

USEFUL CONTACTS

Department of Health Overseas Visitors Policy Team - hospital treatment

For advice and help on interpreting the Charging Regulations, relevant NHS bodies in England can contact:

the Department of Health Overseas Visitors Policy Team on 0113 254 5819

or by e-mail to overseasvisitors@dh.gsi.gov.uk

or visit our website at www.dh.gov.uk/overseasvisitors

The Department of Health International Division

DH Overseas Healthcare Team:

Email: overseasinfo@dh.gsi.gov.uk

Phone: 020 7972 4792

Department of Work and Pensions Overseas Healthcare Team

For information on how to access, or use, the Overseas Visitors Portal to submit EHIC/E112/S2 documents etc, as well as information on reciprocal healthcare agreements and advice on referrals from Anguilla, British Virgin Islands, Falkland Islands, Montserrat, St Helena and Turks and Caicos Islands, please contact:

DWP Overseas Healthcare Team -

Email: OHT.Overseasvisitorsteam@DWP.gsi.gov.uk

Phone: 0191 218 1999 (option 3 then option 1, 2 or 4)

Fax: 0191 218 7376

Recording details of overseas visitors from the EEA for reimbursement

For latest information on the arrangements by which relevant NHS bodies should record and report treatments (including planned treatments) of visitors from the EEA/Switzerland go to the Department of Health Finance Manual which can be accessed via the internet at <http://www.info.doh.gov.uk/doh/finman.nsf/ManualDownload?OpenView&Start=1&Count=30&Expand=13#13> >NHS Trust Detailed Guidance>Chapter 22.

GP Registration

Where an overseas visitor requires a GP registration, they should be told that GP registration is at the discretion of individual GPs. They can be advised to approach a GP local to where they are living to see if they will register them. If that practice will not register them they can try others, or seek further assistance from **NHS England** on **0300 311 2233**. They will take

callers postcode and offer a number of GP practices to register with. If caller still has problems they will need to contact local area team of NHS England team

(<http://www.nhs.uk/servicedirectorries/Pages/AreaTeamListing.aspx>)

GP practices should contact their Clinical Commissioning Group (CCG) for further advice. DH cannot offer any assistance beyond this.

OsVAG

The Overseas Visitors Advisory Group (OsVAG) is a group formed and run by NHS managers working in the area of identifying and charging non-United Kingdom residents who are not entitled to hospital treatment. They meet at regular intervals to discuss current issues, exchange examples of good practice and listen to guest speakers. Currently, the joint chairs are:

Jackie Bishop
Brighton & Sussex University
Trust

Tel 01273 696955 ext 7858

jacqueline.bishop3@nhs.net

Aruna Murgai
North West London Hospitals NHS
Hospitals NHS Trust

Tel 020 8453 2664

aruna.murgai@nhs.net

NHS Protect (Counter Fraud)

NHS Protect has national responsibility to lead work on protecting NHS staff and resources from crime. It has responsibility for tackling fraud, bribery, corruption, criminal damage, theft and other unlawful action such as market-fixing.

When there is a suspicion that an overseas visitor is attempting to access, or has accessed, free NHS treatment by fraud or deception, this should be reported to the relevant NHS body's Local Counter Fraud Specialist (LCFS), the NHS Fraud and Corruption Reporting Line on 0800 028 40 60 or online at www.reportnhsfraud.nhs.uk.

Establishing the Responsible Commissioner

For advice on establishing who is the responsible commissioner for specific treatment, see: <http://www.england.nhs.uk/wp-content/uploads/2012/12/who-pays.pdf>

NHS Choices

NHS Choices has lots of information, including how to access NHS services and what charges/exemptions might apply for services other than NHS hospital treatment:

<http://www.nhs.uk/Pages/homepage.aspx>

UK Residents Travelling Overseas

For advice on access to healthcare abroad for UK residents see the NHS Choices website:-

<http://www.nhs.uk/nhsengland/Healthcareabroad/pages/Healthcareabroad.aspx>

Home Office Contacts

Both NHS Overseas Visitor Managers and the general public may find the Home Office web site useful in providing general information on immigration matters. It can be accessed here:

<http://www.ukba.homeoffice.gov.uk/>

UK Visas

Both NHS Overseas Visitor Managers and the general public may find the Home Office Visa web site useful in providing general information on types of visas and what they entitle a person to do. It can be accessed here: <http://www.ukba.homeoffice.gov.uk/visas-immigration/>

United Kingdom Human Trafficking Centre

The Council of Europe Convention on Action Against Trafficking in Human Beings came into force in the UK on 1 April 2009. The purpose of the Convention is to prevent and combat trafficking in human beings, to identify and protect the victims of trafficking and to safeguard their rights; and to promote international co-operation against trafficking.

The Competent Authorities are the UK Human Trafficking Centre (UKHTC) and, where cases are linked to asylum and immigration issues, the Home Office.

The UKHTC website is <http://www.ukhtc.org/>