

How do I claim?

1. Your hospital travel coordinator, health or disability specialist or social worker will need to help you register for travel assistance. They will need to send the completed registration form to the Ministry of Health.
2. The Ministry of Health will assess and approve your registration for eligibility.
3. A confirmation letter, along with blank claim forms will be sent to your usual mailing address.
4. Make sure to have your claim form signed and stamped by the attending facility/hospital or attach signed and stamped proof of attendance, for example, a hospital letterhead appointment/discharge card/letter/note.
5. Attach original, itemised receipts for public transport and/or accommodation to your claim form.
6. If this is your first claim, or your bank account details have changed, please attach a printed deposit slip or the top of your bank statement or an account verification from your bank.

All information you provide will be held securely by the Ministry of Health and will be kept confidential except as may be required to disclose by law. You will have the right to access your own information and can request that it be corrected at any time.

The National Travel Assistance Scheme is funded according to the National Travel Assistance Policy Document effective from 1 January 2006. It is published and will be amended from time to time by the Ministry of Health. It is available from:

www.moh.govt.nz

Where information in this brochure or advice provided by the Ministry of Health differs from the National Travel Assistance Policy Document, then in all cases the National Travel Assistance Policy Document prevails.

District Health Board/Health/Disability Provider Address

For more information about claiming travel assistance please contact:

Ministry of Health
National Travel Assistance
PO Box 1026
Wellington

0800 281 222 (press 2)



The National Travel Assistance Scheme

Your Guide for Claiming Travel Assistance

The National Travel Assistance Scheme provides financial assistance to people who are referred by their specialist to see another specialist, and need to travel long distances, or travel frequently.

Both specialists must be part of a publicly funded health and disability support service, for example, a renal dialysis centre or a specialist

What does travel assistance mean for me?

When your publicly funded specialist (not a GP) has referred you onto another publicly funded specialist, you may be eligible to receive travel assistance under this scheme.

If eligible, you will receive assistance towards your travel and possibly your accommodation costs. Your specialist will need to approve accommodation and specialised transport needs, this includes taxi, mobility taxi, or air travel.

Travel by private vehicle or public transport is assessed on registration.

When can I claim for assistance with travel costs?

If you can answer 'yes' to one or more of the following questions and you have been referred by your health or disability specialist, you are eligible to claim travel assistance.

Child to Claim:

A child is anyone younger than 18 years of age at the time of treatment.

- Do you travel more than 80 km one way, per visit?
- Do you visit a specialist more than 22 times in two months?
- Do you visit a specialist more than six times in six months, and travel more than 25 km one way, per visit?
- Are you a Community Services Card holder and travel more than 25 km one way, per visit?

Adult to Claim:

- Do you travel more than 350 km one way, per visit?
- Do you visit a specialist more than 22 times in two months?
- Do you visit a specialist more than six times in six months, and travel more than 50 km one way, per visit?
- Are you a Community Services Card holder and travel more than 80 km one way, per visit?

Please note that:

- If you receive, or are eligible for, travel assistance from another provider such as ACC, Work & Income, Ministry of Transport, or Ministry of Education, you may not be eligible for assistance under the National Travel Assistance Scheme.

- When claiming for either;
 - 22 or more visits to a specialist in two months
OR
 - six or more visits to a specialist in six months, and travel more than 25 km one way (Child), 50 km one way (Adult), per visit

please wait until the minimum number of visits required have been attended before submitting your first claim.

Can I claim for accommodation?

If you are eligible and your accommodation is approved by your specialist, you will be able to claim for some assistance, for example, payment towards costs of a motel room, or an allowance when staying with friends and family. Accommodation is not usually approved for travel of less than 100 km one way.

You can ask either your District Health Board travel co-ordinator or hospital social worker about preferred accommodation providers, or make your own accommodation arrangements.

Can I claim for the costs of a support person?

Under certain circumstances you may also be eligible for assistance towards a support person's costs, for example, if your health or disability specialist recommends a support person to assist you with clinical decision-making, or to provide physical support.

When a child is eligible for travel and accommodation assistance, they will always be eligible for assistance towards a support person's costs.