

ACTION UPDATE

Healthcare Travel Cost Reimbursement

Do you know that you can claim back the cost of travel to a hospital appointment?



Fold 1

Fold 2

Phone: 03000 039 600
Email: HHPA@groundswell.org.uk
Website: www.groundswell.org.uk



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Who can claim help with travel costs?
Under the Healthcare Travel Costs Scheme (HTCS) you may qualify for help with travel costs if you meet all three of the following conditions:

Condition one: At the time of your appointment, you or your partner (including civil partners) must receive one of the qualifying benefits or allowances listed, or meet the eligibility criteria of the NHS Low Income Scheme (See next page).

Condition two: You must have a referral from a healthcare professional for a specialist or to a hospital for further NHS treatment or tests (often referred to as "secondary care").

Condition three: Your appointment must be on a separate visit to when the referral was made. This applies whether your treatment is provided at a different location (hospital or clinic) or on the same premises as where your GP or other health professional issued the referral.

More information can be found out here:
<http://www.nhs.uk/NHSEngland/Healthcosts/Pages/Travelcosts.aspx>

Money for travel should not be a barrier to your healthcare

It can be tough to make ends meet when your are on a low income. However, your health matters and money shouldn't be a barrier to you looking after it.

Not having money to get to and from hospital should not be an issue if you are on any of the benefits listed:



Homeless Health Peer Advocacy

Do you need help getting to health appointments in London?

Groundswell Peer Advocates, who have been homeless themselves, supported people to 2400 health appointments last year. Ask a key worker to refer you or get in touch with us yourself:

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What you need to claim back your travel costs

- The hospital will need to see evidence of the benefits that you are on. Documents can't be older than 3 months old.
- Keep the ticket or get a receipt for the journey to the hospital appointment.

You should take your travel receipts, appointment letter or card, and proof that you are receiving one of the qualifying benefits to a nominated cashier's office to claim your travel costs.

In some hospitals, the name of the office that you need to go to may be different e.g. the General Office or the Patient Affairs Office. If you are not sure, ask reception or Patient Advice and Liaison Services (PALS) staff where you should go.

Nominated cashier offices will be located in the hospital or clinic that is treating you. They are responsible for assessing your claim and making the payment directly to you in **CASH ££**.

If the hospital or clinic does not have a cashier facility, you can complete a blue form called a HC5 and post it to the address stated on the form. You can make a postal claim up to three months after your appointment has taken place ask your doctor for the form.

The hospital dealing with your claim will base any reimbursement on the basis of what would have been the cheapest suitable mode of transport for your circumstances, which can include your age, medical condition or any other relevant factors.

This means you should use the **cheapest, most appropriate** means of transport, which in most cases will be public transport.




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