

## Renal Services

# Live kidney donation – reimbursement of expenses

## Donor Information

### **This information pack is designed to:**

- Advise you how to make a claim
- Answer frequently asked questions
- Inform you about what to expect

## **Reimbursement information for potential living kidney donors**

You are currently undergoing tests to assess your suitability to become a living kidney 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 go on to donate your kidney 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 NCB in line with the reimbursement of expenses for living donor's policy document.



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### 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 will need to complete the claim form yourself and supply the relevant documentation/evidence to support your claim

#### Step 2

- The living donor co-ordinator will inform the NHS Commissioning Board (NHS CB) that you are likely to make a claim

#### Step 3

- You will need to accurately complete the claim form and return it to the living donor co-ordinator along with the relevant evidence to support your claim
- The living donor co-ordinator will check and confirm your attendance dates on the claim form, sign and forward your application to the NHS CB

### Responsibilities

#### Donor/Claimant

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

- Inform the living donor co-ordinator as soon as possible if you would like to submit a claim for reimbursement
- Provide a letter from your employer confirming the level of sick pay you will get if you go ahead to donate
- Ensure you are claiming any other benefits you may be entitled to, for example, statutory sick pay or help with travel costs etc.

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- Ensure the claim form is fully and accurately completed and signed before submitting it to the living donor co-ordinator
- Ensure all supporting evidence/documentation is collected and submitted with the claim
- Complete and return the checklist
- Submit the claim form in a timely fashion once the donation date has been scheduled
- Inform the NHS CB 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
- Inform the NHS CB of any potential reimbursement claims
- Check and confirm the inpatient/outpatient appointments on the submitted claim form
- Send the claim form and relevant evidence provided by the donor to the NHS CB

## **NHS Commissioning Board (NHS CB)**

The NHS CB Representative will:

- Confirm prior approval of the claim in principle initially
- Acknowledge receipt of the reimbursement claim to the donor and living donor co-ordinator
- Approve payment of the claim within 28 days
- 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

## **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

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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 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 ahead to donate.

### **What happens if I have investigations and have found out I am not suitable to donate my kidney? 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 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 where you live in the UK, this will be submitted to the relevant NHS CB/Health Board.

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

Yes, you can make a claim. The relevant NHS CB/Health Board for the recipient of your donated kidney will be responsible for dealing with your claim.

### **What do I need to make a claim?**

You will need to provide proof of the following:

- Current employment status / income / payslips
- Details of any benefits you currently receive or may receive following the donation / confirmation of loss of benefits

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- 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, for example, accommodation

You will need to submit the completed claim form and checklist.

### **I am coming from overseas to donate my kidney; can I still make a reimbursement claim?**

Yes you can make a claim. The living donor co-ordinator will need to inform the NHS CB as soon as your visa application has been approved.

### **Who makes the final decision on a reimbursement claim?**

The NHS CB/Health Board 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 the evidence submitted with your claim is insufficient you may be asked by the NHS CB to provide further information or evidence.

### **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.

### **When will I receive my reimbursement?**

The NHS CB will process your claim in a timely manner and aim to have it approved within 28 days. Payments can be made following the scheduled date of donation.

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

If you return to work during your period of reimbursement you must inform the NHS CB. You will need to repay the appropriate amount of reimbursement.

### **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.

### **For further information please contact:**

Jane Reid 024 7696 7790

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The Trust has access to interpreting and translation services. If you need this information in another language or format please contact 024 7696 7790 and we will do our best to meet your needs.

The Trust operates a smoke free policy

#### **Document History**

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