

Freedom of Information Request: Our Reference CTMUHB_320_22

You asked:

I am writing to enquire about travel cost reimbursements for people on low incomes who need to travel for NHS treatment. [Get help with NHS travel costs | GOV.WALES](#)

- 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 following sites have a General Office, which claimants can visit. The Royal Glamorgan Hospital, Prince Charles Hospital, Princess of Wales Hospital, Ysbyty Cwm Rhondda, Ysbyty Cwm Cynon, Dewi Sant Health Park, Keir Hardy Health Park, Trealaw clinic and Maesteg Hospital.

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

Claimants on Universal credit, Income support, Pension credit and Income - Based Job seeker's Allowance.

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

The process for claiming travel costs are: - the claimant brings a signed travel slip/form from department attended stating the claimant has attended an appointment to General Office. A further form is completed at General Office with claimant details; name, address, national insurance number, clinic attended, mileage/bus fare and total cost. The form is signed by General Office staff and the claimant.

- 4. What evidence do claimants require?**

Claimants **must** show physical proof of benefit. Without proof of benefit no reimbursement is given.

- 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?**

For travel to GP surgeries and dentists there is a web site as not all come under CTMUHB. <http://www.healthcosts.wales.nhs.uk/income-groups>