

Further information:

If you have any questions about charges for overseas visitor patient treatment, please do not hesitate to contact our team:

Overseas Visitors Department, Contracting, Information & Performance Team, Worcestershire Health and Care NHS Trust, Isaac Maddox House, Shrub Hill Road, Worcester, WR4 9RW

Tel: 01905 681707

The National Health Act 2000 and the National Health Service Charges to Overseas Visitors Regulations 2015 set out which visitors are required to pay for NHS treatment.

Any invoices not paid within 2 months of the issued date will be referred to a debt collection agency for recovery. Unpaid invoices may also be reported to the Home Office and could affect future applications to enter or remain in the UK.

This leaflet is a general guide and is not intended to be a full statement of the current regulations. Further information is available from the Trust's Overseas Visitors Management Team.

You can also find out more about NHS services by visiting the NHS Choices website.

Do you have a concern, complaint or comment?

If you wish to make a compliment, comment or complaint please contact: Patient Relations Team, Worcestershire Health and Care Trust, Isaac Maddox House, Shrub Hill Road, Worcester, WR4 9RW
Tel: 01905 681517 Email: Whcnhs.pals@nhs.net

Do you have a communication or information support need?

If so please contact the person who gave you this leaflet so that those needs can be recorded and responded to.



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NHS CHARGES "WILL I HAVE TO PAY?"

The NHS is a residency-based system. As a result, the NHS is not free to use for everyone.

From Monday 23rd October 2017 new charging regulations will apply for overseas visitors receiving healthcare in England.

The regulations place a new, legal obligation on NHS providers to charge for non-urgent treatment in advance, once it has been established whether a person is eligible.

If you believe these regulations may apply to you, please notify a member of staff. You may be asked to complete a short form.

The money paid by overseas visitor patients for treatment is invested back into the National Health Service.

Entitlement to Free Treatment

The National Health Service (NHS) provides free treatment for people who live lawfully in the United Kingdom. People who do not normally live in this country are not automatically entitled to use the NHS free of charge – regardless of their nationality or whether they hold a British Passport or have lived and paid National Insurance contributions and taxes in this country in the past. All patients, whatever nationality and residency, are subject to scrutiny and need to provide correct information and evidence of entitlement, if requested.

Treatment provided in a Minor Injuries Unit is excluded from charge. If you subsequently need to be admitted to hospital or scheduled for an outpatient appointment then this treatment may be chargeable.

Are you a European Economic Area (EEA) visitor?

If you are a visitor from inside the European Economic Area (EEA) you will be asked to show your European Health Insurance Card (EHIC), or proof of travel insurance, along with proof of your nationality.

Hopefully, you will have obtained an EHIC before you left your country of residence. If you are entitled to one, but haven't brought it with you, you will need to apply for a Provisional Replacement Certificate to help us ensure that you receive the appropriate level of free care. To find out how to apply for a card from your country of residence please go to www.ehic.europa.eu.

An EHIC covers all immediate and clinically necessary treatment during your visit until you return home.

If you are unable to provide an EHIC you may be charged for the healthcare you receive.

Opposite is an example of a European Health Insurance card.



Are you a visitor from outside of the EEA?

Visitors from outside of the EEA, who are visiting the UK for 6 months or less, must pay for treatment unless their home country has a bilateral healthcare agreement with the UK or an exemption applies (details available from the Overseas Visitor Management Team).

If your visa allows you to stay in the UK for longer than six months, and you have paid the Health Surcharge, you will be entitled to access treatment on the same basis as someone who is ordinarily resident here. Please be prepared to show evidence that you have paid the surcharge.

Are you a permanent residents in the UK?

If you are a Non-EEA National and have indefinite leave to remain in the UK and are living in the UK on a settled basis then you should be prepared to provide evidence of this in order to receive free treatment.

Similarly, UK/EEA Nationals can be required to show evidence that they are living in the UK on a settled basis.

What is a pre-attendance form?

On arrival you may be asked to fill in a Pre-Attendance Form. This is used by us to find out some basic information about you and we would ask that you complete both sides of the form with as much detail as possible.

Documents which we may ask you to provide include:

For ID purposes: Passport, UK Biometric Residence Permit or Visa, National ID card, photo driving licence.

For proof of residency: Water, Gas, Electricity, Telephone bill, a tenancy agreement, Council Tax bill or a bank/building society statement, payslip, P60, statement from HMRC or DWP. Please make sure these documents are less than 3 months old.

Should you be unable to provide this information you may be liable to pay any appropriate charges for the treatment you receive.