



Rydym yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg. Atebir gohebiaeth Gymraeg yn y Gymraeg, ac ni fydd hyn yn arwain at oedi. We welcome correspondence in Welsh or English. Welsh language correspondence will be replied to in Welsh, and this will not lead to a delay.

Cais Rhyddid Gwybodaeth / Freedom of Information request **Ein Cyf / Our Ref: 22-H-050**

You asked:

- 1. Do all hospitals in your health board have a cashier's office which claimants can visit on the day of their appointment to receive their reimbursement? I would be very grateful if you could specify which hospitals offer this service, if any.**

The general office in Singleton, Morriston and Neath Port Talbot hospitals all reimburse travel costs for eligible patients.

- 2. What is the eligibility criteria for claiming travel costs?**

Patients on certain benefits can claim back travel costs. The benefits covered are Universal Credit, ESA, Income Support, Pension Credit Guaranteed Credit, Tax Credits and patients who have completed a HC1 (NHS Low Income Scheme) form

- 3. What is the process for claiming travel costs?**

Patients can either;

Attend the general office with proof of benefits and their hospital appointment, and if eligible would be reimbursed with cash in person

or

Complete a HC5 (travel refund claim) form and if eligible, receive their reimbursement by cheque

- 4. What evidence do claimants require?**

Proof of appointment and benefits received as detailed above.

- 5. Can people on low incomes claim for travel to other NHS locations such as GP surgeries and dentists, or is reimbursement only available for hospital visits?**

Hospital visits only.



