



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

405200108
HSE South,
Lacken,
Dublin Road,
Kilkenny,
Ireland.

Telephone 353 56 7784100
Fax 353 56 7784388

Deputy Eoin Ó Broin TD,
Dáil Eireann,
Leinster House,
Kildare Street,
Dublin 2.

09th June 2023

PQ24368/23* *“To ask the Minister for Health the current timeframe for turnaround of reimbursement applications under the Cross Border Directive; if there is a reason for the delays experienced by some applicants; if action is being taken to ensure reimbursement is provided to applicants at the earliest opportunity; and if he will make a statement on the matter.”*

Dear Deputy Ó Broin,

Thank you for your parliamentary question referenced above, which has been forwarded to me for direct reply.

I regret the delay experienced by patients in receiving decision on their applications under the Cross Border Directive (CBD) scheme. An increasing volume of applications and staff turnover continue to contribute to the delays. In particular where corporate knowledge is lost due to staff turnover it can take time to redress this to allow more timely progression of applications.

I am happy to advise that significant efforts have been made to address this issue resulting in a reduction in processing timeframes from 4 months to 6-8 weeks this year.

We will continue to monitor the timeframes for processing and every effort to achieve a further reduction of the timeframe will be made. I sincerely apologise to patients for delays they have experienced and give my assurances that every effort will be made to address this issue.

If you have any queries, or would like to discuss further, please do not hesitate to contact me.

Yours sincerely,

CD Catherine Donohoe
A/Assistant National Director
Telephone: 056-7785596
056-7785502