

Donor Information

Reimbursement of Expenses for Living Organ Donors Donor Information

This information pack is designed to:

1. Advise you how to make a claim
2. Answer frequently asked questions
3. Inform you about what to expect

How do you make a claim?

STEP 1

- The living donor co-ordinator will inform you during your clinic visit about the reimbursement process and what you will need to do to make a claim.
- An Information pack will be provided which will include frequently asked questions and a claim form.
- Please note that you need to complete the claim form yourself and supply relevant documentation/evidence to support your claim.

STEP 2

- Accurately complete the claim form and return it to the living donor co-ordinator along with the relevant evidence to support your claim. The more information you provide to support your application, the easier it is to process and approve your reimbursement.

STEP 3

- The living donor co-ordinator will check and confirm your attendance dates on the claim form, sign and forward your application to the NHS England with the evidence to support all aspects of the claim.

RESPONSIBILITIES Donor /Claimant

In order for your claim to be considered, you must:

1. Inform the living donor co-ordinator as soon as possible if you would like to submit a claim for reimbursement.
2. Provide a letter from your employer (if employed) confirming the level of sick pay you will get if you go ahead to donate.
3. Ensure you are claiming any other benefits you may be entitled to e.g. statutory sick pay or help with travel costs etc.
4. Ensure the claim form is fully and accurately completed and signed before submitting it to the living donor co-ordinator.
5. Ensure all supporting evidence / documentation is collected and submitted with the claim.
6. Complete and return the checklist
7. Submit the claim form in a timely fashion - preferably when your date of donation is scheduled. In order to be considered, all claims must be submitted within a maximum of 28 working days from the end of the claim period.
8. Inform trust representative if you return to work whilst you are receiving reimbursement or if you have been overpaid.

Hospital Trust Representative / Living Donor Co-ordinator / Social Worker

The Hospital Trust Representative will:

- Provide a donor information pack at an early stage
- Check and confirm the inpatient/ outpatient appointments on the submitted claim form and ensure that evidence submitted correlates to the claim
- Check that the claim form is fully completed
- Send the claim form and relevant evidence provided by the donor to NHS England
- Provide the contact details of the NHSE personnel responsible for the processing of the claim to the claimant

The Trust Representative will:

- Acknowledge receipt of the reimbursement claim to the donor and Living Donor co-ordinator.
- Process the claim within 28 working days, provided that the information is accurate and complete.
- Contact the donor directly if further information is required regarding the submitted supporting evidence.
- Ensure the claim is approved to commence payment from the scheduled date of donation

Reimbursement Information for potential living organ donors

You are currently undergoing tests to assess your suitability to become a living organ donor.

Your Living Donor Co-ordinator will have explained that you will be required to attend hospital for several appointments and investigations as part of the work up process. If you are found to be suitable to donate you will also need a period of time after the operation to recover and recuperate.

It is possible to submit a claim for reimbursement of loss of earnings, travel costs and other relevant expenses that have occurred due to the donation process.

Any claims submitted by a donor will be assessed on an individual basis by the NHS England in line with the reimbursement of expenses for living organ donors' policy document.

Frequently asked questions

What is donor reimbursement?

Under the Human Tissue Act 2004 payment for donating a human organ is illegal. However, the Act does support the reimbursement of reasonable expenses for travel, loss of earnings and other expenses if directly attributable to the organ donation process.

When should I start to think about my reimbursement claim?

As soon as possible.

The living donor co-ordinator will provide you with an information pack at the early stage of your testing to assess your suitability as a donor. Read the information provided and start to gather the evidence required to support your reimbursement claim. For example, train tickets, parking receipts and a letter from your employer confirming the level of sick pay you will get if you go on to donate, validated evidence of self-employed income –tax return/paid invoices.

What happens if I have had investigations and have found out I am not suitable to donate? Can I still make a claim?

You may submit a claim for reimbursement of travelling expenses and parking. In exceptional circumstances additional reimbursement costs may be considered.

I am an altruistic donor can I make a claim for reimbursement?

Yes, you can make a claim. The relevant commissioner for the recipient who has benefited from your donated kidney will be responsible for dealing with your claim.

I am in the paired / pooled list as part of the national living donor kidney sharing scheme (NLDKSS) can I still make a claim for reimbursement?

Yes, you can make a claim. Depending upon where you live in the UK, this will be submitted to the relevant commissioner for that country.

What do I need to make a claim?

You will need to provide proof of:

- Current employment status / income / pay slips
- Details about any benefits you currently receive or may receive following the donation / confirmation of loss of benefits.
- If employed, you will need to obtain a letter from your employer confirming the arrangements for work absence, sick pay, unpaid leave, partial pay.
- If self-employed, you will need to provide details of gross income (before tax) from the last year.
- Travel tickets / receipts or mileage travelled by car.
- Miscellaneous receipts, e.g. accommodation.

You will need to submit the completed claim form and checklist

I am coming from overseas to donate. Can I still make a reimbursement claim?

Yes, you can make a claim provided that you plan to donate to someone who lives in the UK and is entitled to NHS treatment. The living donor co-ordinator will need to inform NHS England as soon as you arrive in the UK.

Who makes the final decision on a reimbursement claim?

NHS England will make the final decision on any reimbursement claim after looking at the evidence you have supplied with your claim form.

Can my claim be rejected?

All claims will be scrutinised to prevent fraudulent or inappropriate claims being authorised. If evidence submitted with your claim is insufficient you may be asked by the NHS England to provide further information or evidence. This will delay how quickly your claim can be processed.

How much will I be reimbursed?

This will vary according to your individual circumstances. You should not be financially worse off as a result of the donation process, but neither should you make any financial gain as this would constitute payment for donation, which is illegal. Travel costs for donors can be reimbursed and will be calculated on the basis of the cheapest and most appropriate mode of public transport. Reasonable reimbursement of accommodation charges will be made up to the national average cost of a room.

When will I receive my reimbursement?

NHS England will aim to process your claim and approve it within 28 working days so that payment can be made to you as quickly as possible once NHS England is notified that the donation has gone ahead.

What if I return to work while I am still being reimbursed?

If you return to employed or self-employed work during your period of reimbursement you must inform NHS England. You will need to repay the appropriate amount of reimbursement as the calculations will have been done on the basis of the amount of time you expected to be unable to work.

Who can help me make a reimbursement claim?

The living donor co-ordinator will inform you about the donor reimbursement process at an early stage of your assessment to donate. You will need to complete the claim form yourself and obtain all the relevant documentation to support your claim. Your hospital may also have a Renal Social Worker who can help you with queries related to your claim e.g. sick pay and benefits.

LIVING ORGAN DONOR CLAIM FORM FOR REIMBURSEMENT OF EXPENSES

This form must be completed in full. Missing information will delay your claim. Please complete all relevant sections before submitting the form to your Trust Representative for signature and final submission.
 Please attach all supporting evidence to this claim form (see 'Donor Information' Frequently Asked Questions)

For the purposes of completing the form:

- The 'Claimant' is the donor
- The 'Trust Representative' is the Living Donor Co-ordinator/ Administrative Assistant/ Social Worker
- The 'Commissioner' is the NHS England

Section One: Donor and Recipient Information.	
To be completed by the claimant	
Name of donor:	
NHS number if known:	
Date of birth:	
Address:	
Email:	
Telephone Number:	
Name of recipient if applicable:	
Date of Birth:	
Address:	

Section Two: Relevant appointments/hospitals attendances

To be completed by the claimant and confirmed by trust representative

Date	Hospital/Clinic	Reason for appointment	Trust represent confirmation of entry
Signature of Trust representative to confirm attendances			

Section Three: Travel expenses

To be completed by the claimant. Mileage is paid at 45 pence/mile

Date and time:	Journey to/from:	Mileage:	Amount claimed:	Evidence yes/no:
Total:				

Section Four: predicted loss of earnings

To be completed by the claimant

Dates	Amount claimed	Evidence
Total		

Section Five: Other expenses (train tickets, parking tickets)

To be completed by the claimant

Dates	Type of expense	Reason	Amount claimed	Evidence
Total				

Section Six: Supporting statement

To be completed by the claimant

Section 7: DECLARATION
To be signed by the Claimant.

I declare that the information given is correct and complete. I consent to the disclosure of relevant information for the purposes of checking this and in relation to the prevention and detection of fraud. I understand that if I knowingly withhold information or provide false information, I may be liable for criminal prosecution and/or civil proceedings.

I consent for Trust staff involved in processing my expenses claim to receive relevant information and evidence pertinent to processing the claim and also be permitted to make direct contact with me as required.

Signed: _____ Date: _____ Print
Name: _____

Please submit your completed form, supporting information and attached checklist to your Trust Representative to sign the relevant sections.

Section Seven: Confirmation by the Trust representative

To be signed by the Living Donor team.

I can confirm that the above applicant has been assessed by the living donor team to donate liver as a living donor and **IS/IS NOT** suitable to proceed with donation

Signed

Date.....

Print Name.....

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