

Claiming National Travel Assistance (NTA) funding on behalf of entitled passengers

Waikato DHB will allow community transport providers to ask NTA entitled passengers to sign over their NTA claim forms to them in lieu of an upfront donation. This will alleviate the financial burden to both the passenger and the community transport provider.

Please be aware of the following:

- Community transport providers cannot ask for both a donation and the NTA claim form
- The provider must first contact the NTA office to inform the service of their intention to use NTA funding this way
- Not all passengers will be entitled to NTA funding – if this is the case a donation/koha from the client may be requested
- It will be the responsibility of the provider to manage the NTA funding of their passengers

The NTA claim process:

- Ask your client if s/he is registered for NTA funding to travel to the treating facility
- **If NTA registered:**
 - Advise the client that you have Waikato DHB approval to have their claim signed over to your organisation in lieu of an upfront donation
 - Ask the client to get proof of attendance on a National Travel Assistance claim form from the ward/unit/department they are attending
 - The client completes the front of the claim form – excluding the bank account details
 - The client signs and dates the back of the claim form and then gives it to your organisation
 - Your organisation completes the bank account details on the front of the form and posts the form directly to the Waikato DHB NTA office. This enables the NTA office to ensure all the necessary information is on the form before posting it to the MoH for processing
- **If the client is not NTA registered:**
 - Contact the NTA office, and the co-ordinators will assess the client for eligibility and entitlement
 - If the client is not entitled to NTA funding the office will advise your organisation in the first instance
 - If the client is entitled to NTA funding the office will complete the registration, forward it to the MoH for processing and advise your organisation of this. Please be aware that registration by the MoH can take up to 10 working days from receipt of paperwork. You should wait for this period of time before submitting the claim form, as it will be returned by the MoH if the registration hasn't been completed

NOTES:

- Community transport providers will not be entitled to retrospectively claim NTA funding from passengers who have been transported prior to this blanket approval
- NTA funding for the registered client will apply to appointments with publically funded specialists only. The funding will NOT apply to the first appointment with the specialist where the referral has come from a GP, private ophthalmologist, dietician, podiatrist or similar. NTA funding will not apply to privately funded or ACC funded appointments. If in doubt as to the validity of the appointment contact the NTA office in the first instance. In all cases contact the NTA office if your client is travelling to an appointment outside of the Waikato DHB region.

NTA office contact details:

DDI: 07 839 8644, or email: nta@waikatodhb.health.nz

Postal Address: National Travel Assistance, Waikato District Health Board, Private Bag 3200, Hamilton 3240