NATIONAL POLICE HEALTHCARE SCHEME

# National Police Healthcare Scheme General Claim Process

| 1. Open a Claim with NPHS | 2. Complete Claim Forms | 3. NPHS Authorisation | 4. Consultation | 5. Treatment |
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| To make a claim, please contact NPHS Administrators via telephone or email.<br><br>Details Below | Member completes Section 1 Form<br><br>GP completed referral form<br><br>One-off £50 Administration fee is required | NPHS will consider claim. If approved, authorisation email will be sent to member.<br><br>The Scheme will signpost the member to an appropriate healthcare provider | **Section 2 form to be completed by Consultant. Xray and Ultrasound, if required, can be arranged without prior authorisation**<br><br>If MRI or CT Scan or further tests are necessary a Section 3 form is to be completed and returned for authorisation. | Following diagnosis, any recommended procedures / treatment are considered for approval by NPHS.<br><br>If approved, NPHS will inform the member to make appropriate arrangements with Consultant / Hospital |
| Tel. 0191 4373775<br>Tel. 0191 4373763<br>healthcare@npf.polfed.org | Return the completed forms to healthcare@npf.polfed.org | Member to make an appointment | Return the completed forms to healthcare@npf.polfed.org | NPHS to inform member if treatment approved |