

PATIENT INFORMATION

Healthcare Travel Costs Scheme

Information for Cancer Patients on Low Income
Attending Hospital for Appointments or Treatment

HOSPITAL CAR WEEKLY PASS –

CAN BE PURCHASED AT A DISCOUNTED RATE FOR NON-QUALIFIER

BAND A -£20, BAND B -£32, BAND C -£48

Am I entitled to help?

If you are required to attend the hospital for appointments or treatments and you are in receipt of any of the following benefits, you may be eligible for help with travel expenses from the Hospital Travel Reimbursement Scheme:

- Income Support
- income-based Jobseeker's Allowance
- income-related Employment and Support Allowance
- Pension Credit Guarantee Credit
- you receive Universal Credit and meet the criteria * (see over or NHS website for qualifying criteria)

You can also claim for help with travel costs if:

- you're named on, or entitled to, an NHS tax credit exemption certificate (if you do not have a certificate, you can show your award notice) – you qualify if you get child tax credits, working tax credits with a disability element (or both), and have income for tax credit purposes of £15,276 or less
- you have a low income and are named on certificate HC2 (full help) or HC3 (limited help) – you can apply for these certificates through the NHS Low Income Scheme

Only these benefits will give you automatic help with travel costs.

There is a hospital car service for which there is a charge based on your postcode of £6, £9 or £13 per person each way. You can claim a refund of £4, £6 or £9 per person each way when you present the receipt from your driver at the cashier's office.

If you are attending the hospital for a long course of chemotherapy or radiotherapy and you are in receipt of the above benefits, you will be offered free hospital car service during your course of treatments only.

You can claim travel costs for an escort only if your doctor, dentist or consultant says that for medical reasons, you need someone to travel with you.

We DO NOT cover any costs for visiting patients in hospital.

Claims must be made within 3 months of the appointment date. How do I claim?

You should take your travel receipts and appointment letter or card to the cashier's office in the outpatients' department level 2. Proof of receipt of benefit is required- this may take the form of a letter confirming your benefit, evidence of your jobseekers' allowance, Tax credit exemption certificate, ESA, Universal Credit or a low-income certificate (HC2 or HC3).

What if I don't use the hospital car service?

We can refund:

- 15p per mile for petrol if you use your own car or a friend or relative drives you
- £1.30 refunded towards parking charges on production of a parking receipt/ticket or
- Your bus fares, on presentation of your bus ticket

Please note we DO NOT refund Taxi costs unless authorised by your consultant prior to your appointment and a supporting letter is presented.

*Eligibility criteria for those on Universal Credit. You qualify if, on the date you claim help with health costs:

you receive Universal Credit and either had no earnings or had net earnings of £435 or less in your last Universal Credit assessment period or you receive Universal Credit, which includes an element for a child, or you (or your partner) had limited capability for work (LCW) or limited capability for work and work-related activity (LCWRA), and you either had no earnings or net earnings of £935 or less in your last Universal Credit assessment period

Note: If you're part of a couple, the net earning threshold applies to your combined net earnings.

You should present a copy of your Universal Credit award notice to prove your entitlement. You'll need to have met the eligibility criteria in the last completed Universal Credit assessment period before your health costs arose

Contact details

Cashiers office, Level 2 Outpatients Department

Torbay Hospital

☎ Tel: (01803) 656555 or tsdft.cashiers@nhs.net

Torbay Hospital Car Service

☎ Tel. (01803) 656777

NHS help with health costs 0845 850 1166

For further assistance or to receive this information in a different format, please contact the department which created this leaflet.

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