



Working together
for Patients



Working together
with Compassion



Working together
as One Team



Working together
Always Improving

OVERSEAS PATIENTS POLICY

**Portsmouth Hospitals University NHS Trust procedural documents are only valid if viewed on the intranet.
Please visit the intranet for the latest version.**

Version	4.3
Sub-committee approval group	Finance and Infrastructure Committee
Document Manager (job title)	Overseas Patients Finance Manager
Date ratified	03 May 2022
Date issued	10 May 2022
Review date	02 May 2025
Electronic location	Management Policies
Related Procedural Documents	Management of Complaints, Concerns, Comments and Compliments
Key Words (to aid with searching)	Overseas Patients; Entitlement to free NHS care; EHIC; European visitor;

Summary

This policy has been produced to provide clear information to staff for the management of access by overseas visitors to Trust services.

Version tracking

Version	Date Ratified	Brief Summary of Changes	Author
4.3	25.04.2022	<ul style="list-style-type: none"> Updated to reflect changes post-Brexit and other general updates 	Private and Overseas Patients Finance Manager
4.2	19.07.2021	<ul style="list-style-type: none"> 3 month extension 	-
4.1	01.02.2021	<ul style="list-style-type: none"> Due to the second wave of the Coronavirus pandemic and continuing exceptional circumstances, the Trust Board have agreed to further extend all policies currently over their review date to 1st July 2021 	-
4	24.09.2018	<ul style="list-style-type: none"> Updated to reflect latest DH guidance 	Private and Overseas Patients Finance Manager

OVERSEAS PATIENT POLICY

Version tracking			
Version	Date Ratified	Brief Summary of Changes	Author
3	14.01.2016	<ul style="list-style-type: none">Updated to reflect latest DH guidance	Private and Overseas Patients Finance Manager

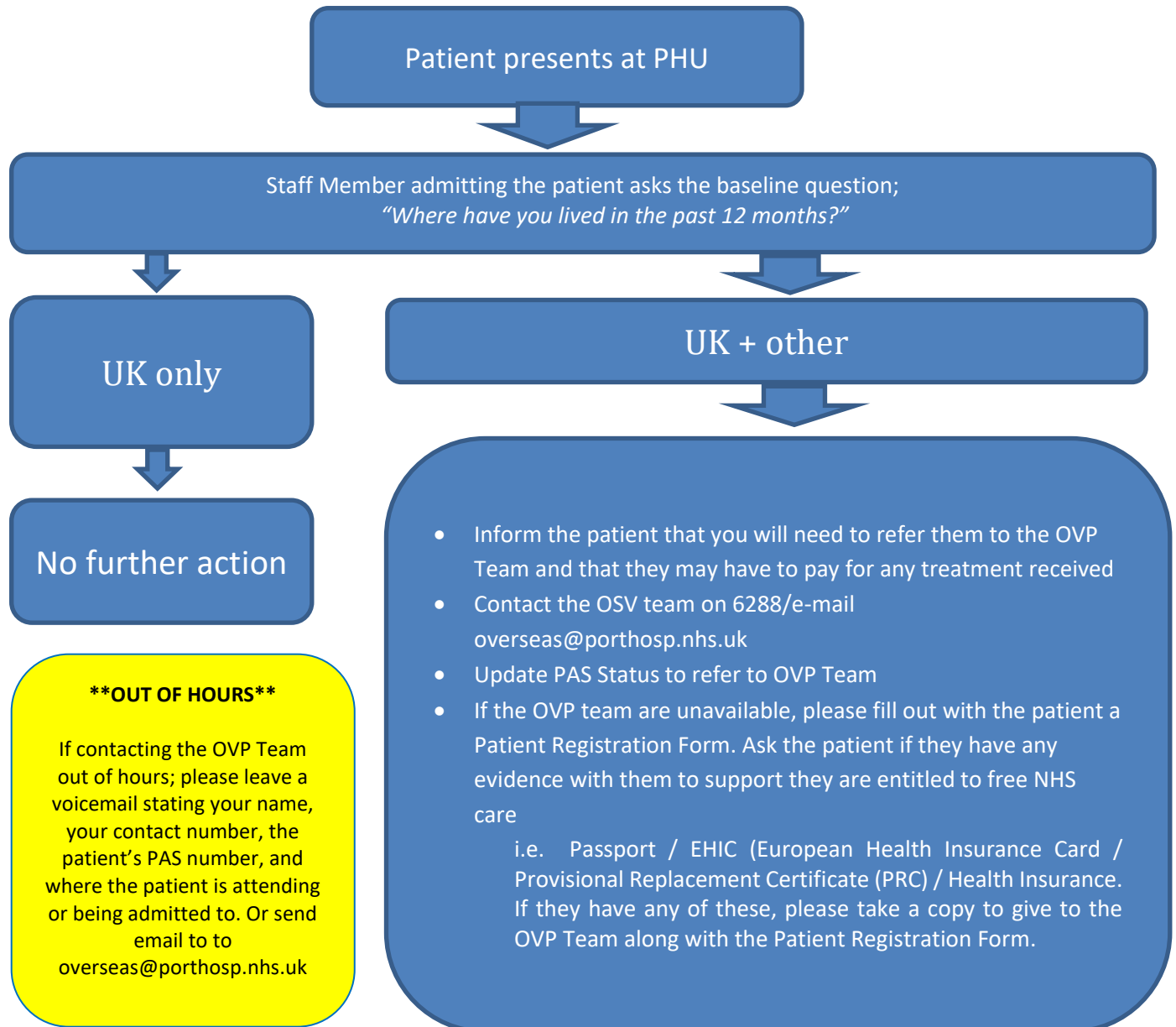
CONTENTS

PROCESS.....	4
1. INTRODUCTION.....	5
2. SCOPE.....	5
3. PROCESS.....	6
3.1 GENERAL GUIDANCE.....	6
3.2 IDENTIFICATION	6
3.3 ASSESSMENT OF ELIGIBILITY	7
3.4 EXEMPT SERVICES	8
3.5 EU/EFTA VISITORS.....	8
3.6 RECIPROCAL AGREEMENTS.....	9
3.7 INVOICING.....	9
3.8 INFORMATION	9
3.9 CLAIM FORMS	10
3.10 COMPLAINTS.....	10
3.11 ARCHIVING ARRANGEMENTS.....	10
3.12 FREQUENCY	10
4. TRAINING REQUIREMENTS	10
5. REFERENCES AND ASSOCIATED DOCUMENTATION	10
6. EQUALITY IMPACT SCREENING	11
7. MONITORING COMPLIANCE	11
Appendix A: Roles and Responsibilities	12
Appendix B: Definitions	13
Appendix C: Pre Registration Form.....	15
APPENDIX D: AGREEMENT TO PAY FORM.....	18
APPENDIX E: EXEMPT DISEASES.....	21
Appendix F: COMMUNICATION PLAN	22
Appendix G: EXEMPT SERVICES	23
Appendix H: RECIPROCAL AGREEMENTS	24

PROCESS

For quick reference the guide below is a summary of actions required. Additional details, by exception to cover any additional notes that supplement the quick reference guide can be found in Section 3 – Process.

Overseas Visitors Process/Flowchart



1. Enquiries regarding overseas visitors should be made to the Overseas Visitors Department. If the issue is still unclear, advice will be sought from the Department of Health or the Trust's Legal Team.
2. An individual department or person cannot intervene in individual cases. The decision about whether an individual patient is liable for charges rests with the Overseas Visitors Manager.
3. All staff must refrain from giving advice on an individual's eligibility for free treatment unless the Overseas Visitors Department has advised them accordingly.
4. In order for the Trust to recover all income in respect of the treatment of overseas visitors, all activity must be notified to the Overseas Visitors Department and recorded on the Trust Patient Administration System (PAS).
5. The Overseas Visitors Department shall work closely with administration staff, bookings staff, ward staff and departmental clinical staff as required in order to ensure that effective communication takes place in respect of overseas visitor activity.
6. The Overseas Visitors Department will liaise with external bodies such as the Department of Health, Home Office, University and Local Counter Fraud Service as required.

1. INTRODUCTION

This policy is concerned with the management of charges to individuals who do not normally live in the UK (overseas visitors) when they seek treatment from Portsmouth Hospitals University NHS Trust (hereafter known as the Trust).

National guidance on the charging of overseas visitors for NHS treatment is in accordance with Section 175 of the NHS Act 2006, National Health Service (Charges to Overseas Visitors) Regulations Guidance on Implementing the Overseas Visitors Hospital Charging Regulations February 2021, and related documents published alongside the Guidance.

The National Health Service (NHS) provides healthcare free of charge to people, who are ordinarily resident (OR) in the United Kingdom (UK). People who are not OR in the UK are not automatically entitled to use the NHS free of charge. Residency is therefore the main qualifying criterion, applicable regardless of nationality, ethnicity or whether the person holds a British passport, or has lived and paid taxes or National Insurance contributions in the UK in the past.

The charging regulations place a legal obligation on NHS Trusts in England to establish if people to whom they are providing NHS hospital services are not OR in the UK. If they are found not to be ordinarily resident in the UK then charges may be applicable for the NHS services provided. In these cases the Trust must charge the person liable (usually the patient) for the cost of NHS services.

2. SCOPE

All Trust staff (including permanent, locum, secondees, students, agency, bank and voluntary), the Ministry of Defense Hospital Unit, Joint Hospitals Group South (Portsmouth) and Retention of Employment (ROE) staff must follow the policies agreed by the Trust. Breaches of adherence to Trust policy may have potential contractual consequences for the employee.

In the event of an infection outbreak, pandemic or major incident, the Trust recognises that it may not be possible to adhere to all aspects of this document. In such circumstances, staff should take advice from their manager and all possible action must be taken to maintain ongoing patient and staff safety.

The Trust is committed to promoting a culture founded on the values and behaviours which will bring us closer to achieving our vision of working together to drive excellence in care for our patients and communities. All staff are expected to uphold the Trust Values of **Working Together: For Patients, With Compassion, As One Team, Always Improving** and all leaders are expected to display and role model the behaviours outlined in the Trusts **Leadership Behaviours Model**

This policy should be read and implemented with the Trust Values and Leadership Behaviours in mind at all times

3. PROCESS

3.1 GENERAL GUIDANCE

Enquiries regarding overseas visitors should be made to the Overseas Visitors Department. If the issue is still unclear, advice will be sought from the Department of Health or the Trust's Legal team.

An individual department or person cannot intervene in individual cases. The decision about whether an individual patient is liable for charges rests with the Overseas Visitors Manager.

All staff must refrain from giving advice on an individual's eligibility for free treatment unless the Overseas Visitors Department has advised them accordingly.

In order for the Trust to recover all income in respect of the treatment of overseas visitors, all activity must be notified to the Overseas Visitors Department and recorded on the Trust Patient Administration System (PAS).

The Overseas Visitors Department shall work closely with administration staff, bookings staff, ward staff and departmental clinical staff as required in order to ensure that effective communication takes place in respect of overseas visitor activity.

The Overseas Visitors Department will liaise with external bodies such as the Department of Health, Home Office, University and Local Counter Fraud Service as required.

3.2 IDENTIFICATION

Identify, without discrimination, all patients who may be liable to charges.

3.2.1 Emergency Department (ED) Attenders

There is no exemption from charge for 'emergency' treatment (other than that given within the ED itself) The Trust will always provide immediately necessary treatment if it is to save the patient's life. In this instance treatment must not be delayed whilst the patient's chargeable status is determined. Failure to do so is in direct breach of the Human Rights Act 1998. Charges still apply for immediately necessary treatment if the overseas visitor is not themselves exempt from charge.

Although no charges can be made to a patient for treatment carried out in ED, if the patient has a European Health Insurance Card (EHIC) the cost of treatment can be recovered centrally from the European Union member state by the Overseas Visitors Office back into the NHS.

All patients attending ED must be asked "do you hold, or are you entitled to hold a NON-UK EHIC?" followed by "where have you lived for the last 12 months"?

Anyone whose answers indicate that they have not been resident in the UK for the last 12 months must be asked to complete a Pre-Registration Form (Appendix C).

ED admin staff will ask to see any supporting documents and then photocopy any passports, visas or EHIC's that the patient presents. They will put the Pre-Registration Form (Appendix C) and any photocopied documents in to the Overseas Visitors tray in the ED reception

3.2.2 Ward Admissions

If ward staff identify, after admission, that a patient may not be resident in the UK then they will ask the patient to complete a Pre-Registration Form (Appendix C) and send it, along with any copies of documents, to the Overseas Visitors Department, or contact them by telephone or email so that a Stage II Officer can interview the patient.

3.2.3 Outpatient Appointments

If outpatient appointment staff identify that a patient may not be resident in the UK then they will contact the Overseas Visitors Department urgently so that the patient can be assessed for eligibility before the patient is given an appointment. If the referral is a two week rule or urgent, the appointment should be made immediately.

3.2.4 GP Referrals

In cases where the GP referral letter indicates that the patient has recently arrived in the UK or is a resident abroad then the booking team will either contact the Overseas Visitors Department or send them a copy of the letter. If in the opinion of the medical staff the appointment is not classed a two week rule or urgent referral, treatment eligibility must be established before any appointments are made or any treatment is given.

3.2.5 Elective Admissions that clinicians consider non-urgent

Where the patient is chargeable, the Trust should not initiate any treatment process, e.g. by putting the patient on a waiting list, until a deposit equivalent to the estimated full cost of treatment is obtained. If no deposit is obtained then the Trust should **NOT** perform the procedure.

A patient from an European Economic Area (EEA) member state can be added to a waiting list in the same way as an NHS patient, as long as they have an S2 (previously E112) form from their member state authorising payment for their treatment in the UK. The Overseas Visitors Department will submit the claim to the EEA member state to ensure funding is returned centrally to the NHS.

3.3 ASSESSMENT OF ELIGIBILITY

All patients who provide information that suggests they may not be eligible to access free NHS treatment will be asked to complete a Pre-Registration Form ([Appendix C](#)). These will then be sent to the Overseas Visitors Department for assessment.

The Overseas Visitors Department will conduct a patient interview with any patient where further information is required to establish their potential overseas status after completing a Pre-Registration Form (Appendix C). Following the interview the Overseas Visitors Department will amend PAS as necessary and notify staff as appropriate.

In accordance with Department of Health Regulations and Guidance, it is the responsibility of the patient to prove their entitlement to access NHS care. Failure to provide sufficient evidence to prove eligibility will usually result in an overseas visitor being recorded as NHS Chargeable and charges will be incurred.

If a patient has indicated that they are a visitor to the UK or that they are on holiday, the overseas address must be entered onto the PAS system as the permanent address and the UK address as the temporary address.

Once the status of the patient has been established the Overseas Visitors Department will get a signed Overseas Agreement to Pay Form from the patient. ([Appendix D](#)).

Patients deemed to be chargeable must show insurance details and acquire authorisation or provide payment equal to the value of the expected total cost of treatment to be received before treatment is commenced, unless urgent or needed immediately. If that is not possible, for example, due to their admission taking place at a weekend then payment or authorisation must be provided on the next working day or as soon as possible but should be prior to discharge.

3.4 EXEMPT SERVICES

Appendix G

3.5 EU/EFTA VISITORS

Arrangements for European Union Overseas Visitors are governed by the [European Union \(EU\) Social Security Regulations \(Regulations \(EC\) 883/2004 and 987/2009 for EU member states, and Regulations \(EEC\) 1408/71 and 574/72](#) for Iceland, Liechtenstein, Norway and Switzerland).

In practice this applies to residents of other EEA states and Switzerland, including third country nationals, who are entitled to hold a European Health Insurance Card (EHIC) issued by their country of residence or, in some cases, the country which is the 'competent authority' for them.

For the purposes of the Overseas Visitors Charging Regulations, the EU comprises all the EU member states (Austria, Belgium, Bulgaria, Croatia, Cyprus (Southern), Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Republic of Ireland, Romania, Slovakia, Slovenia, Spain, Sweden). EFTA Countries are Iceland, Liechtenstein, Norway and Switzerland.

The EHIC provides for free NHS treatment that is medically necessary during their visit. **Visitors from European Free Trade Area (EFTA) countries or the EU (except Republic of Ireland) that do not provide an EHIC/PRC must be charged for their NHS hospital treatment (except for treatment within the Accident & Emergency Department), unless a different exemption applies to them under the Charging Regulations.** In order for the UK to make a claim to the relevant EU state or EFTA countries for treating their residents, it is **imperative** that the data from a valid EHIC/PRC (for unplanned treatment) or S2/or Maltese quota number (for planned treatment) is recorded and reported to the Overseas Healthcare team at NHS Business Services Authority.

Visitors from the Republic of Ireland do not need to provide an EHIC but simply must provide evidence that they are resident in the Republic of Ireland in order to receive free NHS treatment that is medically necessary during their visit.

3.6 RECIPROCAL AGREEMENTS

Within the reciprocal agreements there are a number of variations in the level of free treatment afforded to visitors travelling to the UK. Generally, only immediate medical treatment is to be provided free of charge, to allow the overseas visitor to return home for other needs. Also, the agreements do not usually apply when the person has travelled to the UK for the purpose of obtaining healthcare. However, this is not always the case.

Patients covered by a Reciprocal Agreement can be found in Appendix H

3.7 INVOICING

Patients who are identified as potentially not fitting the criteria for free access to NHS care, i.e. not ordinarily resident in the UK, will be asked to complete the Pre-Registration Form (Appendix C), as detailed in section 3.

Any patient not eligible for free NHS care is deemed to be NHS Chargeable. The Overseas Visitors Department will ensure an invoice is raised from the information given on the Overseas Patient Agreement to Pay Form, (Appendix D).

The invoice raised will be based on the methodology used in the Charging Regulations 2015, which is based on Payment by Results (PBR) Tariff plus the Trust Market Forces Factor (MFF) with a 50% mark up for patients resident outside the EEA

For any non urgent elective Overseas Visitors who are not covered by an S2 form, an invoice will be raised by the Overseas Visitors Department as detailed above and payment must be received in advance of the admission.

Overseas Visitors Department will make the appropriate arrangements for any planned treatment charges under an S2 to be made to the correct EEA member state.

The Overseas Visitors Department will be responsible for collecting payments in line with Trust guidelines. They will liaise with the Finance Office regarding any outstanding accounts.

The Overseas Visitors Department will follow due process to report any debts by non- EEA nationals that are over £1,000 and have been outstanding for 3 months to the Department of Health, in line with the Charging Guidelines 2015. This results in that person being normally refused entry to the UK and encourages payment of debt.

3.8 INFORMATION

Records will be maintained by the Overseas Visitors Department including the following information in accordance with DPA requirements:

- Patient's name, address and telephone number
- Completed Patient Pre-Registration Form
- Copies of any Passports/Visas
- Completed Agreement to Pay Form
- Health Insurance details for insured patients
- Details of all treatment received, admission and discharge dates
- Home Office Evidence and Enquiry responses
- Correspondence sent to and received from patient
- Invoices raised

No copies of this information are to be kept in the patient notes.

3.9 CLAIM FORMS

Patients may submit insurance claim forms to the Overseas Visitors Department who will complete relevant sections and then ensure other relevant sections are completed by the Consultant.

3.10 COMPLAINTS

The Trust's [Policy and Procedure for the Management of Complaints, Concerns, Comments and Compliments 2016](#) is aimed at all Trust staff and applies to complaints received at Portsmouth Hospitals NHS Trust.

The procedure covers the handling of any complaint made about the Trust's staff relating to care in the Trust. For further information contact the Complaints Department or see the full policy available on the Trust's intranet system.

3.11 ARCHIVING ARRANGEMENTS

The original of this policy will remain with the Overseas Visitors Manager. An electronic copy will be maintained on the Trust intranet, P – Policies – O – Overseas Visitors

3.12 FREQUENCY

Annual Audits will be undertaken to ensure that this policy has been adhered to and a formal report will be written and presented at the Trust Audit Committee. Those audits will be undertaken by the Finance team, unless the audit has been included in the annual internal audit programme. The results of annual audits of the application of the policy (and implementation of any associated action plans) will be reported to the Audit Committee.

Any barriers to implementation will be risk-assessed and added to the risk register.

4. TRAINING REQUIREMENTS

The overseas patients finance team offers training to all staff/departments that are involved with admitting patients as and when it is required.

5. REFERENCES AND ASSOCIATED DOCUMENTATION

The National Health Service Act 1977 and section 121 (as amended)

The NHS (Charges to Overseas Visitors) Regulations 1989

The NHS (Charges to Overseas Visitors) (Amendment) Regulations 1991

The NHS (Charges to Overseas Visitors) (Amendment) Regulations 1994

The NHS (Charges to Overseas Visitors) (Amendment) Regulations 2004

The Department of Health documents;

'Implementing the Overseas Visitors Hospital Charging Regulations:

Guidance for NHS Trust Hospitals in England' (2007)

The NHS Charges to Overseas Visitors Regulations 2011

The NHS Charges to Overseas Visitors Regulations 2015

The NHS Charges to Overseas Visitors Regulations 2017

The NHS Charges to Overseas Visitors Regulations 2021

The Department of Health & Social Care Upfront Charging Framework 2021

The Immigration and Asylum Act 1999

The Care Act 2014 or section 35 or 36 of the Social Services and Well-being (Wales) Act 2014

The National Assistance Act 1948

The Data Protection Act 2018

The Mental Capacity Act 2005 (MCA 2005)

The Human Rights Act 1998

6. EQUALITY IMPACT SCREENING

The Trust is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff reflects their individual needs and does not discriminate against individuals or groups on any grounds.

This procedural document has been assessed accordingly. The assessment document is held centrally and is available by contacting the Trust Policy Management Inbox.

7. MONITORING COMPLIANCE

This policy document will be monitored to ensure it is effective and to provide assurance of compliance.

Element to be monitored	Lead	Tool	Frequency of Report	Reporting arrangements	Lead
Compliance with the contents of the policy	Overseas Patients Finance Manager	Internal Audit	Tri-annually as part of the Internal Audit work plan	Report is presented to the Audit Committee	Head of Financial Accounting

Appendix A: Roles and Responsibilities

The Overseas Visitors Manager is responsible for ensuring that Trust policy is in line with statutory duties and national guidance and that charges are made where applicable.

The Overseas Visitors Manager is responsible for leading discussions with the patient about confirming eligibility to access free NHS care and any charges that may be payable together with trying to secure payment ahead of treatment being provided.

The SBS Debt Collection Team is responsible for chasing payment on all charges that have been invoiced to a patient, supported by the Overseas Visitors Department.

All staff that admit patients should be asking all patients the baseline question

“Where have you lived in the past 12 months?” and follow the path of the flow chart Page 4

Appendix B: Definitions

Overseas Visitor – someone who is not ordinarily resident in the UK.

Ordinarily Resident – A person who is **NOT** ordinarily resident in the UK simply because they have British nationality, hold a British passport, are registered with a GP, have an NHS number, own a property in the UK or have paid (or are currently paying) national insurance contributions and taxes in the UK. **OR** is defined; living in the United Kingdom voluntarily and for settled purposes as part of the regular order of their life for the time being. There must be identifiable purpose for their residence here, there can be one purpose or several, and it may be for a limited period. The purpose of living in the UK must have a sufficient degree of continuity to be properly described as “settled”.

EEA Visitors - visitors who are nationals of or ordinarily resident in a European Economic Area (EEA) country

EFTA Countries - European Free Trade Association – Norway, Iceland, Liechtenstein and Switzerland

EHIC – The European Health Insurance Card entitles European visitors who are insured through their own State healthcare system to access emergency NHS treatment without charge. The card details must be provided to gain this entitlement.

PRC - Provisional Replacement Certificate replaces the EHIC card and entitles European visitors who are insured through their own State healthcare system to access emergency NHS treatment without charge

S2 - payment guarantee from the issuing country for planned treatment (previously E112)

IHS - Immigration Health Surcharge – surcharge payable by those visitors who are to be in the UK for longer than 6 months

Immediately necessary /Urgent Treatment is treatment which a patient needs promptly to save their life or; to prevent a condition from becoming immediately life-threatening; or prevent a condition from becoming immediately life-threatening; or prevent permanent serious damage occurring

PAS System - The Patient Administration System supports patient management

Failed Asylum Seeker - an asylum seeker who has been refused and any subsequent appeals have been unsuccessful

Pre-Settled Status - a temporary status giving an individual eligibility to be in the UK with an end date (usually 5 years)

Settled Status - the individual can remain indefinitely in the UK, free of immigration control

EU Settlement Scheme – a scheme designed to offer EU, non-EU EEA and Swiss citizens living in the UK before the end of 30 June 2021 the opportunity to protect their residence in the UK

Non-EEA Visitors- A non-EEA national without Indefinite Leave to Remain can only pass the **OR** test if they are not subject to immigration control e.g. they are a diplomat posted to the UK, or have a right of residence here by virtue of their relationship with an EEA national who is resident here.

Payment By Results Tariff (PBR) – The national tariff schedule that the NHS uses for charging for

treatment

Market Forces Factor (MFF) – The centrally calculated and nationally published percentage that is added to the NHS tariff to reflect the individual cost pressures of each NHS Trust.

Appendix C: Pre Registration Form



Attach patient ID sticker
here

Overseas Patient Services
 Queen Alexandra Hospital – Main Reception Desk
 Level A, Main Entrance, Southwick
 Hill Road, Cosham, Portsmouth
 Hampshire, PO6 3LY, United Kingdom
 Tele: DD: +44 023 9228 6288
 Email: overseas@porthosp.nhs.uk

APPENDIX 1: PRE-REGISTRATION FORM


CONFIDENTIAL - PATIENT REGISTRATION FORM

All NHS Trusts within England are legally obliged by Government Regulations to assess a person's eligibility to NHS treatment without charge. As a new registration, new to this area or recent arrival to the UK, to ensure that Portsmouth Hospitals University NHS Trust comply with the above legislation and ensure that NHS funds remain solely for NHS-funded patients, we would be grateful if you would complete this questionnaire to the best of your ability

It is your responsibility to check your entitlement and provide evidence when requested. **Until your status has been determined, YOU WILL REMAIN LIABLE FOR CHARGES FOR ALL NHS HOSPITAL TREATMENT – (no charges apply to any treatment received within the Accident & Emergency Dept only).**

 Please complete ALL sections on this form in BLOCK CAPITALS AND SIGN THE DECLARATION ON THE REVERSE

Section 1: PERSONAL DETAILS	
<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Mstr <input type="checkbox"/> Other	Date of Birth:
Given Surname: (How it appears on official documentation)	Contact Telephone No (1):
Given Forename:	Contact Telephone No (2):
Where do you usually live? (Tick appropriate) In the UK? YES: <input type="checkbox"/> NO: <input type="checkbox"/>	Email Address:
Address IN the UK?	Nationality:
	Name of Employer: (Either in the UK or overseas)
	Address of Employer:
Address OUTSIDE the UK?	
Country:	Contact Tele No/email address of employer:
Contact Number:	What Country have you come from?
What date did you enter the UK?	Passport No: (attach a copy)
On what date will you be leaving?	Country of Issue:

Section 2: RIGHT TO ENTER THE UK – Documentation – Please indicate which of the following you are currently hold																	
<input type="checkbox"/> Work Permit <input type="checkbox"/> current UK or European Union passport <input type="checkbox"/> current Non EU passport with valid UK Entry Clearance <input type="checkbox"/> ARC – Asylum Registration Card	<input type="checkbox"/> Student Visa <input type="checkbox"/> Visit Visa <input type="checkbox"/> Other (state type of documentation) <input type="checkbox"/> UKVI – UK Visas and Immigration or Home Office Paperwork																
Section 3: PURPOSE OF YOUR STAY IN THE UK – you may be required to provide																	
<input type="checkbox"/> Visiting: (Name and contact number)	<input type="checkbox"/> Work:																
<input type="checkbox"/> Studying: (Name of Educational Facility)	<input type="checkbox"/> Asylum Seeker/Refugee:																
<input type="checkbox"/> Settlement Purposes:	<input type="checkbox"/> Other: PTO...																
In the last 12 months, approximately how many months have you spent outside the UK? <input type="checkbox"/> None <input type="checkbox"/> Up to 3 month <input type="checkbox"/> 3-6 months <input type="checkbox"/> Over 6 months																	
If the UK is not your permanent place of residency – do you have Health Insurance to cover the cost of your Hospital treatment? Yes: <input type="checkbox"/> No: <input type="checkbox"/>																	
Name of Health Insurance Provider:																	
Membership No:																	
Contact Telephone Number of Provider:																	
<div style="border: 1px solid black; padding: 5px;"> EEA NATIONALS ONLY:  </div> <div style="margin-top: 10px;"> <p style="color: red; font-weight: bold;">If visiting from another EEA country and you</p> <p style="color: red; font-weight: bold;">do not hold a current EHIC, you may be billed for the cost of any treatment received outside the Emergency Department. Charges will apply only if you are admitted to a ward or need to return to the hospital as an outpatient.</p> </div>	<div style="border: 1px solid black; padding: 5px;"> Do you have a European Health Insurance Card (EHIC)? (tick where appropriate) Yes <input type="checkbox"/> No <input type="checkbox"/> </div> <p style="color: red; font-weight: bold;">Complete details below as shown on your card</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%; text-align: center;">3</td> <td style="width: 65%;"></td> <td style="width: 5%;"></td> <td style="width: 25%;"></td> </tr> <tr> <td style="text-align: center;">4</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">5</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">7</td> <td></td> <td></td> <td></td> </tr> </table>	3				4				5				7			
3																	
4																	
5																	
7																	
Name of GP:																	
Telephone Number of GP:																	
Address of Surgery:																	
NHS No:																	

OVERSEAS PATIENT POLICY

- I have read and understand why I have been asked to complete this form and agree I can be contacted by the Trust to confirm any details provided.

- I confirm that the information I have given on this form is accurate, not misleading and I understand that if I have knowingly given false information action will be taken against me, which may result in the Trust referring this matter to the Home Office, Local Counter Fraud or Police and Debt Recovery Agencies.

Insured Patients Only

- I hereby authorise PHT to release medical information, medical records, or written reports concerning myself or the persons insured (as above) in order to process a request for guarantee of payment or claim for monies due to PHT Trust in accordance with my Health Insurance Policy Conditions.

If you do not wish PHT to share information with your insurance company to facilitate payment of treatment costs - please tick this box ☐

IMPORTANT INFORMATION:

You should be aware that under immigration rules 320, 321, 321A and 322, a person with outstanding debts of over £500 for NHS treatment that are not paid within two months of invoicing, may be denied a further immigration application to enter or remain in the UK.

In the event that you may seek entry to the UK or make an advance immigration application after settling an NHS debt in the previous three months, you are advised to retain and carry evidence of payment for potential examination by UK Border Agency officials.

PLEASE ENSURE THAT YOU HAVE READ AND SIGNED THIS DECLARATION

Signed:	Date:
Print Name in Block Capitals	Or on Behalf of:
	Relationship:

APPENDIX D: AGREEMENT TO PAY FORM

AGREEMENT TO PAY FORM

NHS Chargeable Overseas Visitor

To be completed by the Patient or their representative, in block capitals:

Name of Patient: Date of Birth:.....

UK Address:

Home Address:

Name of person giving undertaking:

UK Address:

Home Address:

Relationship to Patient:

Section 1: PERSONAL DETAILS

<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Mstr <input type="checkbox"/> Other	Date of Birth:
Given Surname: (How it appears on official documentation)	Contact Telephone No (1):
Given Forename:	Contact Telephone No (2):
Where do you usually live? (Tick appropriate) In the UK? YES: <input type="checkbox"/> NO: <input type="checkbox"/>	Email Address:
Address IN the UK?	Nationality:
	Name of Employer: (Either in the UK or overseas)
	Address of Employer:
Address OUTSIDE the UK?	
Country:	Contact Tele No/email address of employer:
Contact Number:	What Country have you come from?
What date did you enter the UK?	Passport No: (attach a copy)
On what date will you be leaving?	Country of Issue:

I accept liability for payment of the charges determined by Portsmouth Hospitals NHS Trust for accommodation, treatment, investigations and all other services provided to me as a chargeable patient, including all diagnostic tests, procedures, treatment and appliances carried out resulting from this hospital course of treatment.

OVERSEAS PATIENT POLICY

I accept that the Trust reserves the right to require payment of its charges in advance and terms and conditions as enclosed.

Signed: Date:

Witnessed: Status:

Do you have Private Health Insurance? Yes No

If YES please fill in the details below:

Policy No: Authorisation Code:

Insurance Company:

Address:

..... Telephone:

In the event of non-payment or a payment shortfall, under the terms of the patient's medical insurance agreement, I undertake to settle the outstanding balance upon request.

TERMS OF BUSINESS FOR NHS CHARGEABLE OVERSEAS VISITOR**Introduction**

Following completion of a Pre-registration form (Appendix C) the patient has been deemed to be chargeable and the Trust is required under the provisions of section 175 of the National Health Service Act 2006 and other statutes and NHS regulations to make charges in respect of Overseas Visitors.

General Information

A written undertaking to pay the charges must be given before a patient can be treated as an Overseas Visitor. The hospital charges used are the nationally agreed NHS tariff (plus 50% for non-EEA patients).

Insured Patients

If the patient is insured they must indicate their insurance details on the Agreement to Pay Form, retaining one copy only for your records.

It should be noted that being insured does not mitigate the patient's liability as an individual to pay for any and all treatment given by the Trust should the insurer, for whatever reason, not agree to reimburse the Trust in respect of any and all charges levied by the Trust for care.

The patient should check with the insurer that the policy held covers the treatment. Some insurance companies will provide an authorisation number for each episode of treatment, which should be indicated on the Agreement to Pay Form.

Where the patient is covered by an insurer, the Trust will expect that payment of any and all charges not covered by the policy and/or which the insurer refuses to pay for within 14 days of the date of the Trust's invoice.

Non-insured Patients

If the patient has elected to pay for the treatment themselves, this must be indicated this on the Agreement to Pay Form.

Methods of Payment

Paying by cheque: Cheques should be made payable to 'Portsmouth Hospitals University NHS Trust' and crossed account payee only. You should send your cheque in the envelope with your Agreement to Pay Form.

Paying by debit/credit card: Debit/credit card payments should be made to the cashiers office (Finance Department) by phone or through personal visit. Please ensure that you have your card details available including the card company, card number, card expiry date and the full name of the person listed on the card. Please telephone 023 9228 6000 Extn 6320.

Paying by cash: Cash payments should be made to the cashiers Office by personal visit within normal working hours of 08:00 am to 16:00 pm, Monday to Friday.

Queries

If you do have any queries please do not hesitate to contact the Overseas Visitors Manager on 023 9228 6288.

APPENDIX E: EXEMPT DISEASES**EXEMPT DISEASES**

Certain diseases are exempt for Overseas Visitors where treatment is necessary to protect the wider public health. This exemption from charge will apply to the diagnosis even if the outcome is a negative result. It will also apply to the treatment necessary for the suspected disease up to the point that it is negatively diagnosed. It does not apply to any secondary illness that may be present even if treatment is necessary in order to successfully treat the exempted disease. These diseases are defined in the Department of Health Guidance on Implementing the Overseas Visitors Hospital Charging Regulations (April 2015)

The exempt diseases are:

- Acute encephalitis
- Acute poliomyelitis
- Anthrax
- Botulism
- Brucellosis
- Cholera
- Diphtheria
- Enteric fever (typhoid and paratyphoid fever)
- Food poisoning
- Haemolytic uraemic syndrome (HUS)
- Human Immunodeficiency Virus (HIV)
- Infectious bloody diarrhoea
- Invasive group A streptococcal disease and scarlet fever
- Invasive meningococcal disease (meningococcal meningitis, meningococcal septicaemia and other forms of invasive disease)
- Legionnaires' Disease
- Leprosy
- Leptospirosis
- Malaria
- Measles
- Middle Eastern Respiratory Syndrome (MERS)
- Mumps
- Pandemic influenza (defined as the 'Pandemic Phase'), or influenza that might become pandemic (defined as the 'Alert Phase') in the *World Health Organization's Pandemic Influenza Risk Management Interim Guidance*
- Plague
- Rabies
- Rubella
- Sexually transmitted infections
- Severe Acute Respiratory Syndrome (SARS)
- Smallpox
- Tetanus
- Tuberculosis
- Typhus
- Viral haemorrhagic fever (which includes Ebola)
- Viral hepatitis
- Whooping cough
- Wuhan novel coronavirus (2019-nCoV)
- Yellow fever

Appendix F: COMMUNICATION PLAN

COMMUNICATION PLAN

The following action plan will be enacted once the document has gone live.

Staff groups that need to have knowledge of the strategy/policy	All staff
The key changes if a revised policy/strategy	Overseas Visitors are not private patients, they are NHS chargeable patients.
The key objectives	This policy has been produced to provide clear guidelines to staff for the management of access by overseas visitors to Trust services.
How new staff will be made aware of the policy and manager action	Cascade by email from manager, staff briefings
Specific Issues to be raised with staff	Staff should be made aware of the policy. Particular attention should be drawn to the fact that patients who are not resident in the UK may not be entitled to NHS care.
Training available to staff	Support is available from the Overseas Visitors Team Ext 6288
Any other requirements	
Issues following Equality Impact Assessment (if any)	None
Location of hard / electronic copy of the document etc.	

Appendix G: EXEMPT SERVICES

Treatment is chargeable to Overseas Visitors with the exception of:

- Treatment in Accident & Emergency
- Family Planning Services
- Diseases deemed exempt for Public Health reasons ([Appendix E](#))
- Sexually transmitted diseases, including human immunodeficiency virus (HIV)
- Treatment given to people detained, or liable to be detained, or subject to a community treatment order under the provisions of the [Mental Health Act 1983](#), or other legislation authorising detention in a hospital because of mental disorder
- Treatment (other than that covered by the Mental health Act 1983 exemption above) which is imposed by, or included in, an order of the Court
- Services provided other than in a hospital or by a person who is employed to work for, or on behalf of, a hospital. This means that services provided in the community will be chargeable only where the staff providing them are employed by or on behalf of an NHS hospital. People who have paid the health surcharge (or were exempt from paying it) whose visa is more than 6 months length remain valid. The exemption from charge does not apply in respect of assisted conception services.
- Refugees and asylum seekers, including failed asylum seekers supported by the Home Office under section 4 (2), of the [Immigration and Asylum Act 1999](#) or Local Authority under provisions in Part 1 of the Care Act 2014 (Failed asylum seekers not supported by the Home Office/LA are chargeable from the date their appeal is rejected but courses of treatment under way will remain free)
- Those supported under section 95 of the IAA 1999.
- Children in the care of the Local Authority
- Victims and suspected victims of human trafficking and their family members.
- Treatment required for a physical or mental condition caused by:
Torture; Female genital mutilation; domestic violence or sexual violence except where the visitor has travelled to the UK for the purpose of seeking that treatment.
- Exceptional humanitarian reasons as approved by the Secretary of State for Health
- NATO personnel and attached civilians and their family members
- People who receive UK war pensions and their family members
- Members of HM UK forces and their family members
- People working abroad as crown servants, or for the UK Government, or for the British Council or the Commonwealth War Graves Commission who were ordinarily resident in the UK prior to being posted overseas and their family members
- Prisoners and detainees
- Any UK state pensioner resident in another EEA member state or Switzerland who has registered an S1 document in that state. The person's spouse/civil partner and children under 18 are also exempt when lawfully visiting the UK with them, unless they are entitled to hold a non-UK EHIC.

OVERSEAS PATIENTS POLICY

Appendix H: RECIPROCAL AGREEMENTS

Country	Level of cover provided (see key)	Further information
Anguilla	1*	Applies to all residents of that country. Can also refer four patients to the UK for free NHS hospital treatment.
Australia	1*	Applies to all residents of that country.
Bosnia and Herzegovina	3	Applies to all insured persons of that country.
British Virgin Islands	1*	Applies to all residents of that country. Can also refer four patients to the UK for free NHS hospital treatment.
Falkland Islands	4	Applies to all residents of that country. Can refer an unlimited number of patients to the UK for free elective treatment.
Faroe Islands	2	Applies to Faroese residents who are Danish Nationals
Gibraltar	3	Applies only to citizens resident in that country when that citizen is not expected to stay in the UK for more than 30 days. Can also refer an unlimited number of patients to the UK for free elective treatment (see 10.4).
Isle of Man	2	Applies to all residents of the Isle of Man for a period of stay in the UK that has not exceeded, nor is expected to exceed, three months.
Israel	5	
Jersey	2	Applies to all residents of Jersey for a period of stay in the UK that has not exceeded, nor is expected to exceed, three months.
Kosovo	3	Applies to all insured persons of that country
Montenegro	3	Applies to all insured persons of that country.
Montserrat	1*	Applies to all residents of that country. Can also refer four patients per year for free NHS hospital treatment.
New Zealand	2	Applies only to citizens resident in that country.
North Macedonia	3	Applies to all insured persons of that country.
Norway	1	Applies only to citizens resident in that country
Serbia	3	Applies to all insured persons of that country.
St Helena	1*	Applies to all residents of that country. Does not include Ascension Island or Tristan da Cunha. Can also refer four patients per year for free NHS hospital treatment.
Turks and Caicos	1*	Applies to all residents of that country. Can also refer four patients per year for free NHS hospital treatment.

The UK has a reciprocal agreement with Jersey, but not with the other Channel Islands.

Key:

Immediate medical treatment only.

- 1) Only treatment required promptly for a condition which arose after arrival into the UK or became, or but for treatment would have become, acutely exacerbated after such arrival.

Services such as the routine monitoring of chronic/pre-existing conditions are not included and free treatment should be limited to that which is urgent in that it cannot wait until the patient can reasonably return home.

- 2) All treatment on the same basis as for a person insured in the other country, including services such as routine monitoring of pre-existing conditions, but not including circumstances where a person has travelled to the other country for the purpose of obtaining healthcare.
- 3) All treatment free on the same terms as for an eligible UK resident (an ordinary resident), including elective treatment.
- 4) Addition of reciprocal healthcare agreements to the list of those exemption categories that, should they cease to apply to a person, they will also cease to apply in respect of any on-going course of treatment the person is having.

For all levels of coverage, it will be for a doctor or dentist employed by the relevant NHS body to provide clinical input into whether required treatment meets a specific level of coverage.

* For these countries, the agreement will also apply to those persons requiring treatment if they are a member of the crew, or a passenger, on any ship, vessel or aircraft travelling to, leaving from or diverted to the UK and the need for urgent treatment has arisen during the voyage or flight.

Any patients coming to the UK from these countries for elective treatment need to be assessed by Overseas Visitors Department to ensure that the relevant authorisation is received from the reciprocal country.

All other overseas visitors will be deemed to be NHS Chargeable.