



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

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Deputy Jack Chambers TD,
Dáil Eireann,
Leinster House,
Kildare Street,
Dublin 2

9th October 2019

PQ37000/19* *"To ask the Minister for Health the status of the cross border health directive in view of reports that users of the initiative are facing delays to be refunded by the HSE; the measures underway to address these issues; and if he will make a statement on the matter."*

Dear Deputy Chambers,

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

Due to the large volume of claims and applications, and the limited staffing resourcing of the Cross Border Directive department there is currently a backlog of approximately 3 months in processing claims.

The HSE Management and the Dept. of Health have been working closely to ensure that resources are provided to the CBD department to address the current workload and backlog in relation to claims and applications. I can confirm that authorisation has been provided for 13 additional staff members and the HSE Recruitment services are in the process of securing these personnel from existing HSE panels and by way of advertisement. We have requested an immediate start date for applicable candidates.

We have also been working closely with the HSE Estates Dept in the South East to secure additional accommodation facilities for the department. We have been given an estimate date for access to same of November/December. If that accommodation is not available early in November we will require temporary facilities in the interim. I genuinely and sincerely regret this delay but can assure you the resources of the office are being utilised to the maximum to address the backlog.

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