



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

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Deputy Louise O' Reilly TD,
Dáil Éireann,
Leinster House,
Kildare Street,
Dublin 2.

4th December 2019

PQ46916/19* *"To ask the Minister for Health the waiting time for reimbursement of payments made by patients under the cross border healthcare directive."*

Dear Deputy Louise O' Reilly TD,

Thank you for your PQ above, which has been forwarded to me for direct reply.

Due to the large volume of applications and claims and as a result of the limited staff and accommodation resources of the HSE CBD office, a large back log of claims is being experienced. We envisaged that claims would be processed within 30 days, however the current time frame is in excess of 70 days. I sincerely regret this delay and we are working towards regaining our envisaged timeframe as soon as possible.

If you have any queries, or would like to discuss further, please do not hesitate to contact me on 0872668759 or via catherinet.donohoe@hse.ie.

Yours sincerely,

Catherine Donohoe
A/Assistant National Director