

Help with Health Costs

- Are you on benefits or a tight budget but still paying some health costs, such as prescription charges, travel costs, eye tests, or dental charges?
- Are you receiving Incapacity Benefit, on a small private pension, a student or a carer?
- You may be eligible for more help with costs.

Follow the steps below to check.

STEP 1: Are you receiving:

- Income Support,
- Income-based Job Seekers Allowance,
- Pension Credit Guarantee Credit,
- Working or Child Tax Credit with an NHS exemption certificate

You are entitled to help with health costs.

STEP 2: Do you think you may be eligible for one of these benefits? Help to check and apply is available:

Older people Phone Care Direct 0845 1551 007 or
 Pension Service 01271 395331

Working age people Contact Jobcentre Plus - see phone book, or
 Citizens Advice Bureau - see phone book or
www.citizensadvice.org.uk/index/getadvice.htm

STEP 3: Apply for a Low Income certificate

On a tight budget with savings of less than £16,000 and not eligible for the benefits listed in Step 1?

Apply for a Low Income Certificate, using form HC1 available at your local hospital, job centre, dentist or optician, or ring 0845 610 1112 to order a form.

You can have help to complete the form from the agencies in Step 2, or over the phone on 0845 850 1166. The certificate you receive will tell you if you can have full or partial help with costs.

Full details in leaflet HC11 "Help with Health Costs April 2008".

New help with travel costs for patients

New journeys included

You can now claim for journeys to NHS appointments, where you have been referred by your doctor or dentist, as well as to appointments under the care of a consultant.

This does not include – appointments with your own GP, dentist or their practice staff, national screening services routine appointments, visits to minor injury units or walk-in centres without an appointment, orthodontic appointments.

New refund levels

Devon Primary Care Trust will refund in full the costs of the cheapest available form of transport, taking into account your state of health, the distance and frequency of your journeys. We ask you to use concessionary tickets, free bus passes and to book ahead to use the cheapest options.

We expect you

- to plan ahead where possible, using the cheapest option
- bring evidence of your entitlement when you claim
- ask staff treating you for a claim form and to sign to confirm your attendance
- to claim locally within 2 weeks of your appointment to receive cash.
- to use postal reclaim forms HC5(T) where cash is not available locally, or after 2 weeks. You have 3 months from your appointment to do this.

We will

- inform staff to support you
- provide cash refunds at a range of venues, ie Devon PCT hospitals and clinics
- provide information on the Healthcare Travel Costs Scheme at venues and on our website
- hold postal reclaim forms for your use as a further option.



The patient groups eligible for travel cost help

1. You receive one of these benefits. Income Support, Income-based Job Seekers Allowance, Pension Credit Guarantee Credit, Working or Child Tax Credit with an NHS exemption certificate

OR

2. You are on a tight budget but not on one of these benefits and you have applied and obtained an HC2 or HC3 Low Income certificate. Use form HC1 to apply for a certificate – available from hospitals, dentists and opticians.