

FUNDING FOR PLANNED TREATMENT IN EUROPE

UK S2 PLANNED TREATMENT (WALES)

From 1.1.21

Application Form – Supporting Guidance Notes

PLEASE READ THESE NOTES WHEN COMPLETING YOUR APPLICATION

SECTION 1:

GENERAL SUPPORTING INFORMATION

SECTION 2:

**FURTHER INFORMATION TO HELP COMPLETE
SPECIFIC APPLICATION FORM SECTIONS**

SECTION 1 – GENERAL SUPPORTING INFORMATION

1. SUMMARY INTRODUCTION

The S2 (planned treatment) application is for residents of Wales who want to receive planned treatment in an EU country, Norway, Iceland, Liechtenstein, or Switzerland. This is also known as the S2 funding route, with S2 certificates (“S2”) issued for approved applications.

Prior Approval required: if you are travelling with the intention of receiving planned treatment you must submit your S2 application and obtain approval before you travel.

If you are travelling or have travelled and require(d) unplanned treatment, the S2 funding route is not appropriate. If you become unwell and have treatment in the state sector, your European/Global Health Insurance Card (E/GHIC) should be accepted. Or, if you have a long-term/pre-existing health condition and are traveling for a temporary stay including a holiday/visiting family and friends, your E/GHIC may cover necessary healthcare (such as kidney dialysis). Find out more here: [Applying for healthcare cover abroad \(GHIC and EHIC\) - NHS \(www.nhs.uk\)](https://www.nhs.uk/healthcare-cover-abroad/)

Co-payment: Applications for reimbursement can only be progressed if any payment you made relates to the co-payment charge. For more information, please see Section 3 below.

Switzerland: We need evidence of your nationality/status.

Reason for travel for planned healthcare: You will need to inform us of your reason for travel for planned healthcare to ensure this is the correct funding route for you:

- **Temporary visit** (for planned healthcare only) - provide expected travel dates (From / To)
- **Studying abroad** (provide a letter from your educational institution confirming the start and end dates of your course).
- **Temporary visit** (including holidays, visiting family or short business trips)
- **Temporary Visit: Working abroad** (provide a copy of your A1 document from HM Revenue & Customs or your employer)

Find out more by searching for ‘reciprocal healthcare’ at [NHS 111 Wales](https://www.nhs.uk/111/).

Application:

- The application form can be completed by a person other than the patient, if necessary (for example, a family member or a clinician). However, all the information provided should be about the patient. If you are applying on behalf of the patient, you must provide your details in Parts 9 and 10 of the form.
- We can only communicate with the patient / applicant about the application, unless we have written consent from the patient regarding anyone else, they wish us to communicate with.
- The patient / applicant is responsible for providing accurate and complete information in the application and supporting documentation. This will form the basis of the decision-making process.
- Depending on the complexities of the individual case, we may need to request further information for an application in order for it to be assessed fully and correctly.
- NHS Wales (“NHSW”) cannot accept responsibility for documents lost in transit.
- Applicants are required to provide their own translations of documents.
- Applications for Maternity S2 funding must be made directly to the NHS Business Services Authority (“NHS BSA”) and not NHSW.
- Incomplete / inaccurate applications cannot be processed and may delay funding decisions.
- Misleading or untruthful information may result in you having to pay for the treatment yourself, which may not be reimbursable and may be further investigated.

2. GENERAL GUIDANCE ON THE UK S2 FUNDING ROUTE

S2 application route (PLANNED treatments) – key points:

Countries covered:

- The EU countries are: - Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, and Sweden.
- Switzerland, Norway, Iceland, and Liechtenstein are also covered by the S2 scheme.
 - For Switzerland you will also need to provide additional information for your nationality status.
- The treatment “Provider” must be in the EU or Switzerland / Norway / Iceland / Liechtenstein.
- Northern Ireland, Scotland and England are not included as they are part of the UK.

S2 Eligibility Criteria:

- **Prior Approval:** Applications must be authorised **BEFORE** treatment is received. Retrospective applications for an S2 will not be considered.
- **State Healthcare:** The treatment must be available to the patient under the providing country's state healthcare scheme and not as a private patient. Written confirmation that the treatment is state provided must be obtained from the provider.
- **Entitlement on NHS:** The treatment must be routinely available to the patient under the NHS in their medical circumstances.
- **Undue Delay:** The NHS must confirm that it cannot provide the specified, or equivalent, treatment(s), in a medically acceptable timeframe, for the patient's condition/diagnosis (referred to as Undue Delay). The relevant Local Health Board (LHB) will contact the local clinical team to provide this information. See Section 4 below for further information.
- **Medical support for diagnosis and treatment:** There must be written support from an EU or Switzerland/Norway/Iceland/Liechtenstein clinician, which following their full medical assessment, supports the diagnosis, need for treatment and medical timeframe necessary for the treatment.
- **Provider support for dates and costs:** There must be written support from an EU or Switzerland /Norway/Iceland/Liechtenstein clinician / provider of the planned treatment dates, which should include the start and end date of treatment and a full breakdown of the estimated costs.
- **Residency:** The patient must be ordinarily resident in Wales.

Points to note:

- The patient / applicant must obtain from the EU, Norway, Iceland, Liechtenstein, or Switzerland provider confirmation that they will accept an S2 to fund the treatment(s) and are providing the treatment package through state funded healthcare. The Treatment Provider Declaration form explains this in detail. This form is in English only as it is to be filled in by the provider.
- S2s cannot be considered for the clinical trial or experimental part of any treatment package.
- The patient should not pay for eligible treatment costs, apart from any co-payment (Section 3).
- S2s cannot be issued / approved if the treatment costs have already been paid for (unless the payments relate to a co-payment charge).
- NHS Wales has no authority to approve applications if the funding criteria are not met.

- Only treatment costs can be assessed for funding. Travel, accommodation, and other costs will not be included, including those for people / carers who may be accompanying the patient. Translation costs are also not covered.
- S2s will only be issued for planned treatment dates, which may span a treatment period of up to 3 months.
- Should there be a change to the date of treatment, a request will need to be submitted to NHS Wales to obtain an S2 amendment.
- Extensions / continuation applications can be made and will be assessed on a case-by-case basis.
- Do not apply for your planned treatment S2 more than 3 months in advance of the treatment date, as applications are not normally assessed until 12 weeks prior to a treatment date. This is to ensure that the eligibility evidence is current.
- The treating clinician's evidence/letter must be on official letterhead and should not be more than 6 months older than the treatment start date. The provider declaration form should also be returned. There is a check list at the end of the application form to ensure all required supporting evidence is submitted.
- An S2 can only cover one treatment provider and one treatment package per application. If you need more than one treatment package or treatment at more than one provider, then you will need to submit separate S2 applications for each provider.

3. WHAT THE S2 CERTIFICATE COVERS and the CO - PAYMENT CHARGE

What the S2 will cover

The S2 is a guarantee of payment refunded through UK reciprocal healthcare arrangements, which the UK government will pay directly to the treating country after treatment has been received.

Treating countries however provide treatment under the same conditions of care and payment that would apply to their residents. This could mean that you have to pay a percentage of the costs of your treatment personally (a co-payment charge; see further below) in advance of your treatment.

You should not be asked to pay, and should not pay, for the full cost of your treatment upfront.

The S2 will not cover any costs that are for private healthcare and are not covered as part of the public healthcare system in the country you are travelling to (for example for room upgrades etc).

This is why it's important to ensure the provider confirms that they will accept an S2, and that the treatment will be provided under their state healthcare scheme. Please therefore ensure that you have written evidence from the provider of the treatments and a full breakdown of costs the S2 is covering, otherwise you could potentially be asked to pay the costs yourself, for which you may then be liable. The provider declaration form should be used to confirm the criteria when in discussion with the provider prior to submitting your application.

Co-Payment Charge

As set out above, treatment will be provided under the same conditions of care and payment that would apply to residents of the country of treatment. This could mean that you must personally pay a percentage of the costs directly to the provider, which is the co-payment charge, and is normal practice. Such payments are often required to be paid in advance of treatment being received.

If a co-payment charge is made, the NHS Business Services Authority will be able to advise if you are eligible for a refund of these charges (please note that NHSW is unable to give advice in respect of

refunds). All other eligible treatment costs should be covered by the S2 and should not be paid directly by you. Please note that only co-payment charges can be refunded.

For example, in some countries, patients cover 25% of the cost of their state-provided treatment, whilst the state covers the other 75%, so the expectation for an operation that costs £8,000 is that you'll pay £2,000. This would be paid directly to the provider, by you, prior to receiving treatment and you can request a refund of eligible costs from NHS BSA. The NHS would pay the remaining £6,000 via the reciprocal arrangements in place.

Private healthcare costs, such as room upgrades, are not eligible costs and are not reimbursable. All costs should be agreed prior to receiving treatment to ensure that you are aware of costs you are responsible for. If your supporting documentation is in a different language, you'll need to provide an English translation.

For reimbursement of all eligible patient contributions, please contact [NHS BSA](#) via telephone 0191 218 1999 or from outside the UK +44 191 218 1999 Monday to Friday, 8am to 6pm.

4. UNDUE DELAY

“Undue Delay” is where the NHS cannot provide the treatment/equivalent treatment requested, in a medically justifiable timeframe, for the patient's diagnosis / condition. It is a routine criterion for S2 funding applications. It requires written support from a clinician in the treating country which states how soon the patient needs treatment and why, which will be assessed against timeframes for treatment availability on the NHS in Wales.

Assessment of “undue delay” must be based on an NHS clinical assessment of what is a medically acceptable waiting time for the individual clinical circumstances of the patient, including their condition and diagnosis, and this assessment will be kept under review while the patient is waiting for treatment.

Please note that the responsible Local Health Board in NHS Wales will contact the relevant clinical team to confirm local treatment timeframes under the NHS to assess whether Undue Delay applies.

5. TREATMENTS AVAILABLE ON THE NHS (NHS ENTITLEMENT)

If a patient is unsure whether a treatment would be routinely available to them under the NHS, they can contact their Local Health Board directly for further advice before receiving treatment or applying for funding.

Please however be aware that the NHS Wales usually require a fully completed application form to be submitted before a decision can be made.

6. TRANSLATIONS

All medical and financial documentation which is not in English will need to be translated, so it can be understood, to progress an application. This is the patient's / applicant's responsibility.

Translations do not have to be completed by an official translator. Whoever completes the translation must record who they are (their role / relationship to the patient) and sign/date the translated documents.

Translation costs are not covered or refunded. This is the responsibility of the patient / applicant.

7. CONTACTS / APPLICATION FORM SUBMISSION

- Where possible, please send your application and supporting documentation by email to:
- Email your supporting documents as separate PDF attachments, do not email embedded documents or photographs of documents. Also organise documents into one PDF for each “category” (e.g. application form, proof of residence, medical documentation in 3 separate PDFs). This will enable your application to be assessed more quickly.
- Please also ensure you complete the application form fully and read these application guidance notes to ensure you complete all the necessary forms and include all the necessary documents.

Paper documents should be posted to the following address:

xxxxx xxxxx xxxxx xxxxx Or email: xxxxxx@wales.nhs.uk

Or telephone:. xxxxxx

Please note: It can take up to 20 working days for a fully completed application to be processed and a decision to be made. You will be informed of the outcome of your application once a decision has been reached.

SECTION 2 – FURTHER INFORMATION TO HELP COMPLETE SPECIFIC

APPLICATION FORM SECTIONS

Part 1: S2 Funding Route

Prior Approval	➤ Prior Approval is required in order to determine your eligibility for the proposed treatment in line with local NHS services. Please allow 20 working days from the date of submission of a completed application form for a decision to be made. Retrospective requests will not be considered.
State sector	➤ You will need written confirmation that the planned treatment is in the state healthcare sector and the provider will accept an S2.
Payment	➤ If you are eligible for an S2, then the provider should not charge you for the treatment costs (other than the co-payment charge for which you can contact the NHS BSA to see if you are eligible for reimbursement).
Countries	➤ You will need to confirm the country that treatment is planned in, to confirm eligibility. • For Switzerland you will also need to provide additional information for your nationality status.
S1	➤ Only apply using this form if you are ordinarily resident in Wales and do not have a UK issued S1. Please confirm if you are applying for one.
Reason for Travel	➤ Please confirm your reason for travel whilst you will be receiving planned healthcare (working abroad, studying abroad, temporary visit). This is to ensure you are using the most appropriate reciprocal healthcare funding option for the circumstances. It is advised you travel with your E/GHIC and have the appropriate level of travel insurance.

Part 2 / 3: Patient and GP Details, Residency & Nationality

Permanent / settled address in Wales	Please complete all necessary information including your “settled” residence in Wales, where your post is sent to. Only provide an alternative address if for some reason you are not currently living at your settled residence, the reason for which should be recorded.
Ordinarily Resident – NHS concept:	NHS Wales can only process S2 applications for patients who are ordinarily resident in Wales and entitled to free NHS care (the UK healthcare entitlement system is a residence based one). All patients applying to NHS Wales for S2 funding must therefore be assessed against the test for “Ordinarily Residence” in Wales. A person will be “Ordinarily Resident” in Wales when that residence is lawful, adopted, voluntary, and for settled purposes as part of the regular order of their life for the time being, whether of short or long duration. A person is not ordinarily resident just because they have British nationality, hold a British passport, are registered with a GP, have an NHS number, own a property in the UK or have paid / are paying NI contributions and taxes in the UK. Switzerland has additional requirements. See below. The onus is on the patient to prove their Ordinarily Residence status to NHS Wales who can request further information until they are satisfied that the requirement has been met.

Proof of Residency - eligibility documents:

Supporting Proof of Residence documents will need to be provided which are official, dated and with the patient's name and settled address clearly recorded on them.

Applicants must send in at least 2 appropriate forms of official evidence to show that they are resident at the permanent / settled address recorded on their application form. They must cover before the treatment period and one of them MUST have been issued within 3 months of the treatment period.

The first should be a bank statement (from the person receiving treatment or the parent if the application is for a child), showing activity/over the counter transactions in Wales covering transactions for 6 months up to the treatment period.

The second should be an official document, such as:

- A local authority council tax bill.
- Utility bill (e.g., gas, electric, water).
- Evidence of utility or council tax payment.
- HM Revenue & Customs (Inland Revenue) tax document e.g., tax assessment, statement of account, notice of coding).
- Official statement/letter from a relevant benefits agency confirming the right to benefits or state pension.

If bank statements are not available, then **3 pieces of evidence** should be submitted including at least one from the secondary list above and others from the list below:

- Driving license.
- Fixed line telephone bill.
- Mobile telephone bill.
- Rental / tenancy agreement (local authority/private).
- Solicitor's letter confirming recent house purchase or land registry confirmation (in this case, proof of previous address will also be needed).
- Pay slip or recent P60 / P45 (if current address recorded).
- NHS letter / appointment card.
- Letter from employer / contract of employment.
- Enrolment in education or training course.
- Evidence of mortgage repayments.
- UK self-employment record.
- Declaration that person lives in UK but is of no fixed abode or is part of a nomadic group.

Parents can submit evidence of their residency for their children / dependents.

A1 / S1 form

If you have or are registering an A1 or S1 form in another country, this is a likely indication that you are no longer living, or planning to live, in the UK on a settled basis.

Proof of eligibility – Switzerland only	To receive planned treatment in Switzerland, applicants must prove that they hold: Patient Status: • UK, Irish, Swiss or EU nationality (or have dual nationality including one of these). • Or are a stateless person or refugee (living in the UK). • Or are the family member or survivor of someone who holds one of these nationalities or statuses. Applicants are able to prove their nationality through an official document e.g., a passport or a birth certificate. OR Family Member Status: Applicants can also prove their eligibility if they are related to a family member who has UK / Irish / EU or Swiss nationality or if they are related to a stateless person or refugee living in the UK. This can either be a spouse, civil partner or child. Both the nationality of the family member and the family connection must be evidenced e.g., through a birth certificate. Refugees: Can prove their status through documentation showing their leave to remain for example a UK Biometric residence permit, a UK issued Refugee Travel Document or Home Office paperwork. Stateless persons: Can prove their status through, for example, a UK issued Stateless Person's Document, a UK Biometric residence permit or Home Office paperwork). <i>This list is not exhaustive, and applicants may be able to prove their eligibility for planned treatment in Switzerland with official documentation not described here.</i>
NHS GP Details and NHS referral information	You will need to be registered with an NHS GP. You will need to have seen your NHS GP about the condition you are seeking funding for, where relevant, providing your GP details and date of assessment / consultation. Also, any information about treatments you are currently receiving on the NHS. Please note: <i>A GP assessment / referral will only be needed if you are being seen for treatment by a secondary care service (hospital or community care). You will not need a GP referral for treatments in a primary care setting (e.g., dental, ophthalmology). A referral to NHS services from a dental or ophthalmic provider is only required if applicable to your application.</i>

Part 4: Treating Clinician / Provider Details

Please provide details of the healthcare establishment where the treatment is to be provided and the treating clinician in the EU / Switzerland / Norway / Iceland / Liechtenstein

Please do not record here the details of the hospitals or clinicians that have been treating you under the NHS in Wales.

There is also a Provider Declaration form that the provider will need to complete, to be submitted with the application to confirm that:

- ☐ The provider can accept an S2 as the treatment is being provided in the state healthcare sector under the same conditions as insured citizens in that country.
- ☐ A medical letter supporting the diagnosis and the need for treatment prior to the treatment taking place has been issued to the applicant. This letter must be signed by the treating clinician.
- ☐ Details of the planned treatment dates and a full breakdown of estimated costs have been provided within a supporting letter. This can be from the provider or the clinician.
- ☐ The costs for treatment provided will be charged through the health authority in their country under the S2 scheme, except co-payment charges which the patient may be asked to pay directly where that is normal practice. It must be confirmed that any co-payments have been explained to the patient and clearly identified on the invoice.
- ☐ The patient will not be charged any fees other than those which would be payable by insured citizens of the treating country receiving the same state-funded treatment. Clear invoices and price information will be issued to the patient for any expected costs such as co-payments.

Part 5: Diagnosis / Treatment Details

Record the diagnosis and treatment plan for the S2 funding application, supported by eligibility evidence, for the medical treatments, as follows:

- An official EU or Switzerland / Norway / Iceland / Liechtenstein clinician's letter / report confirming the diagnosis and medical need for the treatment(s).
- These should be dated no more than 6 months prior to the planned treatment date.
- For Undue Delay: Written support from an NHS clinician outlining what is a medically acceptable waiting time for the individual clinical circumstances of the patient, including their condition and diagnosis. The clinician should support any statements made by giving objective reasons.
- Ensure your application includes full details of the proposed treatment plan, this should include any pre/post operative requirements.
- Planned treatment dates.

To note: If treatment dates or changes to the treatment plan are made ahead of receiving planned treatment you should contact the Local Health Board to update the information held as a new S2 certificate may need to be issued. Any treatment received outside of the dates listed on the S2 certificate may result in costs being charged to the patient.

NHS Treatment:

If you are currently being treated on the NHS for the medical diagnosis and / or treatment plan, relevant to this application, please provide further details. Supplementary documentation may be provided by your NHS clinician to support your application.