



**Aneurin Bevan University Health Board**

# **Financial Control Procedure Patients' Travel Costs Policy**

## **Policy and Procedure**

*N.B. Staff should be discouraged from printing this document. This is to avoid the risk of out of date printed versions of the document. The Intranet should be referred to for the current version of the document.*

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## **1. Introduction**

### **1.1. Policy Details**

This policy details the financial help available to those patients who do not have a medical need for ambulance transport and who cannot meet the cost of travel to hospital.

### **1.2. Patients’ Travel Claims Policy**

The Patients’ Travel Claims Policy is based on the provisions set out in the Welsh Government’s Healthcare Travel Costs Scheme. (HTCS) found in Welsh Health Circular WHC/2017/006. This is a mandatory scheme under the National Health Service (Travelling Expenses and Remission of Charges) (Wales) Regulations 2007 which came into force on 1 April 2007 and was amended in 2010.

## **2. Policy Statement**

Aneurin Bevan University Health Board is committed to ensuring that it has sound financial controls in place to ensure that there is good control and probity. An integral part of this is the reimbursement of patient’s travel costs and is therefore subject to a Financial Control Procedure.

## **3. Aims**

To ensure that there is a clear policy framework governing the reimbursement of patient’s travel costs.

## **4. Objectives**

Reimbursement of travel costs is made to those patients who do not have a medical need for non-emergency patient transport, but who require assistance with their travel costs. The Health Board must ensure that the claimant is entitled to such help and that no fraudulent claims are processed and that accurate and timely entries are made in the financial ledger to record such expenditure.

## **5. Scope**

This document relates to the following staff:

- Staff with in Corporate Finance and in particular the Treasury Management Department.
- Staff in the Facilities Division and in particular the General Office Staff

- Staff in other Divisions dealing with Patients who would require financial help with travel costs

## **6. Roles and Responsibilities**

### **6.1. The Finance Director**

The Finance Director is responsible for the efficient operation of the Patients' Travel Claims Policy and the accurate recording of the resulting entries in the financial ledger. The day to day responsibility for the management of the policy is delegated to the Assistant Director of Finance – Financial Systems and Services

### **6.2. The Treasury Manager**

The Treasury Manager is responsible for liaising with Hospital General Office staff and Accounts Payable staff to ensure that reimbursements of patients' travel claims are made in accordance with the Patients' Travel Claims Policy.

### **6.3. Hospital General Office Staff**

The Hospital General Office staff are responsible for making reimbursements of travel costs, in cash, to patients who make their claims in person at the General Office and are eligible to do so under the HTCS.

### **6.4. Hospital Staff**

Hospital Staff are responsible for ensuring that information about the HTCS is available to stakeholders and patients. In particular, notices about the HTCS should be prominently displayed in all patient areas (details of posters and information leaflets available can be found at

<http://www.healthcosts.wales.nhs.uk/documentmap>

Along with details of local arrangements for reimbursement). Hospital Staff are also responsible for holding supplies of claim forms HC1W (Low income but not in receipt of benefits) and HC5W(T) (For people in receipt of benefits). These are also available to download on line.

## **7. Main Body**

### **7.1. Eligibility Criteria**

Under the Regulations, eligibility for full or partial reimbursement of travel costs depends upon the following conditions being met:

#### **7.1.1. Requirements**

The patient must be:

- In receipt of one of the qualifying benefits or allowances specified in the 2007 regulations (or in certain cases be a member of the same family as a person receiving a qualifying benefit or allowance), or
- Be named on a NHS Low Income Scheme certificate HC2W or HC3W (or in certain cases be a member of the same family as a person named on a NHS Low Income Scheme certificate), and
- The journey undertaken must be made to receive services provided under Parts 1 and 2 of the National Health Service (Wales) Act 2006 in a NHS hospital for which the patient has been referred by a GP or dentist.

### **7.2. Basis of Entitlement**

#### **7.2.1. Patients who (and, where considered medically necessary, their escorts) are automatically entitled to reimbursement of hospital travel costs. (See Appendix 1)**

Patient travel costs should only be reimbursed to patients in receipt of qualifying benefits, namely:

- Income Support (IS)
- Income Based Employment and Support Allowance (ESA(IB))
- Income-based Jobseekers Allowance (JSA(IB))
- Working Tax Credit (WTC) and/or Child Tax Credit (CTC)
- Pension Credit Guarantee (PCGC)
- Universal Tax Credit

The patient seeking reimbursement must demonstrate that he/she is in receipt of qualifying benefit by producing evidence of such. Details of qualifying benefits and documents which evidence receipt of these benefits can be found in Tables 1 and 2 of the HTCS and Section 1a of the Good Practice Guidance.

### **7.3. Documentation**

Where the patient does not have the correct documentation to be reimbursed in cash by the general office, the patient can be reimbursed by Payable Order by completing a HC5W(T) form (Refund claim form for travel where documentation confirming eligibility is available but not at time of travel) and submitting this to the NHS Business Services Authority for approval. Form available via the link below.

<http://www.healthcosts.wales.nhs.uk/home>

If approved the form is received in the Finance Department for processing. A standard authorisation for payment form is attached by the Treasury Manager and signed as authorisation for payment by the Assistant Director of Finance – Financial Systems and Services.

The Treasury Manager sends this form and the HC5W(T) form to Accounts Payable Department. This may be as a result of a retrospective claim or if the patient was unable to produce evidence of eligibility to the Hospital general office at the time of their visit.

The Accounts Payable Officer checks that the HC5W(T) has been correctly completed and authorised for entitlement by the relevant office/authorised signatory. A payment will then be made to the patient within a reasonable timescale.

#### **7.3.1. Patients not automatically entitled to a refund**

Patients who are not in receipt of any of the benefits in point 7.1.1 may access other routes to provide eligibility. These routes are:

- People claiming on the grounds of low income (See Appendix 2)
- Persons living permanently in a care home or accommodation provided by a local authority
- Asylum seekers for whom support is provided under Part VI of the Immigration and Asylum Act 1989

Patients may be eligible for full or partial reimbursement under the HTCS on the basis of low income. The assessment of low income entitlement to refund of travel costs is carried out by Patient Services Division of the Prescription Pricing Authority. Patients who may be entitled to help on low income grounds should be encouraged to read leaflet HC11 and to make a Low Income Scheme claim using form

HC1W and a refund claim using form HC5W(T). Hospitals should hold stocks of these forms. Details of where to obtain the forms are given in section 7 of HTCS. The link to the HC1W guidance is shown below and relates to Wales only:

<http://www.healthcosts.wales.nhs.uk/documentmap>

### **7.3.2. Patients assessed as eligible for low income help and holding a current entitlement certificate**

Those patients assessed as eligible for help with travel costs to hospital on low-income grounds will receive a certificate from the Patients’ Services Division.

When presenting for a reimbursement of travel expenses the patient should produce either a form HC2W or HC3W. (Certificates of Low income)

Form HC2W will show the period of validity and the people covered and will state that the patient is entitled to a full refund.

Form HC3W will show the period of validity, the people covered and the amount of travel costs each patient is expected to meet in any one week (7 days commencing midnight Saturday). Any costs incurred in any one week, over and above the amount shown, should be refunded.

Patients who have been assessed but are unable to produce either form HC2W or HC3W should be advised to complete form HC5W(T) to claim a refund.

### **7.3.3. Patients claiming but not yet assessed for low income help**

Patients who claim low income entitlement but who have not applied for assessment should be given a claim form HC1 which they should be advised to complete and send to Patient Services Division, with a completed form HC5W(T).

Patients who have claimed but not received a certificate should be given a refund claim form HC5W(T) which they should send to Patient Services Division. Patients are required to include their hospital number, the department attended and the full name, address and telephone number of the hospital. They may need advice about this from the General Office. Patients should be advised that the completed HC5W(T) must be received by Patient Services Division (or other office shown on the HC5W(T)) within 3 months of travel.

Patient Services Division will carry out the assessment and, if the patient is entitled to a refund for journeys already made, will send the completed form HC5W(T), confirming entitlement, to the hospital, who should pay the patient. The patient should be paid either on their next visit or, if more appropriate, by Payable Order direct to their home address.

If the patient does not hold an HC2W or HC3W form Patient Services Division will also send out either a HC2W or HC3W form starting from the date the HC1 claim form was received. It should be noted that entitlement to certificates is based on the date of the claim, whilst entitlement to refunds is based on the date of travel. If the patient's circumstances have changed between the date of travel and the claim, the amount of the refund could be different from what the certificate says they have to contribute.

#### **7.3.4. Persons living permanently in a care home or accommodation provided by a local authority.**

To qualify the claimant must reside in a care home or residential accommodation and have satisfied the local authority that they are unable to pay for that accommodation. A letter from the local authority confirming their status as at the date the travel for healthcare needs to be provided and a HC1 form completed.

#### **7.3.5. Asylum seekers for whom support is provided under part VI of the Immigration and Asylum Act 1999**

A person who is an asylum seeker for whom support is provided under part VI of the Immigration and Asylum Act 1999. The recipient and any dependents where a dependent is classified as someone in the UK who is a spouse or a child who is under the age of 18. To qualify a letter from the Home Office confirming their status as an asylum seeker being supported under the 1999 Act as at the date the travel was undertaken,

Or

A valid HC2W or HC3W certificate.

#### **7.3.6. People not eligible for HTCS help**

- Patients who attend an establishment to receive primary medical or primary dental services.
- Patients who attend a hospital to receive NHS Services but have not been referred for those services by a doctor or a dentist (e.g. self-referral)
- Patients being transferred between treatment centres.



- Patients with medical need for ambulance transport.
- Patients who discharge themselves from hospital at their own request.
- Visitors to patients in hospital.
- Private patients.

## **7.4. Claiming for Others**

### **7.4.1. Carers and Escorts**

If a Consultant or G.P. decides that it is medically necessary for the patient to travel with an escort (or escorts) when attending an appointment, then they too are entitled to reimbursement of travel expenses, solely on the basis of the patient's entitlement, if public transport is used. If the patient travels with an escort in a private car or a taxi, then only the cost of the journey will be refunded, not a per person refund. Claims made within this category must be supported by a letter from the consultant/GP confirming the necessity for an escort on medical grounds.

### **7.4.2. Children and Other Dependents**

People receiving a benefit providing entitlement to HTCS can also claim for the reimbursement of travel costs where the healthcare appointment has been made for a child (under 16) or other dependent. Such claims should be assessed in the same way as all other HTCS claims.

## **7.5. Reimbursement**

Once it is established that the patient is entitled to reimbursement of travel costs, the costs should be calculated on the basis of the cheapest form of transport available to the patient.

### **7.5.1. Travel by public transport**

If the patient has travelled to hospital on the cheapest form of available public transport, he/she must produce the ticket as evidence and the full cost of the fare will be reimbursed.

### **7.5.2. Community Transport and Voluntary Car Schemes**

Community transport or voluntary car schemes provide transport for people who are unable to use, or have difficulty with access to, more conventional local bus services. Local authorities and community transport operators will be able to provide details of local schemes. Schemes do vary, in terms of both the population groups they serve,

the area they cover and the rates that they charge. For example, some schemes set a fixed price per journey, whilst others charge a set rate per mile or rely on donations or voluntary contributions. . Patients should ensure that they obtain a receipt from the driver for each journey made using this type of scheme.

### **7.5.3. Travel by private car**

Where the Health Board considers the use of a private motor vehicle is reasonable, they should pay the full estimated cost of fuel actually used in making the journey. The Health Board has agreed to set mileage rates for reimbursements to patients using private motor vehicles in line with the advisory fuel rates specified by Her Majesty’s Revenue and Customs (HMRC) for company cars as a proxy for the cost of fuel.

Information on the current HMRC rates can be found by following the link below:

[http://www.hmrc.gov.uk/cars/fuel\\_company\\_cars.htm](http://www.hmrc.gov.uk/cars/fuel_company_cars.htm)

If the Health Board considers that the use of a private vehicle was not reasonable and that the patient could have reasonably been expected to travel by using a local bus service, they should reimburse the lesser of the estimated cost of fuel actually used, or the equivalent public transport cost.

### **7.5.4. Taxis**

Taxi fares should be reimbursed only if there is no other way the patient can travel for all or part of the journey, or in exceptional circumstances, for example if the patient has restricted mobility. A letter would be required from the consultant confirming the medical need to travel by taxi before any reimbursement could be made.

Discussions regarding the use of taxis (if deemed necessary by the consultant) should be discussed and agreed with the patient prior to travel to ensure that they fully understand what will and will not be reimbursed.

### **7.5.5. Car parking charges**

Car parking charges, including those at a hospital, may also be refundable for those patients that meet the above criteria where they are unavoidable but not penalties incurred as a result of illegal parking.

## **7.6. Paying the Patient**

Patients can be paid on the day of travel, retrospectively and in advance.

### **7.6.1. Verifying the Claims**

When considering a claim the Health Board should ask to see the following information.

- Evidence of the patient's entitlement to have their travel costs paid under HTCS (see Appendix 3);
- Evidence that they have attended, or plan to attend an appointment at the hospital (e.g. an appointment letter or card), and
- Proof of travel (e.g. bus or train ticket, taxi receipt), or details of proposed travel arrangements.

### **7.6.2. Payment on day of Travel**

To claim reimbursement on the day of the appointment, patients will need to provide evidence of their entitlement (see eligibility section) and appropriate travel receipts. Where these requirements are met, patients should be paid the appropriate cost of travel immediately and in cash.

## **7.7. Retrospective Claims**

Patients may claim help with travel costs up to three months after the date of travel. All the conditions applying to patients who claim at the time of travel apply equally in such cases.

Where patients wish to make retrospective claims for travel expenses or are unable to produce evidence of entitlement at the time of travel, they should be given a form HC5W(T) so that they may seek confirmation of entitlement. The completed HC5W(T) should be received by the relevant office within three months of the date of travel for which reimbursement is claimed.

When the authorised HC5W(T) is returned, the hospital must confirm attendance and the cost of travel on form HC5W(T). If the patient is entitled to a refund, the relevant office will then send the completed form HC5W(T), confirming entitlement, to the Treasury Manager.

Once the HC5W(T) form has been authorised by the Assistant Director of Finance it is then sent to the Accounts Payable

Department, who should then reimburse the patient by payable order to the patient’s home address within four weeks of receipt of the claim.

## **7.8. Payments in Advance**

If a patient states that he/she does not have sufficient money to fund travel to hospital and does not require an ambulance on medical grounds, he/she may ask the General Office at the hospital concerned to provide payment in advance.

In this situation, all the conditions applying to a normal reclaim re eligibility still apply and the rules governing the amount to be paid should be followed in the normal way.

The patient’s details should be noted by the General Office dealing with the request on the Patient’s Travel – Claims In Advance form provided by the Finance Department (See copy attached at Appendix 1).

These details should include the patient’s full name and address, details of benefits being received, hospital and clinic to be visited and date and time of appointment. The amount of travel expenses due should be agreed with the patient at the time the form is completed.

The General Office staff should sign and date the completed form, keep a copy and send to the Aneurin Bevan University Health Board, Accounts Payable, Companies House, Crown Way, Cardiff. C14 3UB who will check the form and process a payment to be sent to the patient’s home address.

As a check, the General Office should confirm that the patient subsequently attended the appointment detailed on the Claims in Advance form.

If not, the Income Recovery Section of the Finance Department should be informed so that they can take steps to recover the money, if appropriate.

The patient also has the option of applying to his/her local Job Centre Plus (Benefits Agency) office for a Social Fund Crisis Loan.

## **7.9. Further Clarification on the Claims Process**

For further clarification on the claims process please refer to Appendix 5 and Appendix 6.

## **7.10. Fraudulent Claims**

Hospital staff administering the HTCS, particularly those in Accident and Emergency Departments, should be on their guard against the possibility of fraudulent claims, for example, where patients arrive at Accident and Emergency Departments purporting to have injuries then claiming the fares home to very distant locations. Such claims will need to be scrutinised very carefully.

## **8. Monitoring and Effectiveness**

The policy will be monitored to ensure it is kept up to date with guidance issued on this topic by the Welsh Government and HMRC Mileage rates

For more information please contact the Treasury Manager, Finance Department. Telephone (01495) 765429.

## **9. Further Information**

Frequently asked questions are contained in Appendix 4.  
Further information regarding the policy may be found in the Welsh Government's Healthcare Travel Costs Scheme (HTCS) found in Welsh Health Circular WHC/2017/006.

## **10. Equality**

An equality impact assessment has been carried out.

## **11. Audit**

The procedure will be subject to internal audit review from time to time.

## **12. Review**

The procedure will be reviewed every 3 years.

## Appendix 1

1. Benefit	2. Eligibility Criteria	3. Entitlement Covers
<b>Income Support (IS)</b>	All patients in receipt of Income Support are entitled to payment of NHS travel expenses through HTCS.	<p>Recipient, partner and any dependents for whom the recipient or partner is responsible including children and young people under 20 named in the award.</p> <p>Some children and young people will not be included in the IS award. These will be covered by Child Tax Credit (CTC).</p> <p>Escorts:</p> <p>Where deemed medically necessary by a doctor or other health care professional involved in the provision of services to a patient, the travelling expenses of escort(s) may also be claimed as part of the patient’s cost. Where children under 16 are travelling for treatment escort costs may be paid for a parent or guardian attending the appointment with the child.</p>
<b>Income Based Employment and Support Allowance (ESA (IB))</b>	All patients in receipt of Income based Employment and Support Allowance	<p>Recipient, partner and any dependents for whom the recipient or partner is responsible including children and young people under 20 named in the award.</p> <p>Some children and young people will not be included in the award. These will be covered by Child Tax Credit (CTC).</p> <p>Escorts:</p> <p>Where deemed medically necessary by a doctor or other health care professional involved in the provision of services to a patient, the travelling expenses of escort(s) may also be claimed as part of the patient’s cost. Where children under 16 are travelling for treatment escort costs may be paid for a parent or guardian attending the appointment with the child.</p>

<b>Income Based Jobseekers Allowance (JSA (IB))</b>	All patients in receipt of Income Based Jobseekers Allowance	<p>Recipient, partner and any dependents for whom the recipient or partner is responsible including children and young people under 20 named in the award.</p> <p>If a child is no longer included, entitlement should be through Child Tax Credit (CTC).</p> <p>Escorts:</p> <p>As for IS above</p>
<b>Working Tax Credit (WTC) and Child Tax Credit (CTC)</b>	<p>Patients who are receiving or are named on an award certificate for:</p> <p>(a) WTC with CTC;</p> <p>(b) WTC with a disability element or a severe disability element, or</p> <p>(c) CTC but is not eligible for WTC, provided that the relevant income of the person to whom the tax credit is awarded is not more than £15,050 on their award letter.</p>	<p>Recipient, partner and any dependents including children and young people under 20 named in the award letter.</p> <p>Escorts:</p> <p>As for IS above</p>
<b>Pension Credit – Guarantee Credit (PCGC)</b>	<p>All patients in receipt of PCGC</p> <p>Pension Credit – Savings Credit awarded on its own does not automatically provide entitlement through HTCS. However, patients in receipt of this benefit may qualify for full or partial payment of their travel expenses via the NHS Low Income Scheme (see below)</p>	<p>Recipient, partner and dependents</p> <p>Escorts:</p> <p>As for IS above.</p>
<b>Universal Tax Credit</b>	<p>The roll-out of Universal Credit in Wales is ongoing, and will replace some of the means tested benefits noted above.</p> <p>Universal Credit is being introduced in phases depending on where an individual lives and their personal circumstances.</p>	<p>Recipient, partner and dependents</p> <p>Escorts:</p> <p>As for IS above.</p>

	<p>The earning thresholds are:</p> <ul style="list-style-type: none"><li>□ A lower threshold of £435 net income per month for households with no dependent child and/or limited capability for work/disability, and</li><li>□ A higher threshold of £935 net income per month for households with a dependent child and/or limited capability for work/disability.</li></ul>	
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## **Appendix 2**

<b>Passport To Support</b>	<b>Eligibility Criteria</b>	<b>Entitlement Covers</b>
<b>People claiming on the grounds of low income</b>	<p>Patients who are not in receipt of a qualifying benefit but are on a low income and whose savings are less than £16,000 (or £24,000 if in a care home) may be eligible for assistance with their NHS travel expenses.</p> <p>The calculation of a patient’s entitlement is carried out by the PPD.</p> <p>Where patients have not yet made an NHS Low Income Scheme claim they should be provided with the following for completion and forwarding to PPD:</p> <p>HC1 – assessment form</p> <p>HC1(SC) – assessment form if the patient is in a care home or supported by a local authority because they are 16 or 17 and have recently left local authority care</p> <p>HC5W(T) – refund claim form. If the patient has already made a claim but has yet to receive their certificate, they need only complete and forward the HC5W(T).</p> <p>Patients who might not consider themselves to be on a low income should be encouraged to make a claim if their savings are below the current limits.</p> <p>Where successful, they will be sent a certificate showing how much they would be expected to pay for their travel per week and would be entitled to a refund of anything above this amount.</p>	<p>Recipient, partner and dependent children or young people under 19 whose names are shown on the notice of entitlement (known as a HC2W or HC3W certificate).</p> <p>Escorts:</p> <p>Where deemed medically necessary by a doctor or other health care professional involved in the provision of services to a patient, the travelling expenses of escort(s) may also be claimed. Their costs should be added to the patient’s costs and it is the patient’s income that will count, not the escorts.</p>
<b>Persons living permanently in a care home or accommodation</b>	<p>To qualify the claimant must reside in one of the following and have satisfied the local authority that he is unable to pay</p>	<p>Claimant only.</p>

<b>provided by a local authority</b>	<p>for that accommodation at the standard rate or, as the case may be, the full rate:</p> <ul style="list-style-type: none"> <li>• a care home;</li> <li>• residential accommodation provided by a local authority for persons aged 18 or over who by reason of age, illness, disability or any other circumstances are in need of care and attention which is not otherwise available to them;</li> <li>• residential accommodation for expectant and nursing mothers who are in need of care and attention which is not otherwise available to them.</li> </ul>	
<b>Asylum seekers for whom support is provided under Part VI of the Immigration and Asylum Act 1989</b>	<p>A person who is an asylum seeker for whom support is provided under Part VI of the Immigration and Asylum Act 1999.</p>	<p>Recipient and any dependents where a dependent is classified as someone in the UK who is:</p> <ul style="list-style-type: none"> <li>• A spouse;</li> <li>• A child of his, or of his spouse, who is under 18 and dependent upon him.</li> </ul>

## Appendix 3

### **PATIENT’S TRAVEL – CLAIMS IN ADVANCE FORM**

Patient Name	
Patient’s full address	
Proof seen of Patient entitlement to eligible benefits?	
Hospital and clinic to be attended	
Appointment Date and Time	
Amount of travel claim agreed with patient	£
General Office staff signature and date	

Confirmation of Patient Attendance	Y/N
If N, copy of this form sent to Income Recovery , Finance Department, “C” Block, Mamhilad House, Mamhilad.	Y/N

## Appendix 4

### **Frequently asked Questions**

*Q. Can I claim under the HTCS for a visit for to the dentist?*

A. No, you must be either attending a hospital or Healthcare Local Health Board/Trust organisation under the care of a NHS consultant.

*Q. I am a NHS patient attending a non-NHS hospital can I still claim under the HTCS?*

A. Yes providing you are in receipt of one of the qualifying benefits or have been awarded either a HC2W or HC3W certificate. Contact your local Health Board for further details. Do we need to provide contact details within the HB?

*Q. My husband is in hospital, can I claim under the HTCS for my visits?*

A. Unfortunately the HTCS does not apply to visitors.

*Q. My premature baby is still in hospital, I need to visit every day to feed him. Can I claim under the HTCS?*

A. Unfortunately the HTCS does not apply to visitors.

*Q. I live in a rural area, if I was to use public transport I would not get to the hospital in time for my appointment. Can I get a taxi and claim back the cost through the HTCS?*

A. Yes providing you are in receipt of one of the qualifying benefits or have been awarded either a HC2W or HC3W certificate and there is no other suitable means of transport.

*Q. I have chosen to take an outpatient's appointment at a hospital in a neighbouring city, I intend to use the train to get there, and my wife will be coming with me. Can I claim under the HTCS for her train fare as well as my own?*

A. Yes you can claim under the HTCS providing you are in receipt of one of the qualifying benefits or have been awarded either a HC2W or HC3W certificate. However, you will only be able to claim the cost of your wife's fares if you have a medical need (approved by a medical practitioner) for an escort.

Q. *I have recently claimed a reimbursement under HTCS, I travelled in my own car and was reimbursed at a rate of only 13.5p per mile. Is this correct?*

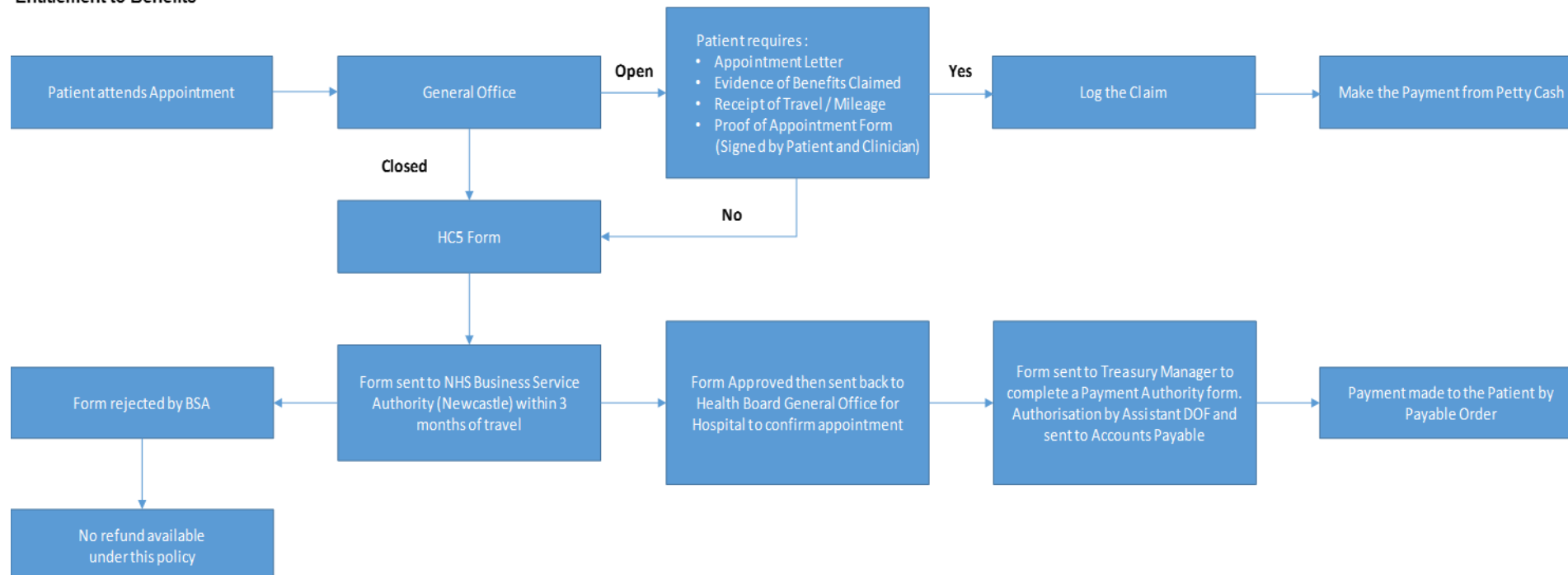
A. . Reimbursement should be in line with HMRC advisory fuel rates.

Q. *I have an outpatient's appointment at the hospital, my GP has arranged a hospital car to take me to the hospital and take me home. I have had a bad experience of using the hospital car in the past. So I have cancelled it for this time, I propose to use a taxi instead. Can I claim under the HTCS?*

A. If hospital transport has been offered to you on the basis of your medical need, you are unable to claim under the HTCS, though previous dissatisfaction should be taken-up with the hospital concerned.

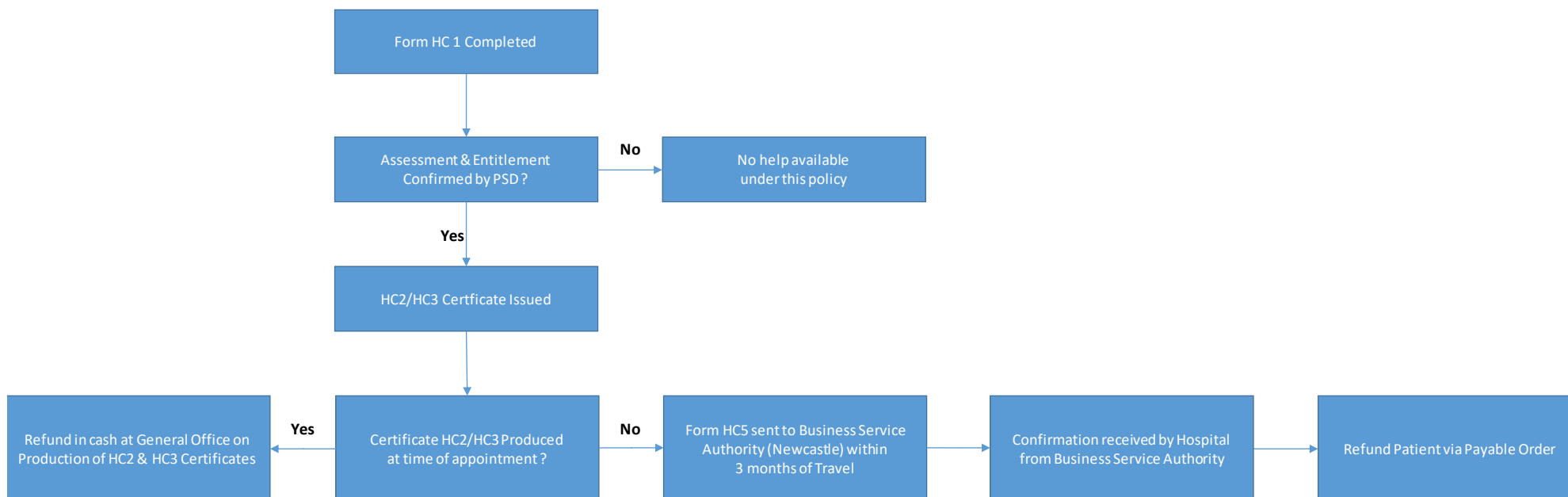
## Appendix 5

### Entitlement to Benefits



## Appendix 6

### Patients claiming refund of Travel Costs on the basis of Low Income



Form HC1	➡	Assessment Form to claim help with Health Costs on the basis of low income
Form HC1 (SC)	➡	Assessment Form to claim help if in a care home or supported by Local Authority
Form HC2	➡	Notice of Entitlement
Form HC3	➡	Notice of Entitlement