

PROCEDURE INFORMATION DOCUMENT

CDDFT Procedure for Upfront Charging for Overseas Visitors for Routine NEW Outpatient Attendances

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<p>Subject: Procedure for Upfront Charging Overseas Visitors for Routine NEW outpatient Attendances</p>	
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Guidance: All overseas visitors attending routine NEW outpatient attendances within the Trust to be pay upfront for any NHS treatment. If payment is not received then the attendance to be cancelled.

Standard: Report generated for all routine appointments, 4 weeks in advance with any patient who is over the age of 18 years old with an NHS number beginning with a 7 or no NHS number which highlights a potential overseas visitor.

1. Overseas Co-ordinator to receive a weekly report for any routine NEW outpatient appointment booked within the Trust for all patients with criteria of NHS number beginning with a 7 and over the age of 18 years old or who has no NHS number. This criteria highlights the patient as a possible overseas visitor.
2. Using the MESH tool upload NHS number and DOB to the funnel to identify any possible overseas visitor who are exempt from charges or who may be chargeable for NHS charges
3. Overseas Visitor Co-ordinator to send Overseas Upfront Charging Letter to any potential overseas visitor highlighted who may be a chargeable overseas visitor who has an appointment in 4 weeks' time.
4. Overseas Upfront Charging letter requests patient to contact the Overseas Co-ordinator within 2 weeks of the date of the letter so further checks can be carried out to check eligibility to free NHS treatment or if NHS charges apply. Co-ordinator updates spread sheet and PAS scratchpad.
5. Patient contacts Overseas Co-ordinator who checks eligibility. If eligibility cannot be verified patient asked to send in documentation.

6. If charges apply, patient is sent an invoice with charges for attendance prior to the appointment. Payment received, patient attends appointment. If no payment received, Overseas Team contacts the senior Central Appointments Team to cancel the appointment. Senior Central Appointments team contact the Overseas Team to confirm appointment is cancelled. The Overseas Team to pick appropriate cancelled appointment and generate/send Overseas Cancellation letter to patient and GP. PAS updated with overseas visitor status, add CPI and updated scratchpad.
7. If charges do not apply patient is informed and no further action – PAS updated to reflect information received. Patient attends appointment.
8. Patient fails to contact the Overseas Visitors Co-ordinator within the two weeks the NEW routine appointment is cancelled. Overseas Team contact the senior Central Appointments Team to cancel the appointment. Senior Central Appointments team contact the Overseas Team to confirm appointment is cancelled. The Overseas Team to pick appropriate cancelled appointment and generate/send Overseas Cancellation letter to patient and GP. PAS updated within scratchpad to reflect decision.
9. If patient contacts Overseas Team following cancellation, explain reason and requests evidence to show status. If patient requires further appointment they must be re referred by their GP and if charges apply payment received upfront.

Glossary REC 38

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Table of revisions

Date	Section	Revision	Author

