

# Instructions for completing the travel expenses claim form

## What is covered?

If you have travelled to and from publicly paid medical treatment, you may be entitled to a travel allowance. As a rule, patient journeys will be covered by a standard rate per kilometre, regardless of which form of transport was used. Journeys must be between 10 and 300 kilometres each way and must have cost more than the minimum fare with local timetabled transport.

If you have travelled further than 300 kilometres, the equivalent cost of the journey on the cheapest form of public transport will be covered.

## Applications should be sent to:

**Pasientreiser HF, Postboks 2533 Kjørbekk, 3702 Skien**

You may also apply electronically by logging into your “Min helse” (My health) account at [helsenorge.no](http://helsenorge.no).

## General information

- Section 1 (pages 1 and 2) concerns the patient. If you are applying as a patient and did not travel with a companion, you only need to complete Section 1.
- Section 2 (pages 3 and 4) concerns travel companions/guardians/family members. If you are applying as a patient to receive reimbursement of travel expenses on behalf of a travel companion, or if you are applying as a travel companion, guardian or family member, you must complete certain fields in Section 1 as well as the relevant fields in Section 2.
- Remember to sign and enter your account number in item 1.8 at the bottom of page 2 before submitting the form.
- If you have provided information that requires justification or you need to provide other supplementary details, do this under item 3 on the last page. If you run out of space, you may add a separate sheet.
- Complete the form using block capitals.
- You must send the form and any additional documents by post – not by email. You must cover the cost of postage – this will not be covered by Patient Travel.
- You must use a separate application form for each treatment centre you have travelled to.
- Sums under NOK 100 will not be paid. If you submit further applications during the next six months and the total sum is at least NOK 100, the full amount will be paid.
- The rates for patient travel are determined by the Storting. You can find an overview of applicable rates at [www.helsenorge.no](http://www.helsenorge.no).
- Remember that you must submit the application form no later than six months after treatment has taken place. The exception to this rule is if you were not in a position to submit the application before, or if a health authority provided you with the wrong information about when to submit the application. If this is the case, you must include documentation from a medical practitioner.

If you have a confidential address or are a breach of deadline case, send your travel expenses claim form to:

**Pasientreiser HF, Postboks 2864 Kjørbekk, 3702 Skien**

The following provides an explanation for each item on the form. If you require further information, you can ring Patient Travel on 915 05 515 (from within Norway). You can find more information about patient travel and your rights at [helsenorge.no](http://helsenorge.no).

## 1. Information about the applicant

State who is applying. You may put a cross against only one choice.

**Patient:** If you travelled alone as a patient, you do not need to include a confirmation of attendance.

**Patient applying for reimbursement of expenses on behalf of a travel companion:** If you were a patient attending treatment and you needed a travel companion. You must include documentation from a medical practitioner stating that you needed to have a travel companion. Children under 18 years of age do not require documentation for their companions.

**Travel companion:** If you were a travel companion for a patient. You must include documentation from a medical practitioner stating that the patient needed a travel companion. You must also include documentation from a medical practitioner to confirm that the patient attended their treatment. If it can be proved that public transport was used, expenses will be reimbursed for both the patient and the required companion at a standard rate per kilometre. As a rule, only the costs of one travel companion will be covered. You may apply for reimbursement of expenses for two travel companions if you have documentation from a medical practitioner stating that this was necessary. Additionally, the expenses of two companions will be covered when parents accompany a seriously ill child to and from hospital. If two companions travelled, attach a separate sheet with details about the second companion.

**Parents/guardians of children under 12 years of age:** If you are the parent/guardian of a child under 12 years of age and the child has received treatment. Insert a cross for this option if you were a travel companion or if the child travelled to their treatment alone. If you are applying as a guardian of a child under 12 years of age, you do not need to include confirmation of attendance.

**Guardians of children between 12 and 18 years of age:** If you are the parent/guardian of a child between 12 and 18 years of age and the child has received treatment. Insert a cross for this option if you were a travel companion or if the child travelled to their treatment alone. If you are applying as a parent/guardian of a child between 12 and 18 years of age, you must include confirmation of attendance from a medical practitioner.

**Family members:** If you are a close family member and have travelled in one of the following circumstances:

- children (under 14 years of age) travelling to parents/guardians who are suffering from a life-threatening illness and are hospitalised for at least two weeks without being able to travel home (valid for one journey per week)
- family members travelling to psychiatric outpatient clinics for children and young people
- family members travelling to resource centres for people with rare disorders
- family members who have participated in courses run by healthcare providers that are necessary for the future monitoring of patients

When applying as a close family member, you must include confirmation of attendance from a medical practitioner.

### 1.1 Information about the patient

If you are applying as a patient, parent/guardian or travel companion, enter the patient's personal details here. If you are applying as a family member, you should not complete this part.

### 1.2 Information about the treatment centre

Remember to fill in the date you attended for treatment. If you were admitted, also state the date you were discharged.

**Free choice of treatment:** If you have taken advantage of the free choice of treatment scheme, please note that you must pay a higher patient deductible per journey.

**Courses and training:** Close family members are entitled to reimbursement of travel expenses to attend courses or training run by a health institution, provided that the course or training has medical or treatment-related content, that participation in the course is necessary for future monitoring of the patient and that the patient is over 18 years of age. Remember to include documentation that confirms this. Travel will be covered according to the same rules as those for patients.

### 1.3 Exemption from paying the patient deductible

**Tax-exemption cards are automatically registered. Travel companions and children under 16 years of age do not pay the patient deductible.** Please note that round trips are counted as two journeys, therefore the patient deductible must be paid each way.

The patient deductible is not paid in the following cases:

- travel for examination or treatment of occupational injuries or injuries sustained in a war
- travel for examination, treatment or control of a communicable disease
- travel for admission to compulsory psychiatric care
- travel for compulsory psychiatric care when not an inpatient
- a family member's travel to a psychiatric outpatient clinic for children and young people who fulfil the terms of section 19, subsection b of the Patient Journey Regulation
- travel for organ transplant donors
- transfer between institutions within one healthcare provider
- when a petition has been submitted to the abortion board or central complaints board to abort a pregnancy

If any of the cases listed above apply to you, you must include relevant documentation.

If the patient is travelling to a hospital, district psychiatric centre or institution that offers multidisciplinary specialised treatment for substance abuse outside of their own area of residence, the patient must pay a higher patient's charge. However, if the patient travels to the nearest centre from his/her home offering such treatment, the patient only pays the normal patient deductible.

Patients who do not receive treatment within the deadline and are subject to a breach of deadline do not pay the patient deductible.

### 1.4 Information about the journey

**Other address:** If you have travelled from or to a place which is not your registered address, you must fill in item 1.5 as well.

**Journey length:** State the number of kilometres travelled **each way, including any stretches completed by ferry.** If the journey was longer than the shortest route (due to diversions or other causes, for instance), you must give a justification under item 3.

Please note that if the journey described contains an address without a street name, the distance calculated will be imprecise. In such a case it is especially important that you provide the distance. If you do not know how far you have travelled, you could, for example, enter the start and end locations into an online map service.

**Several identical journeys:** If you have made several journeys **to the same treatment centre and are applying for these to be reimbursed,** enter the treatment dates into the date fields. If you need more space, you may include a separate summary of the treatment dates. Note that the claim for the first treatment cannot be more than six months old.

**Nearest centre:** As a rule, you will be reimbursed your travel expenses to the nearest centre where the treatment is offered. For journeys to a primary health-care services (for example, a regular GP), the municipality of domicile will be considered as the nearest centre. For journeys to specialised health-care services (for example, hospitals or specialists), the health region will be considered as the nearest centre. If you have documentation from a medical practitioner stating that you must travel outside the municipality or your area of residence to receive treatment, your travel expenses will be covered.

You will also be reimbursed for your travel expenses outside of the municipality or region if the treatment centre that you travelled to was the closest geographically to your registered address. If this is the case, you must state the reason under item 3.

**Journeys under 10 kilometres/at local minimum fare:** You can claim for journeys under 10 kilometres or journeys which could have been made by public transport at the local minimum fare if you have documentation from your medical practitioner stating that it was necessary for you to use a car or taxi for the journey (to a casualty department or for other medical reasons). Journeys at "local minimum fare" are journeys at the lowest price the travel company charges for that part of the journey within the zone you are travelling in.

## 1.5 Travel to or from a location that is not your registered address

If you have travelled to or from a place other than your registered address, provide the address here. Also state the reason and whether it applies to the journey to and/or from the treatment centre. As a rule, if you have travelled from another address, you will be reimbursed expenses back to the address you travelled from.

**Unexpected need for medical assistance:** If you had an unexpected need for medical assistance while at a place other than your registered address, you must enclose documentation from your medical practitioner confirming this.

**Occupational injuries:** An exception to the rule applies if you are injured while at work and you travel to a treatment centre and then travel back home. If you were injured while at work, your travel expenses home will be reimbursed if documentation from your medical practitioner is included stating that you were receiving treatment for an occupational injury.

## 1.6 Modes of transport and additional expenses

You only need to specify the mode of transport if you are applying for reimbursement of necessary additional expenses. Expenses for parking, car ferries, tolls and studded tyres **will only be reimbursed** if it was necessary for medical or traffic-related reasons to travel by car. Medical reasons must be verified by the medical practitioner and documentation must be included with the application. Traffic-related reasons must be confirmed by the Patient Travel Office and a justification along with the starting time of the journey must be given under item 3. Receipts for parking expenses and tickets must be attached. You do not need to attach tickets from public transport unless you travelled by public transport together with a companion (see item 2.2).

Use one line for each mode of transport.

**Date:** If you are applying for reimbursement for several journeys to the same treatment centre, use the date field to say which date the journey applies to.

**Round trips:** If you made a round trip and travelled in the same way there and back, check the "round trip" (tur/retur) field.

**Boat tickets:** If you travelled by passenger boat or express boat (without a car) you may be entitled to reimbursement of the ticket cost instead of the standard rate for that part of the journey. Remember to include the ticket.

**Requisitioned travel:** If parts of the journey were requisitioned, write "requisitioned journey" in the transport mode field.

## 1.7 Meals, accommodation and other additional expenses

Meals: If you travelled for more than 12 hours, you are entitled to a subsistence allowance. The subsistence allowance is paid at a set rate and you do not need to include receipts or documentation. Enter the number of days for which you are claiming a subsistence allowance, and also give the start and end times of the journey and treatment in the relevant fields. If the journey took longer than 24 hours, then six hours or more into a new day will be classed as a whole day.

**Accommodation:** Accommodation will be reimbursed if you required accommodation on your journey. If you required accommodation on health grounds, you must include documentation from your medical practitioner, justifying the need for this. If you required accommodation due to the length of your journey or other traffic-related reasons, this must be verified by the Patient Travel Office and explained under item 3. As a patient, you may choose to stay overnight at the treatment centre instead of travelling home between treatments. In this case, your meals and accommodation expenses will be reimbursed up to the amount it would have cost to travel back and forth. If this is the case, you must describe the stopover and expenses under item 3. In addition, you should give the dates of the journeys.

**Remember to include any receipts for accommodation expenses.** Private accommodation or meal and accommodation costs while an inpatient will not be reimbursed. This also applies to companions.

**Loss of earnings:** If you have attended treatment for an occupational injury, you may be entitled to reimbursement of lost earnings according to special rules. Enter the number of hours for which you are claiming reimbursement. The application will be assessed according to regulations and rates set by the Storting. You must include the occupational injury decision, confirmation from the medical practitioner that you attended for treatment of an occupational injury and documentation showing the lost earnings.

**Other additional expenses:** In special cases, applications can be made for the reimbursement of the cost of car cleaning and the forwarding of luggage. If you wish to apply for this, you must include confirmation of the need from a medical practitioner and receipts for expenses, and give a description under item 3.

## 2. Details of travel companion/ family member/guardian

If you are applying as a patient for reimbursement of expenses for a travel companion, or if you are applying as a travel companion, family member or guardian, enter the details under this item.

**Note that transport costs for travel companions will only be covered where public transport was used.**

**If the patient is over 18 years of age, documentation stating the medical need for a travel companion must be attached.**

### 2.1 Parents of hospitalised children

If you are a parent applying for reimbursement of a journey from or to an institution where your child is an inpatient, state the reason for the visit here. **Remember to include documentation from a medical practitioner explaining the case.**

In the following cases both parents are entitled to reimbursement for the journey:

- To and from an institution in connection with the child being admitted. The journeys must relate to admittance at the institution.
- When the parents are accompanying a child with a serious or life-threatening illness who is an inpatient at an institution – for example, on a home visit.

- If the institution summons both parents to be with the child on medical grounds, in order to receive information on the development of the illness or necessary instruction in connection with the child's illness and ongoing treatment and care.

If a claim is being made for two travel companions, details of the second travel companion must be given under item 3 or on a separate sheet.

**Remember to include documentation from a medical practitioner if two travel companions were necessary.**

## 2.2 Information about the travel companion's journey

If the travel companion's journey was identical to the patient's journey (details of which are given under items 1.4, 1.5 and 1.6), check this option. The rest of this item should not then be completed.

**If the patient and travel companion have travelled together by public transport, the tickets must be included.** If this is the case, the travel companion is entitled to reimbursement at the standard rate.

If the travel companion had to travel to reach the patient and/or the travel companion's journey ended in a different place to the patient's journey, or if the travel companion travelled to and from the treatment centre while the patient was receiving treatment, **the extra part of the travel companion's journey each way (including stretches completed by ferry) should be included** in the field for round trips.

**Additional expenses:** If the travel companion has travelled further than the journey completed together with the patient and wishes to be reimbursed for additional expenses incurred on the journey, this should be stated here. See item 1.6 in the instructions for further

information.

## 2.3 Meals, accommodation and other additional costs for travel companions

If the need for a travel companion is verified, the companion is entitled to the same meal and accommodation allowance as the patient.

If the travel companion is applying for the same meal and accommodation allowance as the patient (see item 1.7), insert a cross for this option. In which case, the rest of this item should not be completed. If the travel companion is claiming for additional expenses in excess of the patient's expenses, enter them here. See item 1.7 of the instruction for more information about rights and accommodation. In both cases, documentation and receipts for the travel companion's accommodation must be included.

**Lost earnings for travel companions:** The documentation must stipulate the number of hours the travel companion has been deducted in pay/paid for hired help, as well as the amount that has been deducted/paid. This is covered by fixed rates. Remember that documentation from employers/accountants in relation to lost earnings must be attached. You may apply for reimbursement of lost earnings for a travel companion by attaching a separate sheet to the application. If you are applying for reimbursement of lost earnings/ the cost of hired help, this must be documented.

## 3. Reasons or other information

Use this field if you have provided information that requires a reason or other supplementary details. If you need more space, you may add a separate sheet.

## Further information

Do you need further information? See regulation FOR-2015-06-25-793: The Patient Travel Regulation.

You can contact the Patient Travel Office on 915 05 515 (from within Norway) or read more at [helsenorge.no](http://helsenorge.no)