services
Support Level 1 ( <i>Yoshien</i> )		p. 18, 19, 20 and 24 Preventive long-term care/ life support services
Support Level 2	10,473 units	(Community-based) preventive long-term care services
Long-Term Care Level 1 ( <i>Yokaigo</i> )	16,692 units	p. 21 – 24 (Community-based) care services
Long-Term Care Level 2	19,616 units	
Long-Term Care Level 3	26,931 units	
Long-Term Care Level 4	30,806 units	
Long-Term Care Level 5	36,065 units	

Note: Standard maximum allowances do not include costs for any of the following: home care support, preventive long-term care support, preventive long-term care management, guidance for management of in-home medical long-term care (preventive), home modifications (preventive) or purchases of assistive devices (preventive). Certain additional amounts are also excluded (e.g., amounts for emergency home-visit care, special management, improvement of working conditions of care workers, business startup support, terminal care and improvement of home-visit nursing, home visits, service provision and general management systems).

## Prices per unit in Sapporo

Type of service	Price per unit
 <p>Home-visit care, home-visit bathing assistance, evening home-visit care, periodic visits, emergency response home-visit care/nursing, in-home care support, home-visit services (comprehensive program), preventive long-term care management (comprehensive program)</p>	¥10.21
 <p>Home-visit/outpatient rehabilitation, short-term stays at care facilities, outpatient long-term care for dementia patients at care facilities, multifunctional long-term care in small group homes, multifunctional nursing care in small group homes</p>	¥10.17
 <p>Care at care facilities, short-term stays at medical facilities, daily care for the elderly at designated facilities, group home outpatient long-term care for dementia patients, community-based daily life long-term care admitted to a specified facility, community-based day care, day care services (comprehensive program)</p>	¥10.14
 <p>In-home nursing care management and guidance, assistive equipment rental</p>	¥10.00

Note: Preventive long-term care services may be included in in-home and community-based services.

For details of in-home care services, see p. 18 to 24.

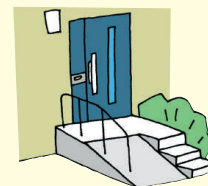
## Allowance for home modifications

Costs for minor home modifications (e.g., the installation of handrails) for a person with long-term care or certification of support will be partially reimbursed by the Long-Term Care Insurance based on applications.

### 〈Requirements for payment〉

- The home is that of a person with needed long-term care (needed support) certification (i.e. the home is at the address on the certificate of residence of that person).
- The modifications are covered by insurance.

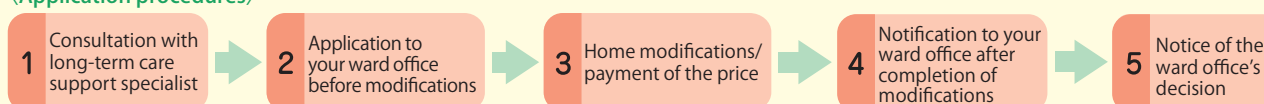
【Modifications covered】 The installation of handrails, the elimination of steps, the replacement of regular flooring with anti-slip flooring, door replacement, toilet replacement



### 〈Maximum amount of allowance〉

- Up to ¥200,000 per person with long-term care (support) certification at a residence. After the 10% copayment (20% or 30% if your income exceeds a certain threshold) is deducted, up to ¥180,000 (¥160,000 for those with 20% copays, or ¥140,000 for those with 30% copays) will be paid from Long-Term Care Insurance.
- Any amount exceeding ¥200,000 must be paid by the user.
- If you change your address or if your long-term care level becomes three or more levels higher than at the time of the first home modifications, you can re-apply for an allowance for home modifications of up to ¥200,000.

### 〈Application procedures〉



**Note:** You will only be able to receive the payment by applying before making modifications.

Failure to submit an application before the modifications begin will serve as grounds for ineligibility for home modification allowance, in addition to other reasons, such as insufficient documentation or types of modifications not covered by insurance. Be sure to consult long-term care support specialist (care manager) before modifications. For details, contact the payment arrangement subsection of the health and welfare section of your ward office.

## Allowance for purchasing assistive equipment

Costs for purchasing assistive equipment (e.g., portable toilets) for a person certified as needing long-term care or support will be partially reimbursed by the Long-Term Care Insurance based on an application.



### 〈Requirements for payment〉

- The equipment must be purchased from a home care-providing business establishment designated by the government.
- Such equipment must be necessary to help a person with long-term care (support) certification to be independent in daily life.
- The type of equipment must be covered by insurance.

【Assistive equipments covered】 stool toilet seats, spare parts of automatic excretion treatment apparatuses, bathing aids, simple bathtubs, hoisting accessories for lifts

### 〈Maximum amount of allowance〉

- Up to ¥100,000 per year regardless of certification as needing long-term care or support. After a 10% copayment (20% or 30% if your income exceeds a certain level) is deducted, up to ¥90,000 (¥80,000 for those with 20% copays, or ¥70,000 for those with 30% copays) will be paid from Long-Term Care Insurance.
- Any amount exceeding ¥100,000 must be paid by the user.

### 〈Application procedures〉



**Note:** You will only be able to receive the payment by making the purchase from a designated business establishment.

Failure to make the purchase from a designated business establishment will serve as grounds for ineligibility for reimbursement of costs for purchasing assistive equipments, in addition to other reasons, such as insufficient documents or types of assistive equipments not covered by insurance. Be sure to consult long-term care support specialist (care manager) before purchase. For details, contact the payment arrangement subsection of the health and welfare section of your ward office.



# To allow you to live comfortably and independently in your own community (community support projects)

Various community support projects are offered in addition to comprehensive programs.

## Major community support projects in Sapporo



### Meal delivery service

**Delivering nutritionally balanced dinners.**

**Details** Dinner delivery plans are formulated based on the circumstances of users who require meal delivery. Dinners are delivered six days a week (Monday through Saturday), except on national holidays and between December 29 and January 3. Delivery persons will also talk to you to confirm your safety.

**Eligibility** Those aged 65 or over who are living by themselves and have difficulty preparing meals daily due to advanced age or poor health

**Use fee** ¥500 per meal

**Application** At the health and welfare section of your ward office.



### Diaper service

**Delivering diapers to your home.**

**Details** Diapers are delivered to your home every month (limited to ¥6,500 per month).

**Eligibility** Those aged 40 or over with Long-Term Care Levels 4 or 5 or with Long-Term Care Levels 3 or higher who have moderate to severe dementia use diapers at all times at home, and satisfy the care conditions and other payment criteria.

**Use fee** Amount equivalent to 10% of the actual cost (Free for welfare recipients)

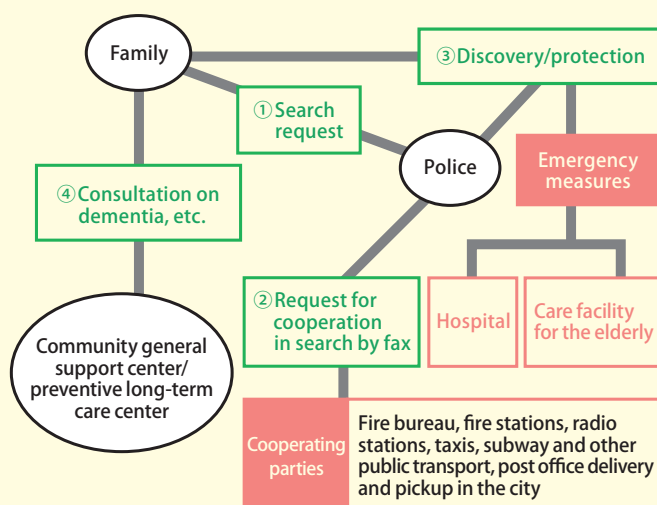
**Application** At the health and welfare section of your ward office.



### SOS network for wanderers with dementia

**If an elderly person with dementia gets lost, the person will be searched for immediately.**

**Details** ● SOS network system



**Application** If an elderly person with dementia is lost, contact your local police station immediately.



### Safety call for the elderly

**Contact the safety call center by just pressing a button for consultation on health or to report sudden illness.**

**Details** A device to connect you to medical and welfare specialists at the call center at the press of a button will be installed at your home. Health consultations and responses to sudden illness are provided 24 hours a day. Call center staff will also call you regularly to confirm your safety.

**Eligibility**

- 1) If you are aged 65 or over and are living by yourself or if all members of the household are aged 65 or over, then you must fall under one of the following to be eligible.
  - You require care in everyday life due to a chronic illness
  - You have certification as needing long-term care or support
  - You are a candidate for Sapporo City's comprehensive programs for preventive long-term care and support in daily life
- 2) If you are aged 85 or over and are living by yourself (no requirements concerning physical conditions), then the following are required for eligibility.
  - You have a fixed-line telephone (an NTT analog line, in principle).
  - You have designated an emergency contact person, in principle.

**Use fee** ¥900 per month (¥300 per month for households exempt from municipal tax, and free for welfare recipients)

**Application** At the health and welfare section of your ward office.



# What kind of health and welfare service are there beside long-term care insurance services?

Some services for persons aged 65 or over may be available for persons aged 60 or over, depending on their physical and other conditions. For details, contact the place of application.



## Living support short stay

Care for an elderly person is provided for a short period when family members are unable to look after that person.

- Details** ● Short stay  
Meal, bathing and other services similar to those for long-term users are provided. The maximum period of stay is 14 days per year, in principle, but care may be provided for up to 30 days if necessary.
- Eligibility** Persons aged 65 or over with poor health due to illnesses or for other reasons and who have not been certified as needed long-term care or who have not applied for Long-Term Care Insurance
- Facilities** ● Chosei-en Nursing Home  
Odori Nishi 19-chome, Chuo-ku TEL : 614-1171  
● Jikeikai Fureai-no-sato Retirement Home for the Elderly  
2-17, Akebono 5-jo 2-chome, Teine-ku TEL : 682-1821
- Use fee** ¥320 per day plus the cost for meals  
(For welfare recipients, only the cost for meals is charged.)
- Application** At the health and welfare section of your ward office



## Haircut services

A barber or beautician will visit your home.

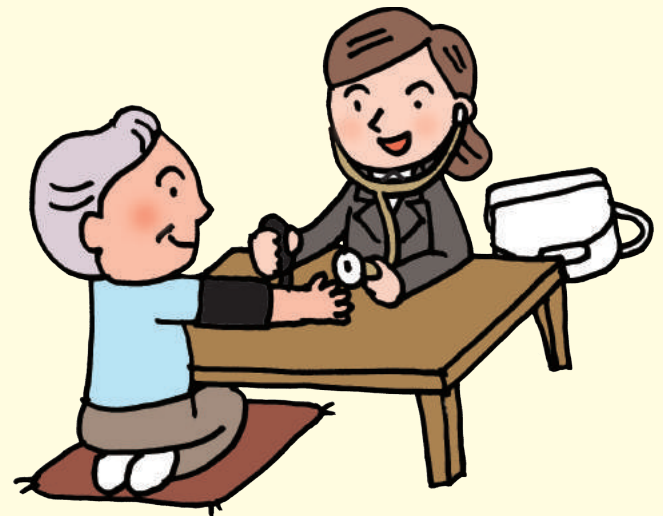
- Details** A barber or beautician will visit the home of a bedridden person to cut his or her hair (up to 4 times a year).
- Eligibility** Bedridden persons aged 65 or over
- Use fee** ¥2,000 per visit  
(Free for welfare recipients)
- Application** At the health and welfare section of your ward office.



## Home-visit guidance

Providing advice on treatment and care at home.

- Details** Advice and guidance are provided on the following matters.  
① Methods of treatment and care at home  
② Preventive long-term care  
③ Training for daily movement at home (e.g., standing up, walking, bathing), methods of improving living conditions and the use of assistive equipment  
④ Nutrition and oral health  
⑤ Prevention of illness, family health management, methods of using various systems
- Eligibility** Persons receiving treatment due to aging, disabilities, dementia, etc.
- Use fee** None
- Application** At the health and welfare section of your ward office



## Telephone consultation service for dementia



**Sapporo City Dementia Call Center Tel : 011-206-7837**

**Hours : 10:00 – 15:00 on Monday through Friday**

(except on national holidays and around New Year)

Qualified advisors will respond to your call. Depending on the content of the consultation, you will be referred to an appropriate medical, welfare or care facility.

# If the cost of care insurance services the balance will be reimbursed upon

## High-cost long-term care service benefits

If the amount paid by users who bear 10% to 30% of the long-term care cost of care insurance services exceeds the limit, the balance will be refunded as a benefit for high-cost services.

- If the amount paid by users of care insurance services (including home-visit and day-care services under comprehensive programs, see p. 18 for details) exceeds a certain limit, the users may apply for and receive the balance as an allowance for high-cost services (a project cost equivalent to the cost of high-cost preventive care services in case of using home-visit or day-care services under comprehensive programs).
- In this case, the amount borne by users does not include the costs for meals, housing, everyday living and other services not covered by insurance, or users' copayment for the purchase of welfare equipment or housing renovations.
- If two or more members of the same household use long-term care insurance services (including home-visit and day-care services under comprehensive programs), the amounts of all users in the household can be totaled.

## Limits of individual payments for receiving a high-cost long-term care service benefits

Copayment level		Limits of individual payments for care	
		Individual	Total of the household
Level 1	Recipients of public assistance Old-age welfare pension recipients whose entire households are exempt from paying the municipal tax	¥ 15,000/month	¥ 24,600/month (*3)
Level 2	Persons whose entire households are exempt from paying the municipal tax and whose taxable pension income (*1) and total income (*2) totals ¥800,000 or less		
Level 3	Persons whose entire households are exempt from paying the municipal tax and who do not fall under Level 1 or 2 above	¥ 24,600/month	
Level 4	Those who do not fall under Level 1, 2, 3 or 5 *An annual copayment limit (¥446,400) has been established for households in which all persons aged 65 or older in the same household (including those who do not use care services) bear 10% of long-term care costs.	¥ 44,400/month	¥ 44,400/month
Level 5	Persons in households including primary insured persons with income comparable to general income earners (¥1,450,000 or more)	¥ 44,400/month	¥ 44,400/month

(\*1) The public pension income does not include non-taxable pension (e.g., survivor's pension, disability pension).

(\*2) Gross income refers to the amount after deductions for employment income and public pension, including land/building transfer income (before special deduction) as well as stock transfer income (before carryover) in the final tax return or municipal tax return. However, when the high-cost long-term care service benefit is determined after August 2018, gross income shall exclude the following items. If the gross income is a negative figure, it will be calculated as ¥0.

i) Special deductions applying to land/building transfer income under the Act on Special Measures Concerning Taxation

ii) Other income including public pension in the case of a person exempt from municipal tax

(\*3) The limit of copayment by a Level 1 household may vary. Please confirm at the health and welfare service section at your nearest ward office.

- For those who fall under copayment level 4 (from August 2017)  
The monthly copayment limit for those who fall under copayment level 4 was raised from ¥37,200 to ¥44,400 as of August 2017. However, in consideration of those who have been using care services for a long period of time, an annual limit of ¥446,400 (¥37,200 × 12 months from August to July of the following year) has been established for households in which all persons aged 65 or older in the same household (including those who do not use care services) bear 10% of long-term care costs to keep the annual total copayment from increasing (time limit of three years).
- For those who fall under copayment level 5  
For a household in which the annual total copayment exceeds ¥446,400 and in which all persons aged 65 or older in the same household (including those who do not use care services) bear 10% of long-term care costs, if the income of the primary insured person in the household is less than ¥3,830,000 (single-person household) or less than ¥5,200,000 (household of two or more persons), an annual limit of ¥446,400 (¥37,200 × 12 months from August to July of the following year) has been established to keep the annual total copayment from increasing (time limit of three years).

## Application procedure

- Submit the application for the standard income evaluation for long-term care insurance together with a document evidencing your income of the previous year (e.g., a copy of the public pension withholding record, employment income withholding record or tax return).
- The application form for the standard income evaluation for long-term care insurance will be sent to candidate households around November every year.

# exceeds the limit of an individual payment, application.

## Allowance provision for high-cost medical and long-term care expenses

If a household’s 10% to 30% copayment for services is extremely high, an allowance for high-cost medical and long-term care expenses will be refunded.

- If the total annual copayment (from August 1st to July 31st) when using medical insurance services (e.g., health insurance at workplaces, national health insurance, medical insurance system for elderly people aged 75 or over) and when using long-term care insurance services (including home-visit and day-care services under comprehensive programs, see p. 18 for details) exceeds a certain limit, the balance will be refunded as an allowance for high-cost medical and long-term care expenses (project cost equivalent to high-cost medical and long-term care expenses in case of using home-visit or day-care services under comprehensive programs) upon application.
- In this case, the amount borne by users does not include costs for meals, housing, everyday living and other services not covered by insurance, or users’ copayment for the purchase of welfare equipment or housing renovation.
- In principle, applications for the allowance can be made at the counter of your medical insurance on the reference day (July 31st).

### Limit amounts

Income category (taxable income amount) <small>Note: A different category applies to those with health insurance at workplaces.</small>		【 Households with members aged 70 and over 】 ● Medical insurance system for elderly people aged 75 or over + long-term care insurance ● Health insurance at the workplace or national health insurance + long-term care insurance (*1)		【Households with members under 70】 Health insurance at the workplace or national health insurance + long-term care insurance (*2)
		– July. 2018	Aug. 2018 –	
Those with income comparable to general income earners	More than ¥6,900,000	¥670,000	¥2,120,000	¥2,120,000
	More than ¥3,800,000 but less than ¥6,900,000		¥1,410,000	¥1,410,000
	More than ¥1,450,000 but less than ¥3,800,000		¥670,000	¥670,000
General	less than ¥1,450,000 (*4)	¥560,000	¥560,000	¥600,000
Those exempt from municipal tax	Low income II	¥310,000	¥310,000	¥340,000
	Low income I	¥190,000 (*3)	¥190,000 (*3)	

(\*1,2) If there are both elderly (70 to 74 years old) and younger (under 70) members in a household:  
① The limit amount for the (\*1) category will first apply to the total amount of copayment for the elderly member(s) and,  
② The limit amount for the (\*2) category will then apply to the total of the remaining copayment amount and the copayment amount for the member(s) under 70.  
(\*3) In case of a low income I household with two or more users of long-term care services, the total limit for low income II will apply as the total limit amount (¥190,000) is less than the limit amount for high-cost services (approx. ¥300,000 per year).  
(\*4) Including cases in which total income is less than ¥5,200,000 (less than ¥3,830,000 for a single-person household) and cases in which the total sum of the former proviso income is ¥2,100,000 or under.



# There are other systems that reduce the costs of

## Long-term care service allowance for persons admitted to specified facilities

- Low-income persons admitted to long-term care insurance facilities (including short stay) listed in the table below and without a certain amount of assets may apply for and receive a refund of the difference between the copayment for meals and housing and the basic cost as an allowance for long-term care service for those admitted to specified facilities.
- However, if a copayment does not exceed the basic cost, the difference between the actual amount paid and the copayment amount will be provided. This does not apply to day-care services.

### 〈Procedures to be followed〉

- You have to apply for issuance of the certificate of the copayment limit for long-term care insurance at the ward office.
- Present the certificate of the copayment limit for long-term care insurance at the long-term care insurance facility and pay the amount of the copayment limit.
- The long-term care service allowance for persons admitted to specified facilities will be paid to the care insurance facility as an insurance payment from the City of Sapporo (benefit in kind).

### Basic amount and copayment limit (daily amount) for the allowance for long-term care service to persons admitted to specified facilities

Unit: yen

Copayment level	Meal expenses		Accommodation expenses		
	Basic cost	Copayment limit	Division	Basic cost	Copayment limit
<b>【Level 1】</b> Recipients of public assistance, old-age welfare pension recipients without a certain amount of assets, whose entire households and spouses (*1) are exempt from municipal tax	¥1,380	¥300	Unit private room	¥1,970	¥ 820
			Unit partitioned multi-bed room	¥1,640	¥ 490
			Conventional private room (other than special nursing homes)		
			Conventional private room (special nursing homes)	¥1,150	¥ 320
			Multiple-bed room (special nursing homes)	¥ 840	¥ 0
			Multiple-bed room (other than special nursing homes)	¥ 370	¥ 0
<b>【Level 2】</b> Persons without a certain amount of assets, whose entire households and spouses (*1) are exempt from paying the municipal tax and whose taxable and non-taxable pension income and gross income (*2) totals ¥800,000 or less	¥1,380	¥390	Unit private room	¥1,970	¥ 820
			Unit partitioned multi-bed room	¥1,640	¥ 490
			Conventional private room (other than special nursing homes)		
			Conventional private room (special nursing homes)	¥1,150	¥ 420
			Multiple-bed room (special nursing homes)	¥ 840	¥ 370
			Multiple-bed room (other than special nursing homes)	¥ 370	¥ 370
<b>【Level 3】</b> Persons without a certain amount of assets, whose entire households and spouses (*1) are exempt from paying the municipal tax and whose copayment level is other than Level 1 or 2	¥1,380	¥650	Unit private room	¥1,970	¥1,310
			Unit partitioned multi-bed room	¥1,640	¥1,310
			Conventional private room (other than special nursing homes)		
			Conventional private room (special nursing homes)	¥1,150	¥ 820
			Multiple-bed room (special nursing homes)	¥ 840	¥ 370
			Multiple-bed room (other than special nursing homes)	¥ 370	¥ 370

(\*1) Spouses include those on resident's cards of separate households or de-facto partners.

(\*2) Gross income refers to the amount after deductions for employment income and public pension, including land/building transfer income (before special deduction) as well as stock transfer income (before carryover) in the final tax return or municipal tax return. However, when the copayment level is determined after August 2018, gross income shall exclude the following items. If the gross income is a negative figure, it will be calculated as ¥0.

- Special deductions applying to land/building transfer income under the Act on Special Measures Concerning Taxation
- Other income including public pension in the case of a person exempt from municipal tax

- Conditions for a certain amount of assets  
 If your savings and other assets exceed a certain amount (¥10,000,000 for those without spouses, ¥20,000,000 for those with spouses), you do not qualify for the benefits.

### 〈Scope of savings, etc.〉

- The judgment will be made based on the balance after deducting liabilities (e.g., debts, housing loans) from the total of savings (ordinary and term-deposit), securities (e.g., stocks, state bonds, local bonds, corporate bonds), gold, silver, investment trusts and cash.





# low-income persons

## ● Non-taxable pensions (survivor's pension, disability pension)

The income used to determine the copayment level includes income from non-taxable pension (survivor's pension and disability pension) in addition to the taxable pension (e.g., old-age pension).

### 〈What is included in the non-taxable pension〉

Survivor's pension and disability pension under the national, welfare or mutual aid pension system, specifically, pensions for which "survivor" or "disability" is mentioned on the bank transfer, payment, revision or other notices (e.g., survivor's basic pension, disability employee pension), as well as pensions that mention "widow," "widower," "mother and child," "quasi-mother and child" or "orphan"

### 〈What is not included in the non-taxable pension〉

Pensions other than the above, condolence money, and benefits, even with names including "survivor" or "disability"

## ● Application method

- Judgment of savings, etc. will be made based on your personal statement.
- Although the amount of non-taxable pension is notified by your pension provider to the City of Sapporo, please report the type of non-taxable pension you are receiving to further ensure the provision of correct information.
- When submitting your application to determine the limit on your long-term care insurance, you must also attach copies of your bank books, the balance of your accounts at security companies or other documents with which your assets can be confirmed.
- If necessary for determining the limit on your long-term care insurance, you may have to allow the City of Sapporo to inquire at government agencies, pension providers and other relevant organizations.
- If you receive an allowance payment for long-term care service for persons admitted to specified facilities based on a false declaration, you may have to return the paid amount and an additional payment of up to twice the paid amount pursuant to the provision under Article 22, Paragraph 1 of the Long-Term Care Insurance Act.

## ● Even if you do not qualify for a burden reduction due to your income and asset conditions, you may apply for a reduction if you become eligible in the middle of the year.

## ● Special reduction for households subject to municipal tax

Even if you do not qualify for burden reduction because your household is subject to municipal tax, you may become subject to Level 3 reduction upon application if you satisfy all of the following requirements:

- Your household has two or more members (including the spouse on the resident card of a separate household)
- The amount found by deducting the estimated total of the user's copayment (user's copayment for care services, meals and accommodation expenses) from the total annual income of the household and spouse is ¥800,000 or less.
- The total amount of cash, savings, etc. of the household and spouse is ¥4,500,000 or less.

Note: The above conditions do not apply to short-term stay.

## Reducing the users' burden through social welfare corporations

When using the following services provided by social welfare corporations, etc., the user's copayment and costs of meals, housing and accommodation may be reduced for those in especially difficult financial conditions.

### Services provided by social welfare corporations, etc.

Services provided by care and elderly welfare facilities, community-based care and elderly welfare facilities, routine inspection/as-needed-base home visits, small-scale multifunctional home nursing care, day care, community-based day care, day care for people with dementia (preventive), short stay (preventive), visit care, night-visit care, small-scale multifunctional home care (preventive), home-visit and day-care services under comprehensive programs

## Reducing the users' burden through transitional measures

### Exception for the burden of users who are in special care nursing homes under old measures

The 10 to 30% copayment and costs for meals and housing will be reduced for those who have been in special care nursing homes since March 31, 2000 or before to avoid the copayment from exceeding the cost collected from the users by such facilities.

### Measures to support users of home help services for persons with disabilities

If you are a member of a low-income household and your fixed burden amount is ¥0 because you fall under the boundary level of a user of home help services under the Comprehensive Supports for People with Disabilities Act, or if you used home help services under the measures for disabled people in the year before turning 65, the copayment for services will be 0% (total exemption).

# List of Integrated Community Care Center and Senior Activities Promotion Center

"Chiiki hokatsu shien center" or "Kaigo yobo center"

Ward	Center	Location	TEL	Responsible areas
Chuo	Chuo-ku Integrated Community Care Support Center I	Minami 2-jo Nishi 10-chome 1001-5, Pearl town	011-209-2939	For the following 8 areas
	Odori Park Senior Activities Promotion Center	Minami 2-jo Nishi 10-chome 1001-5, Pearl town	011-271-1294	Hompu/Chuo, Nishi-osei, Odori/Nishi, Soen
	Kita 1-jo Senior Activities Promotion Center	Kita 1-jo Higashi 1-chome, Caress Sapporo bldg. 8F	011-251-1340	Tohoku, Naebo, Higashi, Hosui
	Chuo-ku Integrated Community Care Support Center II	Asahigaoka 5-chome 6-51	011-520-3668	For the following 3 areas
	Maruyama Senior Activities Promotion Center	Maruyama Nishi-machi 4-chome 3-20 Nishimaruyamakeijuen	011-633-6056	Minami-Maruyama, Maruyama
	Miyanomori Senior Activities Promotion Center	Miyanomori 1237-1	011-611-7741	Miyanomori
	Chuo-ku Integrated Community Care Support Center III	Minami 19-jo Nishi 8-chome 1-14 18thFujitakken bldg. 2F	011-205-0537	For the following 3 areas
	Akebono Kosai Senior Activities Promotion Center	Maruyama nishi-machi 4-chome 3-20 Nishimaruyamakeijuen	011-633-6055	Akebono, Kosai
	Asahigaoka Senior Activities Promotion Center	Asahigaoka 5-chome 6-51	011-532-6110	Yamahana
	Kita-ku Integrated Community Care Support Center I	Kita 24-jo Nishi 5-chome Sapporo sanpura 5F	011-700-2939	For the following 4 areas
Kita	Shindominami Senior Activities Promotion Center	Kita 24-jo Nishi 5-chome Sapporo sanpura 5F	011-707-4129	Tessei, Kohoku, Kita
	Shinkotoni Senior Activities Promotion Center	Shinkotoni 8-jo 9-chome 2-1 Marusanshin bldg. 2F	011-769-2800	Shinkotoni
	Kita-ku Integrated Community Care Support Center II	Kita 40-jo Nishi 4-chome 2-7 Sapporo N40 bldg. 2F	011-736-4165	For the following 4 areas
	Yurigahara Senior Activities Promotion Center	Yurigahara 11-chome 185-13	011-774-3333	Asabu, Taiheiyurigahara
	Barato Senior Activities Promotion Center	Higashi-Barato 2-jo 2-chome 8-21	011-773-6110	Takuhoku/Ainosato
	Shinoro Senior Activities Promotion Center	Shinoro 2-jo 9-chome 1-80 Greenpia Shinoro	011-770-6161	Shinoro
	Kita-ku Integrated Community Care Support Center III	Shinkotoni 8-jo 14-chome 2-1	011-214-1422	For the following 3 areas
	Shinkawa Shinkotoni-Nishi Senior Activities Promotion Center	Shinkawa715-2	011-764-2232	Shinkawa, Shinkotoni-Nishi
	Tonden Shinkotoni-Nishi Senior Activities Promotion Center	Yurigahara 11-chome 185-13	011-774-3740	Tonden
	Higashi-ku Integrated Community Care Support Center I	Kita 23-jo Higashi 15-chome 5-26 Shoeido bldg. 3F	011-711-4165	For the following 4 areas
Higashi	Naebo Senior Activities Promotion Center	Honcho 2-jo 5-chome 7-10 Takeda bldg. 1F	011-782-7010	Tetto, Naebo-higashi
	Hokko Senior Activities Promotion Center	Kita 17-jo Higashi 5-chome 2-5 Otomokeiaien	011-752-6110	Hokko
	Hokuei Senior Activities Promotion Center	Kita 23-jo Higashi 15-chome 5-26 Shoeido bldg. 3F	011-751-1294	Hokuei
	Higashi-ku Integrated Community Care Support Center II	Honcho 2-jo 5-chome 7-10 Takeda bldg. 1F	011-781-8061	For the following 3 areas
	Motomachi Senior Activities Promotion Center	Kita 24-jo Higashi 18-chome 4-30	011-784-0808	Motomachi
	Fushiko Honcho Senior Activities Promotion Center	Fushiko 7-jo 3-chome 1-33 Fujizono	011-781-1100	Fushiko Honcho
	Higashi-Naobo Senior Activities Promotion Center	Higashi-Naobo-cho 1089-1	011-789-6050	Satsunae
	Higashi-ku Integrated Community Care Support Center III	Kita 40-jo Higashi 15-chome 3-19 Shinwa-Kita40-jo bldg. 3F	011-722-4165	For the following 3 areas
	Sakae-machi Senior Activities Promotion Center	Kita 44-jo Higashi 8-chome 1-6 Teishinkai-Higashi-Center	011-748-8484	Sakae-Nishi
	Sakae Okadama Senior Activities Promotion Center	Okadama-cho 167-13 Ozora	011-786-0030	Sakae-Higashi, Okadama
Shiroishi	Shiroishi-ku Integrated Community Care Support Center I	Hondori 4-chome kita 6-1 Goko bldg.3F	011-864-4614	For the following 2 areas
	Shiroishi-chuo Senior Activities Promotion Center	Hongodori 3-chome Minami 1-35 Community-home-Shiroishi	011-864-5535	Shiroishi
	Kawashimo Senior Activities Promotion Center	Kawashimo 4-jo 6-chome 2-23	011-875-6810	Hokutoshiroishi
	Shiroishi-ku Integrated Community Care Support Center II	Higashi-Sapporo 3-jo 3-chome 7-25 Shiva bldg. 5F	011-837-6800	For the following 4 areas
	Kikusui Senior Activities Promotion Center	Kikusui 4-jo 1-chome 9-22 Kin-ikyo-Sapporo Hosp.	011-820-1365	Higashi-Sapporo, Kikusui
	Kikunosato Senior Activities Promotion Center	Kikusui-Motomachi 8-jo 2-chome 7-15	011-879-6012	Kita-Shiroishi, Kikunosato
	Shiroishi-ku Integrated Community Care Support Center III	Hongodori 9-chome Minami 3-6	011-860-1611	For the following 2 areas
	Hondori Senior Activities Promotion Center	Hondori 16-chome Kita4-30	011-861-6110	Higashi-Shiroishi, Shiroishi-Higashi

Ward	Center	Location	TEL	Responsible areas
Atsubetsu	Atsubetsu-ku Integrated Community Care Support Center I	Atsubetsu-cho Yamamoto 750-6	011-896-5077	For the following 3 areas
	Atsubetsu-Saito Senior Activities Promotion Center	Atsubetsu-cho Yamamoto 750-6	011-896-5019	Atsubetsu-Nishi, Atsubetsu-Higashi
	Momijidai Senior Activities Promotion Center	Atsubetsu-cho Shimo-Noppo Die Grünen	011-898-8660	Momijidai
	Atsubetsu-ku Integrated Community Care Support Center II	Atsubetsu-Minami 5-chome 1-10	011-375-0610	For the following 3 areas
	Atsubetsu-Chuo Aoba Senior Activities Promotion Center	Atsubetsu-Chuo 5-jo 6-chome 5-20 Karipu-Atsubetsu	011-896-1475	Atsubetsu-Chuo, Aoba
Toyo-hira	Oyachi Senior Activities Promotion Center	Oyachi-Higashi 5-chome 7-10 Nursing-villa-Oyachi	011-894-6110	Atsubetsu-Minami
	Toyo-hira-ku Integrated Community Care Support Center I	Misono 12-jo 7-chome 7-8 Yachiyo bldg. 1F	011-841-4165	For the following 4 areas
	Misono Senior Activities Promotion Center	Misono 12-jo 7-chome 7-8 Yachiyo bldg. 1F	011-817-1294	Toyo-hira, Misono
	Nakanoshima Senior Activities Promotion Center	Nakanoshima 1-jo 8-chome 3-18	011-813-3311	Hiragishi, Nakanoshima
	Toyo-hira-ku Integrated Community Care Support Center II	Nishioka 4-jo 3-chome 7-5 Taketa bldg. 1F	011-836-6110	For the following 3 areas
	Nishioka Senior Activities Promotion Center	Nishioka 5-jo 12-chome 1-2 Midori-no-oka	011-581-3000	Nishioka
	Higashi-Tsukisamu Fukuzumi Senior Activities Promotion Center	Tsukisamu-Higashi 3-jo 18-chome 20-48	011-852-8830	Fukuzumi, Higashi-Tsukisamu
	Toyo-hira-ku Integrated Community Care Support Center III	Tsukisamu-Chuodori 7-chome 6-20 JA-Tsukisamu-Chuo bldg. 2F	011-854-7777	For the following 2 areas
	Tsukisamu Senior Activities Promotion Center	Tsukisamu-Nishi 2-jo 5-chome 1-2 Koei-no-sato	011-857-6110	Tsukisamu
	Minami-Hiragishi Senior Activities Promotion Center	Nishioka 4-jo 13-chome 17-1	011-584-1325	Minami-Hiragishi
Kiyota	Kiyota-ku Integrated Community Care Support Center I	Kitano 1-jo 1-chome 6-28	011-888-1717	For the following 2 areas
	Kitano Hiraoka Senior Activities Promotion Center	Kitano 7-jo 4-chome 8-25	011-885-1230	Kitano, Hiraoka
	Kiyota-ku Integrated Community Care Support Center II	Kiyota 1-jo 1-chome 5-1 Place bldg. 2F	011-887-5588	For the following 3 areas
	Kiyota Satozuka Utsukushigaoka Senior Activities Promotion Center	Shin-ei 395-1 Syujiyu-en	011-885-7119	Kiyota, Satozuka/Utsukushigaoka
	Kiyota-Chuo Senior Activities Promotion Center	Kiyota 6-jo 1-chome 1-30 Shin-ai-en-Kiyota	011-882-5322	Kiyota-Chuo
	Minami-ku Integrated Community Care Support Center I	Sumikawa 3-jo 6-chome 3-3 Jotetsu Dwell Makomanai 1F	011-867-0710	For the following 3 areas
	Ishiyama Geijutsu-no-mori Senior Activities Promotion Center	Tokiwa 5-jo 1-chome 1-7	011-592-7622	Ishiyama, Geijutsu-no-mori
Minami	Sumikawa Senior Activities Promotion Center	Sumikawa 3-jo 6-chome 3-3 Jotetsu Dwell Makomanai 1F	011-598-1295	Sumikawa
	Minami-ku Integrated Community Care Support Center II	Kawazoe 14-jo 2-chome 1-36	011-572-6110	For the following 4 areas
	Jozankei Senior Activities Promotion Center	Jozankei Onsen-Nishi 3-chome 71 Jozankei-Hospital	011-598-3311	Misumai, Fujino, Jozankei
	Moiwa Senior Activities Promotion Center	Kitanosawa 1819-9	011-578-4525	Moiwa(Moiwa, Minaminosawa)
	Minami-ku Integrated Community Care Support Center III	Makomanai Saiwai-Machi 2-chome 1-5 Makomanai Saiwai-Machi bldg. 701	011-588-6510	For the following 2 areas
Nishi	Makomanai Senior Activities Promotion Center	Makomanai Saiwai-Machi 2-chome 1-5 Makomanai Saiwai-Machi bldg. 701	011-581-1294	Makomanai, Moiwashita
	Nishi-ku Integrated Community Care Support Center I	Nijuyonken 4-jo 5-chome 11-14	011-611-1161	For the following 4 areas
	Hachiken Senior Activities Promotion Center	Hachiken 5-jo Nishi 3-chome 4-8 Corpo. Hachiken 1F	011-624-7026	Hachiken, Hachiken-Chuo
	Yamanote Koton Senior Activities Promotion Center	Yamanote 4-jo 5-chome 3-1 Seijyu Yamanote	011-631-6110	Kotoni-Nijuyonken, Yamanote
	Nishi-ku Integrated Community Care Support Center II	Nishino 2-jo 2-chome 5-7 Royal-San-O bldg. 3F	011-661-3929	For the following 2 areas
	Nishimachi Senior Activities Promotion Center	Nishino 2-jo 8-chome 1-8	011-663-2558	Nishimachi
	Nishino Senior Activities Promotion Center	Nishino 7-jo 3-chome 5-36	011-668-3300	Nishino
	Nishi-ku Integrated Community Care Support Center III	Hassamu 3-jo 1-chome 2-25 Hirogami bldg. 1F	011-671-8200	For the following 2 areas
	Hassamu Senior Activities Promotion Center	Hassamu 14-jo 12-chome 2-22	011-666-6855	Hassamu-Kita, Hassamu
	Teine-ku Integrated Community Care Support Center I	Maeda 4-jo 10-chome 3-20-101	011-695-8000	For the following 3 areas
Teine	Maeda Senior Activities Promotion Center	Maeda 2-jo 10-chome 1-7 Teine-Tumugi-no-mori	011-685-3141	Maeda
	Shin-Hassamu Tomioka Nishi-Miyanosawa Senior Activities Promotion Center	Nishi-Miyanosawa 4-jo 3-chome 3-40 airin-en	011-683-5561	Shin-Hassamu, Tomioka-Nishi-Miyanosawa
	Teine-ku Integrated Community Care Support Center II	Akebono 5-jo 2-chome 8-1	011-686-7000	For the following 4 areas
	Chuo Tetsuhoku Senior Activities Promotion Center	Teine-Honcho 2-jo 2-chome 1-1 Murata bldg 1F	011-682-1294	Teine, Teinetetsuhoku
	Inaho Kanayama Hoshioki Senior Activities Promotion Center	Inaho 5-jo 2-chome 6-1 Teine-Anju	011-685-8366	Inaho-Kanayama, Hoshioki



# Where can you file a complaint?



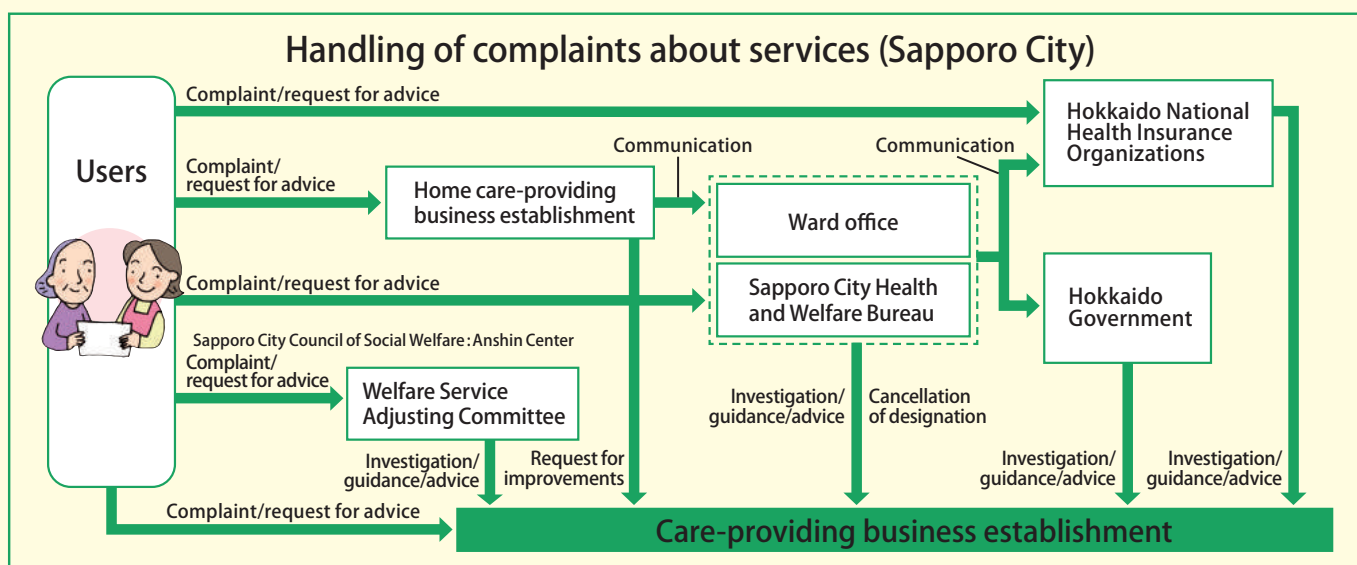
If you have any inconvenience or complaint about the services you have received, you can ask for advice or file a claim for improvement.

## Ask at a facility near you.

First, ask for advice at your service provider or the home care-providing business establishment or community general support center where your service (care) plan was prepared.

## Consultation on long-term care services in general

- Health and welfare section of your ward office
- Living Safety Support Center for the Elderly and Disabled (Anshin Center)
- Hokkaido Federation of National Health Insurance Organizations
- See the back cover for the addresses and telephone numbers of the consultation facilities.



## You can request investigation on a decision concerning Long-Term Care Insurance.

If you are not satisfied with any decision on Long-Term Care Insurance (e.g., decision on insurance premiums or certification of needed long-term care), you make a request that the Hokkaido Certification Committee for Long-Term Care Insurance investigate within 3 months from the day after the day when you find out about the decision. For details, read the notification of each decision.

- Life Support Center for Seniors and Persons with Disabilities (General)  
(Welfare Services Grievance Consultation)  
3F, Sapporo Social Welfare Center, Odori Nishi 19-chome, Chuo-ku, Sapporo  
TEL : 011-632-7355  
TEL : 011-632-0550
- Hokkaido National Health Insurance Organization  
1F, Kokuho Kaikan, Minami 2-jo Nishi 14-chome, Chuo-ku, Sapporo  
TEL : 011-231-5175

## Further information about long-term care insurance services

For information on nursing care service providers and facilities, please see the List of Designated Providers and Facilities at the consultation desk of the Health & Welfare Section of your ward office or its website.

Name	URL
■ City of Sapporo, Long-term care Insurance	<a href="http://www.city.sapporo.jp/koreifukushi/index_12.html">http://www.city.sapporo.jp/koreifukushi/index_12.html</a>
■ Hokkaido Information System for Nursing Care Services	<a href="http://www.kaigokensaku.mhlw.go.jp/">http://www.kaigokensaku.mhlw.go.jp/</a>
■ Hokkaido Project Promotion Organization for Third Party Evaluation Project on Welfare Services	<a href="http://3sya.hokkaido-csw.or.jp/">http://3sya.hokkaido-csw.or.jp/</a>
■ Welfare And Medical Service Agency (WAM)	<a href="http://www.wam.go.jp/">http://www.wam.go.jp/</a>



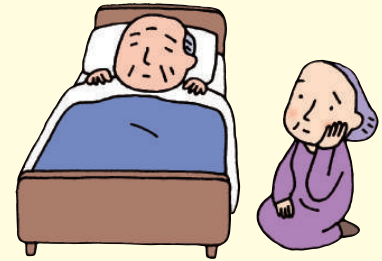


# What can you do about taxes?

## Information on taxes

### Exemption for disabled persons without disability certificates

Even if you do not have a disability certificate, you are eligible for exemption of residence and income taxes for disabled persons if you are aged 65 or over and have been certified as a person equivalent to a disabled person or if you are bedridden.



**Contact** For the exemption for disabled persons, contact the municipal tax section of the municipal tax office

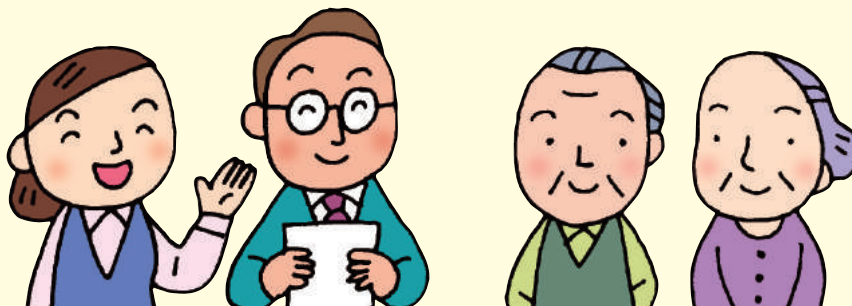
For certification as a person eligible for exemption for disabled persons, contact the health and welfare section of your ward office

### Reduction of fixed property tax for “barrier-free” modifications

If certain “barrier-free” modifications (costing ¥500,000 or more, excluding insurance benefits) were completed in the home of a person with certification of needed long-term by March 31, 2020, the person may apply for a reduction of fixed property tax in the following year.



**Contact** The fixed property tax section of the municipal tax office



## CITY TAX OFFICE

● For inquiries about taxes, contact the city tax office. ●

Tax offices	Responsible areas	Location & TEL
Chuo City Tax office	Chuo Ward	Sapporo Factory 2-jo Bldg. 4F, Kita 2-jo Higashi 4-chome, Chuo-ku •Citizens Tax Section 011-211-3914 •Fixed Assets Tax Section 011-211-3918
Hokubu City Tax office	Kita Ward Higashi Ward	ASTY45 9F, Kita 4-jo Nishi 5-chome, Chuo-ku •Citizens Tax Section 011-207-3914 •Fixed Assets Tax Section 011-207-3918
Tobu City Tax office	Shiroishi Ward Atsubetsu Ward	Transportation Bureau Main Office Bldg. 1F and 2F, Oyachi Higashi 2-chome 4-1, Atsubetsu-ku •Citizens Tax Section 011-802-3914 •Fixed Assets Tax Section 011-802-3918
Nambu City Tax office	Toyohira Ward Kiyota Ward Minami Ward	East Hiragishi 2F, 3F, and 4F, Hiragishi 5-jo 8-chome 2-10, Toyohira-ku •Citizens Tax Section 011-824-3914 •Fixed Assets Tax Section 011-824-3918
Seibu City Tax office	Nishi Ward Teine Ward	Kotoni 3.1 Bldg. 2F, Kotoni 3-jo 1-chome 1-20, Nishi-ku •Citizens Tax Section 011-618-3914 •Fixed Assets Tax Section 011-618-3918



## ● CONTACT LIST ●

### WARD OFFICE

● To apply for certification for long-term care and utilization of services, contact the **Health & Welfare Section** of your Ward office. ●

Ward Office Health & Welfare Section	Location	Application for certification for long-term care Utilization of services <b>Consultation Subsection</b>	Allowance for high-cost services Allowance for home modifications <b>Payment Arrangement Subsection</b>
Chuo Ward	Minami 3-jo Nishi 11-chome	011 - 205 - 3306	011 - 205 - 3303
Kita Ward	Kita 24-jo Nishi 6-chome	011 - 757 - 2509	011 - 757 - 2463
Higashi Ward	Kita 11-jo Higashi 7-chome	011 - 741 - 2466	011 - 741 - 2462
Shiroishi Ward	Nango-dori 1-chome Minami	011 - 861 - 2451	011 - 861 - 2448
Atsubetsu Ward	Atsubetsu Chuo 1-jo 5-chome	011 - 895 - 2481	011 - 895 - 2478
Toyohira Ward	Hiragishi 6-jo 10-chome	011 - 822 - 2462	011 - 822 - 2454
Kiyota Ward	Hiraoka 1-jo 1-chome	011 - 889 - 2043	011 - 889 - 2040
Minami Ward	Makomanai saiwai-machi 2-chome	011 - 582 - 4747	011 - 582 - 4742
Nishi Ward	Kotoni 2-jo 7-chome	011 - 641 - 6948	011 - 641 - 6944
Teine Ward	Maeda 1-jo 11-chome	011 - 681 - 2504	011 - 681 - 2491

● For insurance certificates and premiums, contact the **Insurance & Pension Section** of your ward office. ●

Ward Office Insurance & Pension Section	Insurance certificates / Calculation of premiums <b>Insurance Subsection</b>	Consultation on premium payments <b>Collection Subsection</b>
Chuo Ward	011 - 205 - 3342	011 - 205 - 3343
Kita Ward	011 - 757 - 2492	011 - 757 - 2493
Higashi Ward	011 - 741 - 2532	011 - 741 - 2536
Shiroishi Ward	011 - 861 - 2493	011 - 861 - 2496
Atsubetsu Ward	011 - 895 - 2594	011 - 895 - 2597
Toyohira Ward	011 - 822 - 2506	011 - 822 - 2510
Kiyota Ward	011 - 889 - 2061	011 - 889 - 2064
Minami Ward	011 - 582 - 4772	011 - 582 - 4775
Nishi Ward	011 - 641 - 6974	011 - 641 - 6978
Teine Ward	011 - 681 - 2568	011 - 681 - 2575

### Sapporo City Hall, Health & Welfare Bureau, Senior Citizens Health & Welfare Department, Long-Term Care Insurance Section

- Inquiries about insurance premiums, Users bear, Certification for long-term care TEL:011-211-2547
- Inquiries about in-home services, community-based services, institutional services TEL:011-211-2972

This booklet was edited as of April 1, 2018.  
The system is subject to change, so please confirm details with the section in charge.