

Your Trusted Partner for Medical Assistance in Japan.

Local Expertise. Insurer Mindset. Reliable Results.

We provide medical assistance solutions in Japan with a unique combination of local healthcare expertise and insurance claims experience.

Cost-conscious. Fraud-aware. Insurer-focused.

That is Japan IR&C.

[LEARN MORE ABOUT OUR SERVICES](#) >



LOCAL EXPERTISE

Deep knowledge of Japan's healthcare system and providers.



INSURER PERSPECTIVE

Claims-handling expertise behind every case.



COST CONSCIOUS

Appropriate care with cost awareness.



PATIENT-FOCUSED

Professional support for international travelers.

WHY JAPAN REQUIRES LOCAL EXPERTISE

Inbound travel to Japan is growing rapidly. In 2025, Japan welcomed over 42.7 million international visitors, the highest ever and up 15.8% from 2024.

Navigating Japan's healthcare system can be complex for foreign visitors.

Language barriers, unique medical practices, and variations in provider policies make local knowledge essential.



Unique Healthcare System

Japan's healthcare system, insurance coverage and medical practices differ from many countries.



Provider Access Matters

Securing the right provider with available appointment slots and GOP capability is not always easy.



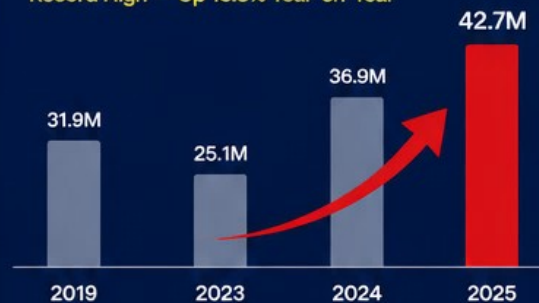
Local Knowledge is Key

From urban hospitals to regional clinics, our network and local relationships make the difference.

JAPAN INBOUND TRAVEL IS BOOMING

42.7M International Visitors in 2025

Record High — Up 15.8% Year-on-Year



Source: Japan National Tourism Organization (JNTO)

*Provisional figure for 2025



THE VALUE OF WORKING WITH JAPANESE PROVIDERS

-  Accurate medical assessment and appropriate treatment
-  Smoother communication and faster coordination
-  Reliable cost confirmation and GOP placement

JAPAN IR&C — YOUR LOCAL PARTNER IN JAPAN



20+

Years of Experience
in Claims & Assistance



Nationwide

Network of Trusted
Medical Providers



Insurer-Focused

Mindset with Cost Control
and Fraud Awareness



24/7

Operations Team
Ready to Support



CONTACT

-  ops@i-rac.co.jp
-  www.i-rac.co.jp/en
-  24/7 Operations



Japan IR&C Corporation

OUR SERVICES

Insurance-Driven Medical Assistance in Japan

Managed with Claims Expertise. Delivered with Care.

Japan IR&C provides end-to-end medical assistance services for international insurers and assistance companies.

Our claims-handling background allows us to manage cases from the insurer's perspective—balancing quality medical care, cost control and fraud prevention.



OUR SERVICES



MEDICAL COORDINATION & ARRANGEMENT

We arrange appropriate medical care quickly and efficiently through our trusted network.

- Medical facility search
- Appointment arrangement
- Specialist and hospital coordination
- Availability and feasibility confirmation
- 24/7 multilingual support



GUARANTEE OF PAYMENT (GOP) SERVICES

We issue GOPs while maintaining visibility over anticipated costs and case circumstances.

- GOP issuance to providers
- Cost estimation and review
- Pre-treatment cost confirmation
- Ongoing cost monitoring
- Support for informed decision making



GROUND AMBULANCE & MEDICAL TRANSPORT

Safe and reliable patient transport services across Japan.

- Ambulance arrangement
- Inter-hospital transfers
- Airport and hotel transfers
- Medical escort coordination
- Domestic repatriation support



DOCUMENTATION & REPORTING

We prepare accurate documentation and reports required for claims and case management.

- Medical reports and bills
- Translations (JP-EN)
- Case summaries
- Documentation review
- Claims support documentation



20+
Years of Experience
in claims handling
and assistance services



500+
Medical Institutions
nationwide network
across Japan



Global
Partners Supported
insurers and assistance
companies worldwide



24/7
Operations
ready to respond
anytime, anywhere

**We don't simply arrange medical care.
We manage medical assistance as an insurance case.**

Our insurance claims expertise enables us to deliver professional, cost-conscious and reliable solutions that protect both your insured and your interests.



ABOUT US

Corporate Profile

Japan IR&C Corporation

Established in 1996, Japan IR&C Corporation is a leading professional services company in Japan specializing in insurance claims handling, risk management, crisis response and customer support operations.

Our medical assistance business builds on nearly three decades of experience supporting insurers and corporate clients in Japan.



Established

May 1996



Capital

JPY 20 million



Employees

108
(as of February 2024)



President

Hidenori Kunihara



Head Office

Tokyo, Japan

OFFICE LOCATIONS

TOKYO HEAD OFFICE

9F Eitai Building,
1-22-11 Shinkawa,
Chuo-ku, Tokyo 104-0033,
Japan

NAKANO OFFICE

5F KDX Nakano-sakaue Bldg.,
3-30-4 Honcho,
Nakano-ku, Tokyo 164-0012,
Japan

OSAKA OFFICE

6F KOUTOKU Bldg.,
2-1-10 Higashitenma,
Kita-ku, Osaka 530-0044,
Japan

OUR CORE BUSINESSES



CLAIMS AGENT

Outsourced insurance
claims handling and
settlement support



CRISIS SOLUTIONS

Emergency and major
incident response,
including medical
assistance



CUSTOMER RELATIONS

Customer complaint and
consultation support



CUSTOMER CONSULTATION

Call-center and
customer support
operations



INSURANCE EXPERTISE BEHIND MEDICAL ASSISTANCE

Japan IR&C's medical assistance service is backed by our long-standing experience in insurance claims handling and crisis management.

This gives us a distinctly insurer-focused approach to medical assistance — combining patient support with cost awareness, claims oversight and fraud awareness.

CONTACT

✉ ops@i-rac.co.jp
🌐 www.i-rac.co.jp/en
🕒 24/7 Operations

Japan IR&C Corporation is a leading professional services company in Japan.

We provide risk management, crisis solutions and claims handling services that support insurers and corporate clients.