

Healthcare Travel Costs Scheme

Quick guide for patients

This advice and guidance is for patients attending any of the hospital sites/departments managed by Doncaster & Bassetlaw Teaching Hospitals NHS Foundation Trust.

The Healthcare Travel Costs Scheme (HTCS) is a Department of Health scheme which allows patients on a low income or specific benefits to claim a refund for reasonable travel costs to hospital.

Can I claim?

You are eligible for reimbursement if you are in receipt of one of the following benefits:

- **Income Support** (evidence required, e.g. award letter)
- **Guarantee Pension Credit** (evidence required, e.g. award letter)
- **Jobseeker's Allowance** (income based, evidence required)
- **Income Related Employment & Support Allowance** (evidence required, eg. award letter)
- **HC2 Certificate** (full help) to cover dates attending hospital
- **HC3 Certificate** (partial help) to cover dates attending hospital
- **Working Tax Credit** (should hold valid NHS Tax Credit Exemption Certificate)
- **Child Tax Credit** (should hold valid NHS Tax Credit Exemption Certificate)

If you are on a low income but not in receipt of any of the above benefits you may be eligible to claim using forms HC1 and HC5. These forms are available from the NHS Business Service Authority and will be posted to you free of charge. For further information about help with health costs

and to obtain the relevant forms go to:
www.nhsbsa.nhs.uk/HelpWithHealthCosts

How to claim

On the day you come to hospital, you or your representative can take the following documents to the Cashiers Office at DRI or the General Offices at Bassetlaw Hospital and Montagu Hospital:

- Completed HTCS claim form (must be obtained from and signed by a member of staff in the clinic, department or ward).
- Proof of entitlement (see list above). This needs to be produced every time you make a claim.
- Valid receipts/used tickets for public transport.

Payment will only be made if ALL the relevant documents are presented.

Claims **must** be made within three months of the date of appointment. **Retrospective payments** claimed by post will be paid by cheque.

What can I claim a refund for?

Public transport

The amount will be calculated on the cheapest form of public transport available, including concessionary and promotional fares.

Private car

The refund will be based on distances determined from the Trust's mileage chart. The current mileage rate is available from the Cashiers Office. Car parking charges are not reimbursed where the hospital offers the free Park & Ride scheme. (Patients cannot claim for penalty notices).

Taxi

Under the rules of HTCS the refund of taxis fares will only be considered where public transport is not appropriate (i.e. the claimant lives in a very rural area with poor public transport links or the patient is considered medically exempt from travelling on public transport or by private car). Where a medical exemption exists, proof in the form of a letter from a health professional will be required before a full refund is issued.

Escorts

You may claim for the travel cost of one escort if this is considered

medically necessary. To claim for the cost of an escort the relevant section of the HTCS claim form must be completed by a member of the medical staff.

Fraud

Fraud is unacceptable in the NHS and the Trust has in place a robust mechanism for checking claims. If fraud is suspected it will be reported to our Local Counter Fraud Specialist.

Contact Us

Cashiers Office:
Doncaster Royal Infirmary
Basement Level (Main Hospital)
Tel: 01302 642118 or 642119

Healthcare Travel Costs Scheme Policy and Guidance is available on the Department of Health website: www.dh.gov.uk

Appeals and complaints

If you are unhappy with a decision to refuse payment, or with the amount you have been reimbursed, please write to:

Head of Financial Accounts
C Block
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust
Armthorpe Road
Doncaster
DN2 5LT

Or contact:

Patient Experience Team (PALS)

The team are available to help with any concerns/complaints you may have about your experience at the Trust. Their office is in the Main Foyer (Gate 4) of Doncaster Royal Infirmary. Contact can be made either in person, by telephone or email.

The contact details are:

Telephone: 01302 642764 or 0800 028 8059

Email: pals.dbh@dbh.nhs.uk