

Overseas Visitors – Letter Information for Patients

Why have I received this letter?

You have received this letter because we need to confirm whether you are eligible for free NHS hospital treatment.

In the UK, access to free NHS healthcare depends on:

- Living in the UK on a settled basis (known as being “ordinarily resident”), and
- Having the legal right to live here

Hospitals have a legal duty to check this for some patients.

Important – your care will not be affected

- You will still receive any urgent or immediately necessary treatment.
- This process will not delay your care.

What do I need to do now?

Please provide information about your residency status so we can assess your eligibility.

You should:

- Send us copies of your documents

You can:

- Email copies to: abb.overseasvisitors@wales.nhs.uk
- Or post copies to the address in your letter

Please include your reference number and send your documents by the date stated in your letter.

What information will I need to provide?

We may ask for details such as:

- Your name, date of birth and address
- Your nationality and immigration status
- Dates you have travelled to and from the UK
- Details of any visa or residency status
- Information about travel or health insurance
- A Home Office share code

You will also need to provide evidence, such as:

- Passport, visa or residency documents
- Driving Licence
- Proof of address (e.g. utility bill or bank statement)
- Any other documents that support your eligibility

These should be copies. Please do not send original documents.

Will I have to pay for treatment?

Some patients may be charged for NHS treatment depending on their circumstances.

- We will assess your eligibility after reviewing your information
- If charges apply, we will explain this to you
- In some cases, invoices may be issued for treatment provided

Providing the requested information promptly will help avoid delays in this process.

What if I'm unsure what to send?

If you are not sure:

- Send as much information as you can
- Contact us for advice

We are happy to help.

Will my information be checked?

We may need to confirm your details with official organisations, such as the Home Office.

This is part of our legal duty, and your information will be handled in line with data protection laws.

Important to know

Please provide accurate and complete information

Giving incorrect information may affect your eligibility

If we do not receive sufficient evidence, charges for treatment may apply

Need help?

If you have any questions, please contact the Overseas Visitor Team:

☎ 01873 732387 / 01873 733105

✉ abb.overseasvisitors@wales.nhs.uk

🕒 Monday to Friday, 9am–4pm