

Reimbursement of Patient Transport costs

If patients eligible for patient transport services, or their relatives, have had to book and pay for alternative transport because they have been unable to book with the designated provider, or such transport is not available for any reason, reimbursement will be considered.

On receipt of appropriate documentation and receipts, Coperforma will, on a case by case basis and where this is warranted, reimburse those costs.

NHS claims – where NHS staff have booked and paid for alternative transport on receipt of full details and documentation Coperforma will consider reimbursement.

Reimbursements will be made via bank transfer, or cheque.

Patients should send their receipts, with a covering letter, to Coperforma in Thruxton as below:

Customer Service Department
Thruxton Down House
Thruxton Down
Andover
Hampshire
SP11 8 PR

The letter will be read, an exception created, and once authorised the reference number will be used by the finance team to generate a payment. Patients will need to identify how they would like to be paid.

If by bank transfer we will need bank account number and sort code. Alternatively, we can post a cheque, but this will be a longer process.

Michael Clayton
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www.coperforma.com