

NHS Overseas Visitor Portal

A tutorial on how to report treatments of visitors (including planned treatment) from the EEA and Switzerland.

Overseas Visitor Treatment portal – tutorial

From 12th October 2009, you should use the Overseas Visitor Treatment (OVT) portal to report treatments of visitors (including planned treatment) from the EEA and Switzerland. The information you report is needed to make a claim from the visitor's country of residence.

You do not need to report treatments of any visitors from outside the EEA.

This tutorial explains how to use the portal to submit details of visitor treatments.

If the tutorial does not answer your questions, use the [contacts](#) page to get more help.

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Creating an account and logging in

Log in screen



Need Help?
Contact the help desk on 0123456789
or email help@domain.gov.uk

A screenshot of the NHS Overseas visitor treatment login screen. The page has a blue header bar. Below the header, there is a section titled "Already registered?" with a sub-header "Enter your username and password". There are two input fields: "Username" and "Password". Below the "Password" field is a blue "Sign on" button. To the right of the login form is a "Quick links" box containing two links: "Request an account" and "Forgotten your password".

If you are already registered to use the OVT portal, enter your **Username** and **Password**, and click [Sign on](#).

Your username will be your full NHS.net email address, for example nancy.pelosi@nhs.net

If you have never used the OVT portal before, select [Request an account](#) [link to Account request]. Do not use someone else's account – we may need to contact you about the treatment.

If you have forgotten your password, select **Forgotten your password**, and follow the instructions to obtain a new password.

If you have changed email address, your username will need to change – use the [contacts](#) page to get help.

Creating an account and logging in

Account request



Account request

All items marked with asterisk (*) are required

Title

* First name

* Last name

* Your NHS.net email address

* Confirm email address

* Contact phone number

* Your Strategic Health Authority

* Your NHS Trust

* Home PCT

Use this page to request an account if you are a new user.

Do not use this page to change your details.

- If you wish to change your name, contact details or host PCT, log in and select [Your account](#).
- If you need to change your NHS trust, contact the IT helpdesk.

Under **Your Strategic Health Authority**, select the SHA from the list which covers the area where your trust is located.

You will know if you have selected the wrong Strategic Health Authority, as **Your NHS Trust** will not appear in the next list.

For **Home PCT**, select the Host PCT, which covers the geographical area where your trust is located. If you do not know your host PCT, check the [list of NHS trusts and host PCTs](#) [link outside tutorial], or contact your finance department.

Click **Request account**. Please be aware that setting up an account is a manual process - it may take up to 5 working days for you to receive a password.

Your trust homepage

Your forms

Active forms		Historic forms	
Incomplete	view all	Sent to OHT	view all
2 Referral Treatment forms	view	2 Referral Treatment forms	view
2 Visitor Treatment forms	view	2 Visitor Treatment forms	view
Returned	view all	Processed	view all
2 Referral Treatment forms	view	2 Referral Treatment forms	view
2 Visitor Treatment forms	view	2 Visitor Treatment forms	view
Ready to send	view all	Wastebasket	view all
2 Referral Treatment forms	view	2 Referral Treatment forms	view
2 Visitor Treatment forms	view	2 Visitor Treatment forms	view

This is the main section of your trust homepage.

- Each form type is summarised here.
- All the items created by all the users in your trust are listed here.
- You can list the various forms in each category by clicking on the **view** link.

Forms can have 6 different statuses.

Active Forms

Incomplete – Forms which have been partly filled in and “Saved for Later”.

Returned – Forms which have been sent to OHT but have then been returned back to you for some reason. (They should contain a comment explaining why the form is returned to help you resubmit it)

Ready to send – Forms which are complete but have not been sent to OHT for processing.

Historic forms

Sent to OHT – Forms which have been sent to OHT for processing.

Processed – Forms which have been processed by OHT.

Wastebasket – Forms which you or another person from your trust have discarded.

Your trust homepage

The toolbar



Toolbar

At the top of all the pages is the toolbar.

Home

When you log in you will start at the [homepage](#).

Create Forms

From here you can:

- [create a referral form](#)
- [create a visitors form](#)
- [view the E112 list](#) (a form for referral treatment)
- [upload files](#) using the special templates available from the system.

Find forms

From here you can [find forms](#) which you have previously completed or part-completed.

Your account

From here you can [update your account details](#) and change your password.

Your trust homepage

The right hand menu

Quick links

- [Create new Referral treatment](#)
- [Create new Visitor treatment](#)
- [View E112 list](#)
- [Upload forms from file](#)

Find forms

First name

Last name

Patient identifier

Country

Treatment date (dd/mm/yyyy)

Form type

Form identifier

Form status

[Advanced search](#)

Quick Links

Four shortcuts to common areas have been set up for your convenience.

Find Forms

You can search all the forms which have been submitted by people in your trust using one or more of the search boxes.

Create New Forms



Overseas visitor treatment



Create new forms

Select how you want to create new forms

[Create new Referral Treatment](#)

[Create new Visitor treatment](#)

[View E112 list](#)

[Upload forms from file](#)

[Create a new referral treatment](#) - To report details of someone who has been referred to the UK specifically for treatment, using an E112 form (or in the case of Malta) a quota number.

[Create a new visitors treatment form](#) – To report details of someone who has required treatment and is covered by a EHIC or a PRC (Provisional replacement certificate).

[View the E112 list](#) – to view E112s held by DWP Overseas Healthcare. By selecting an E112 from here you can automatically copy the information over to referral treatment form to save time.

[Upload forms from files](#) – Instead of inputting one form at a time onto the portal you can save a specially configured template from this screen and send us the complete forms in batches.

Create a Visitor Treatment Form

Part 1

All items marked with asterisk (*) are required

Patient details

*Patient number ?

Title

*First name

*Last name

*Date of birth

Patient address

*Address 1

Address 2

Address 3

Postcode

*Country

Entitlement details

*Type

* PIN (6) ?

Visitor treatment forms are used to report treatments which became necessary whilst the visitor was in England.

These forms need an entitlement document. This can be either a European Health Insurance Card (**EHIC**) or a Provisional Replacement Certificate (**PRC**). We *need* this information to bill the foreign authority.

All items marked with an * must be filled in as they are necessary for us to bill the relevant country.

Patient number is your own reference. You may wish to use the patient number from your own PAS (Patient Administration System).

First name, last name and **date of birth** should be taken from the EHIC or PRC.

Address is the patient's address in their home country, not their address of stay in the UK.

Continued on the next slide...

Create a visitor treatment form

Part 2

Entitlement details



*Type

* PIN (6)

*Institution code (7)

*Card issue number (8)

Start date(PRC only)

*Expiry date (9)



Treatment details



*Treatment start date

*Treatment end date

Cost

*Total cost (£)

Comments

Add a comment



The PIN, Institution code, Card issue number and expiry date are labelled 6, 7, 8 and 9 on both the EHC and the PRC regardless of the country it is from.

When supplying us the patients' address we need their permanent address, not where they are staying during the treatment.

Treatment start and end date - You can aggregate in-patient and out-patient treatments for a single patient, giving the overall start date and end date.

Total cost should be calculated using standard HRG codes and the Market Forces Factor (MFF). Do not use private treatment rates.

Comments can be added to a form, so if you are unable to complete a form you can save what you have done so far, leave yourself a note and complete it later.

If all the required information is present on this screen, you can submit it to the Overseas Visitors Team by pressing the **submit** button.

Create a Referral treatment form

Part 1

Patient details

*Patient number ?

Title

*First name

*Last name

*Date of birth

Patient address

*Address 1

Address 2

Address 3

Postcode

*Country

E112 details

[Find E112](#) [Clear E112](#)

E112 presented Yes No ?

*Start date

*End date

E112 held by OHT No

MED number

Quota (Malta only) ?

These are planned treatments which are authorised by the foreign authority from the patient's country.

These forms need an entitlement document. This should be either an E112 form or (in the case of Malta) a quota number from the Maltese High Commission. We *need* this information to bill the foreign authority.

You can also check if DWP Overseas Healthcare hold an E112 by selecting [Find E112](#)

If you receive the E112 you can type the information into the portal. You should also fax a copy of the E112 to DWP OHT – see [contacts](#) for details..

All items marked with an * must be filled in as they are necessary for us to bill the relevant country.

Patient number is your own reference. You may wish to use the patient number from your own PAS (Patient Administration System).

First name, last name, date of birth, address, and E112 start and finish dates should be taken from the E112.

Address is the patient's address in their home country, not their address of stay in the UK.

Continued on the next page...

Create a Referral treatment form

Part 2

NCG activity

Service code ?

Service category code

Treatment details

*Treatment start date ?

*Treatment end date

Cost

*Total cost (£)

Comments

Add a comment

Save for later

Cancel

Submit form

Some specialist treatments are commissioned via the National Commissioning Group (NCG). For **NCG** treatments, simply select the code which describes the treatment. You do not need to enter a cost. Costs will show as zero.

Comments can be added to a form so if you are unable to complete a form you can save it so far, leave yourself a note and complete it later.

You can aggregate all the outpatient and inpatient treatments covered by a single E112, and present a single total cost. The **treatment start** and **treatment end** dates must not lie outside the dates of the E112.

Total cost should be calculated using standard HRG codes and the Market Forces Factor (MFF), unless you are reporting NCG treatment. Do not use private treatment rates.

If all the required information is present on this screen you can make it ready to send to the Overseas Visitors Team by pressing the **Submit form** button.

View E112 list

E112 List

Find E112

Enter some criteria to filter list

Strategic Health Authority	<input type="text" value="North East Strategic Health Authority"/>	?
NHS Trust	<input type="text" value="Northumberland, Tyne And Wear NHS Trust"/>	?
Patient first name	<input type="text"/>	
Patient last name	<input type="text"/>	
Country	<input type="text" value="Any..."/>	
E112 valid from	<input type="text" value="22/06/2009"/>	
E112 valid to	<input type="text" value="22/09/2009"/>	
Linked to treatment	<input type="text" value="Any..."/>	

Search

E112 List

All the E112s which are held by DWP Overseas Healthcare can be searched from here. Normally you will only want to search for E112s issued for treatment by your trust. Sometimes, though, overseas patients will be referred to you from another trust.

You can use wild cards when searching for a patients name: for example if you wrote **Robert*** into the 'last name' box and pressed the search button all the people with a stored E112 and a surname Starting with Robert would be listed such as Roberts and Robertson.

Other items such as Country are drop down boxes and will narrow your search down to people only from the selected country.

When you have found the correct E112 for the period of treatment, select it to copy the details across to the [Referral treatment form](#).

If you cannot find the E112 form, you must obtain a copy from the patient or from the consultant.

Upload forms from file

Home Create forms Find forms Your account

Form upload

Upload forms from file

* See sidebar for accepted file formats

*Type of form

*File Name

Quick links

- [Create new Referral treatment](#)
- [Create new Visitor treatment](#)
- [View E112 list](#)
- [Upload forms from spreadsheet](#)

Template Downloads

- Excel 2002, 2003 (xls)
 - [Referral treatment forms](#)
 - [Visitor treatment forms](#)
- Excel 2007 (xlsx)
 - [Referral treatment forms](#)
 - [Visitor treatment forms](#)
- Comma Separated Values (csv)
 - [Referral treatment forms](#)
 - [Visitor treatment forms](#)

Previously uploaded forms

Viewing 1 - 0 of 0 forms
No files uploaded
Viewing 1 - 0 of 0 forms

[Previous](#) [Next](#)

[Previous](#) [Next](#)

If you prefer to upload treatments of overseas visitors in bulk, you need to download an Excel template from this screen.

Various versions of Excel are covered here. To find out your version, open Excel, and from the Help menu, select About.

Download the RTF or VTF template.

You may need to use CSV (Comma Separated Value) if Excel is not suitable. CSV is a very basic form of spreadsheet. It will not work if any data features commas, for example in addresses.

Once you have saved the template you can open it up and input all the information just as you would on one of the portals screens.

Alternatively you may export the data from your Patient Administration System (PAS) and add any additional data (for instance, EHICs) which is not stored on your system. Do not alter the sequence of the columns in the top row of the template, or the upload will not be successful.

To upload a form (in other words, to put the file on the portal ready to send to the Overseas Visitors Team) press the **browse** button and navigate to the file, then chose which **type of form** you are uploading (either referral or visitor) and select **upload form**.

Finding your Forms

Basic form Search

[Advanced Search](#)

Enter your basic search terms

Form type

Form status

Form identifier

Patient identifier

First name

Last name

Country

Treatment date

[Advanced Search](#)

Search

There are 2 types of search, basic and advanced.

Advanced search has more options for searching than the basic but the principles are the same.

You can use wildcard searches in the boxes for example: If you wrote "Robert*" into the 'last name' box and pressed the search button all the people with a stored E112 and a surname Starting with Robert would be listed such as Roberts and Robertson.

Changing your details

Your account

User details

[update account details](#)

Full name Nancy Pelosi

Email address joe.smith@domain.gov.uk

Password [Change password](#)

Phone number 0123 456 789

Strategic Health Authority North East Strategic Health Authority

Your NHS Trust The Newcastle Upon Tyne Hospitals NHS Foundation Trust

Home PCT Newcastle PCT

Changing your Details

From this screen you can change your password or update your account details.

If you select **Update Account Details** from this screen, you can edit the following:

Title

Name(s)

Email Address

Home PCT

If you change trusts you will need to contact the DWP Overseas Healthcare IT team – see [contacts](#).

Contacts

Where you need help completing OVT forms

Contact: DWP Overseas visitors team.

Email: oh.t.overseasvisitorsteam@dwp.gsi.gov.uk

Tel: 0191 218 1999.

Fax: 0191 218 7343

Where you wish to report a fault with the portal or change an account

Contact: DWP Overseas healthcare IT team.

Email: oh.t.itsupport@dwp.gsi.gov.uk

Tel: 0191 218 1999.

Fax: 0191 218 7343

Where you require clarification on the charging regulations

Contact: DH Overseas Policy Team

Email: overseasvisitors@dh.gsi.gov.uk

Tel: 0113 254 5819.