

Healthcare Travel Costs Scheme (HTCS)

Patient Services

Introduction

If you are referred to hospital or other NHS premises for specialist NHS treatment or diagnostic tests by a doctor, dentist or another primary care health professional, you may be able to claim a refund of reasonable travel costs under the Healthcare Travel Costs Scheme (HTCS).

This leaflet explains:

- Who is eligible to claim hospital travel costs under this scheme
- What hospital travel costs are covered
- How to claim hospital travel costs under this scheme.

Who can claim for help with travel costs?

You can claim help with travel costs if you or your partner (including civil partner) receive any of the following benefits:

- Income Support (evidence required, for example, award letter)
- Income-based Jobseeker's Allowance (income based, evidence required)
- Income-related Employment and Support Allowance (evidence required, for example, award letter)
- Working Tax Credit (evidence required, for example, valid NHS Tax Credit Exemption Certificate or award notice)
- Child Tax Credit (evidence required, for example, valid NHS Tax Credit Exemption Certificate or award notice)
- Pension Credit - Guarantee Credit (evidence required, for example, award letter)
- HC2 (full help) to cover dates attending hospital (evidence required, for example, certificate)
- HC3 (limited help) to cover dates attending hospital (evidence required, for example, certificate)
- Universal Credit (evidence required, for example, award letter)
- If you are a patient who is not in receipt of a qualifying benefit, but are on a low income, and your savings are £16,000 or less (or £23,250 or less if in a care home, or £24,000 or less if resident in Wales), you may be eligible for assistance with your NHS travel expenses.

The prevention of infection is a major priority in all healthcare and everyone has a part to play.

- Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available
- If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111
- Keep the environment clean and tidy
- Let's work together to keep infections out of our hospitals and care homes.

What hospital travel costs are covered?

We will normally base any refund on the basis of what would have been the cheapest suitable mode of transport for your circumstances; this can include your age, medical condition or any other relevant factors, such as the availability of public transport from where you live.

The table below provides more detailed information around the reimbursement policies around different modes of transport.

Type of Transport	Reimbursement Policy
Car	We pay based on mileage. Mileage allowance is calculated based on guidelines from the Government's website. A refund on the car parking receipt is given.
Public transport	The costs of fares associated with the cheapest form of public transport to the hospital will be refunded (you will need to keep your travel receipts).
Taxi	Taxi fares will not normally be paid unless the patient has a letter from a health professional confirming that they are unable to travel by public transport.

Is there a time limit for making a travel cost claim?

Unless there are exceptional circumstances, claims must be made within three months.

How to claim travel costs?

To claim travel for a hospital appointment, you or your representative need to take the following documents to the General Office on the day you visit the hospital for your appointment:

- Proof of entitlement (as described in the section **Who can claim help with travel costs?**)
- Valid receipts for public transport, car parking, or taxi
- Hospital letter or appointment card confirming the appointment
- A letter from a health professional confirming it was appropriate to travel by taxi (if applicable).

Note: If you need to claim travel costs for a past hospital appointment, a HTCS claim form should be completed and sent to the Jobs and Benefits office you are associated with. They will then review the form, stamp it and send it to the appropriate hospital's General Office, who will then process the claim.

You can get a form by either:

- Collecting a form from the General Office at New Cross Hospital or Cannock Hospital. The addresses and contact numbers for both are in the Useful Contact Information section below
- Printing an online copy of the form, which can be found here: https://assets.nhs.uk/prod/documents/HC5_T_travel.pdf

How long is it likely to take for a claim to be processed?

If you attend the General Office and require cash, the claim is dealt with immediately.

If the claim is posted to the benefit office this may take a few weeks and will be paid via bank transfer or via post.

How will the claim be paid? Cash, Bank transfer?

Cash if you attend the General Office, and bank transfer if that is what the patient prefers or if it is sent by post.

Useful Contact Information

Wolverhampton

Area A11 – General Office
The Royal Wolverhampton NHS Trust
Wolverhampton
WV10 0QP
Tel: 01902 695093

Telephone enquiries 9:00am - 4:00pm Monday to Friday

Counter opening times 9.30am - 11:30 am and 2:00pm - 3:00pm Monday to Friday

Cannock

Ground Floor
Cannock Chase Hospital
Brunswick Road
Cannock
WS11 5XY
Tel: 01543 572757

Counter is open Monday and Wednesday 2:00pm - 4:00pm

Patients can use the number above at New Cross Hospital for general enquiries.

Appeals and Complaints

If you are unhappy with a decision to refuse payment or with the amount you have been reimbursed, please contact our Patient Experience Team. You can do this by:

Posting a letter to the following address:

Patient Experience Team
Royal Wolverhampton NHS Trust
New Cross Hospital
Zone C, location C2
Wolverhampton Road
Wolverhampton
WV10 0QP

Telephoning the team on either of the following numbers:

01902 695368 / 695362
07880 601085
Monday - Friday 9am - 5pm

Emailing the team at:

rwh-tr.pals@nhs.net

Further advice

- For further information relating to the Healthcare Travel Costs Scheme (HTCS), please visit this page: <https://www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs/>
- For further information on contacting us about a complaint, please visit this page: <https://www.royalwolverhampton.nhs.uk/patients-and-visitors/patient-experience-team/compliments-suggestions-and-complaints/>

English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਅਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。