

Advice from Guernsey for Sark Residents regarding Historic HSC Charges

The Medical & Emergency Services Committee has become aware that some Sark residents have recently been receiving invoices from HSC in Guernsey for tests from several years ago. When trying to claim on their insurance, they have been told that the invoice is too out of date for the claim to be paid. The Committee has been in contact with HSC regarding this and was told that the error was due to HSC using the GY9 Alderney postcode for Sark patients. HSC has given the following advice:

Given that the issue was with HSC, not the patient, the Income Management team think it might still be possible for the claims to be processed by the insurer. While they are unable to guarantee this, they are willing to assist Sark residents in relation to these specific pathology charges by engaging with HSC's relationship managers at the insurers to explain the situation.

Residents that may be having issues related to the historic charges for pathology services can contact the Income Management Team directly using the details provided on the invoices.

Please look at the invoice for contact details.