

## Patient information

### **Information for Overseas Visitors – Hospital Treatment and Paying for Care**

Liverpool University Hospital Trust

#### **NHS 111**

**You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. Tel: 111.**

#### **Hospital treatment and paying for care**

This information is for overseas visitors coming to Liverpool University Hospitals NHS Foundation Trust. It explains who has the right to have free hospital treatment under the Department of Health and Social Care overseas visitor charging regulations January 2023. It also tells you when you need to pay for hospital treatment or other care. This leaflet is a general guide only and is not a full summary of current regulations.

#### **What is the NHS (National Health Service)?**

The NHS is a state-funded organisation which provides free hospital treatment to people who are legally living in the UK on a lawful or permanent basis.

#### **Am I entitled to free hospital treatment?**

If you are not lawfully ordinarily resident in the UK, you may have to pay for your hospital treatment, even if you have a British passport, Settlement status, GP or have paid National Insurance contributions and taxes in the UK in the past.

#### **I am just visiting the UK. Do I have to pay for treatment if I become unwell?**

#### **No, you may be entitled to free healthcare if:**

- You normally live in a country with a bilateral healthcare agreement with the UK and fit the criteria.
- You normally live in a country that is a member of the European Economic Area healthcare arrangement and you have a valid Non-UK European Health Insurance Card (Non-UK EHIC). This card covers emergency treatment only (not pre-planned). You need to bring this card with you to hospital and it must be in your name and within the expiry date.

## **You may be entitled to free healthcare if:**

You have a Non-UK European Health Insurance card (front and back required). Residence Permit, Application Registration card, EU Settlement Status, or an EU Settlement Scheme application (all must be in date). In addition, any Home Office financial support documentation.

You are a refugee or an asylum seeker whose formal application to the UK Border Agency is being considered. A refugee is someone who has been granted asylum in this country. If you are a refugee or an asylum seeker you will still have to pay for all prescribed medications

## **How can I prove that I am entitled to free hospital treatment?**

You may also need to bring in evidence to show you are legally living within the UK or are a visitor in one of the categories above before any elective treatment appointment. All patients admitted to the hospital must provide correct information when registering their details and must be prepared to provide evidence of living in the UK on a settled basis, whatever their nationality and living status. To help us check if you are entitled to free healthcare, you will need to bring two separate documents – one to prove your identity and one to prove your address. See below for which documents you can bring.

## **What types of documents can I show?**

### **The following documents can be used as proof of identity:**

- Current signed passport with any held visas.
- Residence permit issued by UK Border Agency.
- Valid UK photo-card driving licence.
- EU or Swiss national identity photo-card. Citizen card.
- Valid armed forces or police photographic identity card or papers.
- Photographic disabled blue badge.
- Citizen card.

### **The following documents can be used as proof of address. They must contain your current address and be dated within the last six months:**

- Recent original utility bill such as gas, electric, water, landline (mobile not acceptable).
- Council tax bill for the current year.
- Bank, building society or credit union statement or passbook.
- Recent original mortgage statement from a recognised lender.
- Current council or housing association rent book or tenancy agreement.
- Notification letter from the Department for Work and Pensions confirming your right to benefits or a state pension.

## **If I am not eligible for free treatment, what will I have to pay for?**

Clinical staff will not be able to confirm whether you are eligible for charges – this can only be provided by the Overseas Visitors Team.

You will be charged for any treatment given to you by any member of staff in any of our services, in hospital or in the community. You will be asked to pay the full estimated amount before your treatment, usually a deposit of £2,000.00 is required. There are exceptions under certain circumstances which we will discuss with you if they apply. Please note an itemised invoice is not available, as it is not possible. Invoices are prepared in the same way as we charge the Clinical Commissioning Group, and it is based on a Health resource Group coding. This is not a private invoice it is a chargeable invoice.

## **Patients with travel insurance.**

If you have travel insurance cover, the cost of the treatment will be charged to the individual who remains responsible for payment. An applicable breakdown of charges will be provided after the patient has been discharged. It is the patient's responsibility to contact their insurance company should the need arise. \*You will need to ask your doctor or the nurse in charge for a discharge summary before you leave the hospital. In addition, your insurance company may require a medical report, you also need to ask your doctor or the nurse in charge for this information before you leave the hospital. Please note the Overseas Team are unable to help with these matters.

## **Overseas visitors & counter fraud**

Here at Liverpool University Hospitals NHS Foundation Trust, we take fraud seriously. In our area of work, we encounter patients 'borrowing' other people's NHS number, bringing family into the UK solely to use the NHS without intending to pay, overstaying on VISA's, and not telling the truth. In the case of borrowing people's NHS number, this is dangerous to the person whose ID has been used as it could interfere with their existing care pathway. We will report any patient or friends and relatives, purposely trying to defraud the NHS to our local count fraud specialist. If escalated to involve the police, you could end up with a criminal record.

## **Failure to pay**

If you fail to pay for NHS treatment for which charges are appropriate, your future application to enter, or remain in the UK may be denied. Necessary (non-medical) personal information may be passed via the Department of Health to the Home Office for this purpose. It is the responsibility of the Overseas Visitor to pay for their medical treatment in the UK; also, the fact that a person was not informed that charges would apply does not alter the fact that, under the Charging Regulations they are still liable for that charge.

## **How will I know if I must pay?**

Our overseas visitor's team can give you more information if you are not sure whether you are entitled to free hospital treatment.

The overseas visitor's team can also advise you about which documents you can use when you are asked for evidence of entitlement.

## **Voluntary Return Service**

The Voluntary Returns Service (VRS) is a Home Office unit that offers practical support for people who are in the United Kingdom with no right to reside, as well as people who have or who are claiming asylum, and who have decided that they wish to return home. The Home Office recognises that there will be people who choose to return to their home country, but who have no means of doing so, or who need some assistance, depending on their personal circumstances. It is the role of the VRS to provide practical support to assist those who wish to return. The level of support available depends on individual circumstances. Contact: 0300 004 0202: (General Public) General enquiries or to start the voluntary returns process: (General Public) What the service offers; Eligibility; On-line application form - <https://www.gov.uk/return-home-voluntarily>.

## **Feedback**

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

## **Further Information**

**If you have any questions or concerns about paying for hospital treatment and care as an overseas visitor, please contact:**

**The Overseas Visitors Team**

**Tel: 0151 706 5483**

**Text phone number: 18001 0151 706 5483**

**or**

**Tel: 07879427319. (Monday to Friday, 8 am to 5.45 pm)**

**Email: [OVM@rlbuht.nhs.uk](mailto:OVM@rlbuht.nhs.uk)**

**Author: Head of Overseas Visitors Team**

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل انتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعية الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والإلكترونية.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字體、音頻、盲文、穆恩體（Moon）盲文和電子格式，敬請索取。

در صورت تمایل میتوانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پنیوندیدار بهو نهخوشانهی لهلایین تراستهوه پمساند کراون، نگهرا داوا بکریت له فورماتیکانی تردا بریتی له زمانهکانی تر، نیزی رید (هاسان خونندهوه)، چاپی گهوره، شریتی دهنگ، هیلی موون و ئلیکترۆنیکی همیه.

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Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhado kale, sida luqado kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.