

## Dialysis Mileage Reimbursement Scheme

The following Frequently Asked Questions (FAQs) will help to explain how the scheme will work. Further questions and answers will be added in response to feedback from staff and patients.

1. What is the One Gloucestershire Integrated Care Board (ICB) and why has it introduced this scheme?.....	2
2. When did the scheme start?.....	2
3. What can I claim for?.....	2
4. How do you calculate the right mileage?.....	2
5. How do I make a claim?.....	2
6. How will I get paid?.....	2
7. Why can't I get paid by cheque?.....	3
8. Why do I need to get my dialysis unit to sign off my claim?.....	3
9. Can I claim for parking?.....	3
10. Can I claim to travel to any dialysis unit?.....	3
11. Can I claim to get to outpatient appointments?.....	3
12. I can get myself to dialysis but need NHS funded transport to get home (or vice versa). Can I claim one way?.....	3
13. Can I claim if I am in receipt of mobility allowance?.....	3
14. I have been claiming under the Healthcare Travel Costs Scheme. Can I change to claiming through this scheme?.....	4
15. Can I claim for the cost of using Public Transport instead of using a car?.....	4
16. Can I claim for using Community (Volunteer) Transport or a taxi?.....	4
17. If I share a taxi with another patient(s) can we make individual claims?.....	4
18. What happens if I am on the scheme but can no longer arrange my own transport?.....	4
19. What happens if I have got myself to the unit but am too unwell to drive myself home? .....	4
20. Someone in my family is bringing me to dialysis and collecting me after my dialysis session but go home while I am at dialysis. Can I claim for their return journeys?.....	4
21. What happens if I am admitted and don't attend my regular session of dialysis?.....	4
22. What should I do if I need to move to a different unit for clinical reasons?.....	4
23. I forgot to cancel my transport with the NHS funded transport provider but have been using my own transport to get to the unit. Can I still make a claim?.....	5
24. Can I claim for travel to holiday dialysis?.....	5
25. I am not registered with a Gloucestershire GP but attend a Gloucestershire dialysis unit. Why can't I claim mileage?.....	5

## 1. What is the One Gloucestershire Integrated Care Board (ICB), and why has it introduced this scheme.

Integrated Care Boards (ICBs) are clinically led membership organisations responsible for commissioning (buying) local NHS services to meet the needs of local people. Dialysis services are commissioned and paid for by NHS England but ICBs have responsibility for transport services for dialysis patients.

Gloucestershire ICB has taken account of national advice that patients who are able to use their own means to get to dialysis should be encouraged and empowered to do so.

The scheme allows you to manage your own transport arrangements and have more choice and control over how that is delivered.

## 2. When did the scheme start?

The scheme started in February 2019. When you sign up to join the scheme you will need to complete a registration form (available from your dialysis unit or The Patient Transport Team at ICB). We will not be able to process any claims from you until we have had a completed registration form. Registration forms can take 14 days to process.

## 3. What can I claim for?

Claims can be made for a maximum of 6 journeys a week (return journeys for 3 sessions of dialysis). We will pay at 45p per mile.

## 4. How do you calculate the right mileage?

Mileage from your home to the unit or your workplace to your unit (and return home) is calculated using the online RAC mileage calculator via the most direct route.

## 5. How do I make a claim?

First you will need to complete a registration form (**form M1a**). We need some details about you, including your bank details, before we can process any claims. Once your registration form has been received and processed (which can take up to 14 days) you will get a confirmation notification with a scheme registration number. Once this is received, you can start to make claims using form **M2**.

Completed claim forms should be returned to:

The Patient Transport Team  
NHS Gloucestershire ICB  
5th Floor Shire Hall  
Gloucester GL1 2TG

Please ensure that the correct postage is paid when returning claim forms. From July 2019 excess postage charges incurred by the ICB will be deducted from your claim.

## 6. How will I get paid?

You will be paid by direct transfer to your bank account in arrears.

Claims should be made to the end of the month (**on form M2**) and reach the ICB by the 7th of the following month. Claims received after the 7th of the month will not be paid until the following month. You can include a maximum of 3 months of journeys per claim. Payment will be made direct to your bank account. You cannot make claims more than 3 months before the date of your claim.

## 7. Why can't I get paid by cheque?

Our preferred payment method is BACS (direct transfer) as it is a faster and more secure method of payment to our customers.

## 8. Why do I need to get my dialysis unit to sign off my claim?

We have a responsibility to ensure proper use of public money and need to ensure that claims are only reimbursed where a journey has actually taken place. The dialysis units are best placed to confirm this. Regular audits of claims will take place and action will be taken against any individual found making a fraudulent claim.

## 9. Can I claim for parking?

No. Limited free parking is provided at Gloucestershire Dialysis Units. Parking is arranged by Gloucestershire Hospitals NHS Foundation Trust and any queries about parking should be addressed to them.

## 10. Can I claim to travel to any dialysis unit?

You can only claim mileage to the closest unit that meets your clinical need. You can choose to go to a unit which is further away but we will only pay the equivalent mileage to the closest unit. For example - you live 10 miles from the Cotswold Unit but choose to go to the Forest Unit which is 20 miles away. Therefore we will pay at 10 miles per journey. If you do not attend the closest unit to your home we may ask you to provide confirmation from your clinician that it is clinically necessary for you to travel to a more distant unit. Without clinical confirmation we may only be able to pay the equivalent mileage to the closest unit.

## 11. Can I claim to get to outpatient appointments?

No. This scheme is only for getting to and from haemodialysis sessions and no other appointments.

## 12. I can get myself to dialysis but need NHS funded transport to get home (or vice versa). Can I claim one way?

You can claim for single or return journeys but if you wish to do this it would have to be a regular arrangement and you will need to book NHS funded transport in advance for either the inward or outward journey. If you have booked NHS funded transport and decide at short notice to provide your own transport you cannot claim for this journey and we may invoice you for the cost of the wasted NHS funded journey.

### **13. Can I claim if I am in receipt of mobility allowance?**

No. Mobility allowance can be used to help you get to healthcare appointments. If you claimed under this scheme you would be, in effect, claiming twice for the same benefit and this is not allowed.

### **14. I have been claiming under the Healthcare Travel Costs Scheme. Can I change to claiming through this scheme?**

Yes. You can discontinue claims under the Healthcare Travel Costs Scheme and claim under this scheme. We do not require validation of benefits. You cannot claim under both schemes.

### **15. Can I claim for the cost of using Public Transport instead of using a car?**

Yes. We fully support use of Public Transport and will provide you with a bus pass to use for journeys between the nearest bus stop to your home (or work address) and your dialysis unit. You will not be required to make any claims as the pass will be free to you and the CCG will be automatically invoiced for the journeys you have undertaken using the pass. If you would like to take advantage of this offer please contact the Patient Transport Team at One Gloucestershire Integrated Care System.

### **16. Can I claim for using Community (Volunteer) Transport or a taxi?**

A standard rate of 45p per mile applies. If you wish to use this towards Community Transport or a taxi then this is allowable. We do not require receipts to support your claim. The full cost of Community Transport or taxis will not be reimbursed.

### **17. If I share a taxi with another patient(s) can we make individual claims?**

Yes. You can both (all) claim at 45p per mile i.e. you can pool your allowances to pay for a taxi. We do not require any further information from you regarding any such arrangements.

### **18. What happens if I am on the scheme but can no longer arrange my own transport?**

You can withdraw from the scheme at any time but you should give our transport provider, E-Zec, as much notice as possible that you wish them to transport you. They need notice so that they can arrange for you to be on the best route. You should ask your dialysis unit to book future transport and send a completed 'Change of Circumstances' Form (**form M1b**) to withdraw from the scheme.

### **19. What happens if I have got myself to the unit but am too unwell to drive myself home?**

If staff at the dialysis unit think that you are too unwell to drive yourself home they will arrange transport for you via our contracted transport provider or they will organise a taxi to get you home. Do not include this journey on your claim form.

### **20. Someone in my family is bringing me to dialysis and collecting me after my dialysis session but go home while I am at dialysis. Can I claim for their return journeys?**

No. Claims cannot be made for return journeys for carers or other drivers not attending dialysis.

## **21. What happens if I am admitted and don't attend my regular session of dialysis?**

You should only claim for journeys which you have actually made. If you do not attend dialysis on a particular date then do not include this date on your claim form. The dialysis unit will sign off your claim form to confirm that you have attended and will let us know if claims have been made for journeys that have not taken place.

## **22. What should I do if I need to move to a different unit for clinical reasons?**

Complete a 'Change of Circumstances Form (form M1b), which is available from the Dialysis Unit or the Patient Transport Team at the ICB and send to the Patient Transport Team at the ICB. We will confirm change of unit with the Dialysis Unit or your clinician.

## **23. I forgot to cancel my transport with the NHS funded transport provider but have been using my own transport to get to the unit. Can I still make a claim?**

No you cannot make a claim if you have not cancelled your transport as the ICB will still be charged for these journeys. When you join the scheme you are responsible for cancelling your transport booked with the NHS funded transport provider. You should ask your dialysis unit to cancel your transport giving as much notice as possible.

## **24. Can I claim for travel to holiday dialysis?**

No. This scheme is for travel to your home unit only.

## **25. I am not registered with a Gloucestershire GP but attend a Gloucestershire dialysis unit. Why can't I claim mileage?**

Each ICB has responsibility for their own population and have their own policies regarding patient transport. The ICB cannot accept your claim because you aren't included within our registered population. You might wish to contact your local ICB to find out about their policies regarding dialysis transport.