

MERE AND DISTRICT LINK SCHEME

INFORMATION FOR DRIVERS AND CO-ORDINATORS ON THE HEALTHCARE TRAVEL COSTS SCHEME

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

Drivers will accompany the client and the hospital will put the payment into the Link donation envelope.

To qualify for help with travel costs under the HTCS, clients must meet three conditions:

Condition one: At the time of the appointment, the client or their partner (including civil partners) must receive one of the qualifying benefits or allowances listed below*, or meet the eligibility criteria of the [NHS Low Income Scheme](#).

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

How to claim a refund

Clients should ask for a claim form from the outpatients reception and this with their appointment letter or card and proof that you are receiving one of the qualifying benefits (listed below) to a nominated cashier's office to claim their travel costs. Nominated cashier offices will be located in the hospital or clinic that treated you and are responsible for assessing your claim. At Salisbury this is the Enquiries window to the left of the main desk in the main reception. Your **Link driver** will go with you and tell the cashier the mileage for your trip. The hospital cashier will calculate the payment due and put the payment into the Link donation envelope for the driver to give to the Link Treasurer.

In some hospitals, the name of the office that clients need to go to may be different – e.g. the General Office or the Patient Affairs Office. Reception or [Patient Advice and Liaison Services \(PALS\)](#) staff should be able to help.

If the hospital or clinic does not have a cashier facility, you can complete a [HC5 \(T\) form – claim travel charges \(PDF, 347kb\)](#) 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.

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* Qualifying benefits or allowances

- Income Support.
- Income-based Jobseeker's Allowance.
- Income-related Employment and Support Allowance.
- Pension Credit Guarantee Credit.
- You are 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). To apply for this certificate, you should complete form HC1, which is available from your local hospital, Jobcentre Plus offices, or from the NHS print contract order line on 0300 123 0849.
- You receive Universal Credit and meet the criteria.