

Can I claim my fares?

Do you receive:

- Income support?
- Income - based Jobseeker's Allowance?
- Pension Credit Guarantee Credit?
- Income related - Employment and Support Allowance?
- Are you named on a NHS tax credit exemption certificate?
- Do you receive Universal Credit and meet the criteria?
- Are you on low income and named on certificate HC2 or HC3?

Yes

- You may be entitled to claim your fares
- Ask the clinic or ward to complete a **pink claim form** for you- then take it to the Cash Office

No

- You are not entitled to claim your fares from Alder Hey
- If you feel you are on a low income, you may claim using HC5(T) and HC1 forms – ask us or your local job centre

Claiming Expenses

You must have proof of benefit

- Please bring with you proof of your benefit from the Department of Works and Pensions. We need to see all pages of your document
Further information can be found [here](#)
- We must see all tickets and travel receipts.
Keep these safe
- We reimburse only the cheapest form of public transport, e.g. train or bus, car /mileage
We do not reimburse taxi fares.
Further information can be found [here](#)
- We only reimburse fares for one adult and the patient
- We can only reimburse the person who is the named recipient of the benefit.
With your document and your written permission, we may be able to pay someone else on your behalf
- You have 3 months from the date of your visit to claim your fares
You may request a postal claim form
- We cannot reimburse travel costs for patients travelling from Scotland and Ireland
Contact your Local Health Authority.
- If you are travelling by private car with the patient, the mileage will be calculated using AA Route planner
- Please bring your appointment letter with you.

Please remember to bring with you

- Proof of benefit /entitlement
- Your appointment letter
- Your tickets and travel receipts



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