

Question on Notice

No. 632

Asked on 23 May 2023

MR B HEAD ASKED MINISTER FOR HEALTH, MENTAL HEALTH AND AMBULANCE SERVICES AND MINISTER FOR WOMEN (HON S FENTIMAN)—

QUESTION

With reference to PTSS in the CQHHS region—

Will the Minister outline (a) the average wait time (reported separately by month since 2020) from (i) application receipt to payment date and (ii) the travel date of the eligible claim, to the payment date, (b) the total number of currently outstanding applications and (c) the current wait time for the longest outstanding application?

ANSWER

The Patient Transport Subsidy Scheme (PTSS) provides financial assistance to Queenslanders to assist with transport and accommodation costs when accessing essential specialist health services that are not available locally (within 50 kilometres of the patient's closest public hospital or public health facility).

The PTSS assists with travel and accommodation expenses only. It is not intended to cover all costs associated with accessing specialist health services.

As per the PTSS Guidelines ([Guideline for the patient travel subsidy scheme | Health service directive protocol | Queensland Health](#)), PTSS reimbursements are to be paid within 30 working days from receipt of all necessary documents by the approving public hospital or public health facility.

PTSS is administered by the Hospital and Health Services (HHS), through funding allocated by the department. I am advised all HHSs have the ability to book air, bus, ferry or rail fares for patients able to access these transport options in their area. Booking through the HHSs alleviates the need for patients to outlay travel costs or rely on waiting for a subsidy. Approved commercial accommodation subsidies can also be paid directly to the accommodation provider by the approving public hospital facility, again, assisting patients with outlay costs.

As part of the 2023-24 State Budget, the Palaszczuk Government has provided an additional \$70.261 million funding over four years to increase existing PTSS concession rates.

Commencing in 2023-24, accommodation rates for eligible PTSS patients will increase from \$60 per person, per night to \$70 per person, per night and mileage concession rates will increase from 30 cents to 34 cents per kilometre.

Also commencing from 2023-24 is funding to support full cost of repatriation of deceased patients under the PTSS scheme to their place of residence.

Central Queensland Hospital and Health Service have advised, that since 2020, their average wait time for PTSS claims to be processed is 18 days, with details on average days to process and average number of claims processed included in the table below.

Month	Average Days to Process	Average No of Claims Processed
Jan-20	17	244
Feb-20	16	351
Mar-20	16	361
Apr-20	21	246
May-20	15	212
Jun-20	14	260
Jul-20	14	288
Aug-20	14	284
Sep-20	23	300
Oct-20	15	283
Nov-20	17	334
Dec-20	15	297
Jan-21	24	195
Feb-21	27	350
Mar-21	19	343
Apr-21	16	292
May-21	26	264
Jun-21	15	401
Jul-21	20	331
Aug-21	14	278
Sep-21	16	295
Oct-21	18	337
Nov-21	14	359
Dec-21	14	272
Jan-22	19	188
Feb-22	23	225
Mar-22	15	298
Apr-22	23	219
May-22	22	272
Jun-22	22	370
Jul-22	18	224
Aug-22	19	423
Sep-22	10	209
Oct-22	18	445
Nov-22	31	359
Dec-22	21	290
Jan-23	19	267
Feb-23	16	253
Mar-23	16	371
Apr-23	10	320

The total number of current outstanding PTSS claims for CQHHS as at May 2023 is 462.

The average monthly processing time can vary due to the time it takes for patients to respond and provide the correct and relevant information to be able to appropriately assess and process their claim and also the volume of claims received to be managed and processed within fixed staffing resources.

The wait time for the longest outstanding claim has been 31 days and the current longest outstanding claim is 12 days. It should be noted that the date of receipt of the claim is used for data evaluation, however claims are regularly submitted with missing information or documents and cannot be processed until the patient submits all correct documentation.