



Are you entitled to help with health costs?

- NHS prescriptions
- NHS dental treatment
- Sight tests, glasses and contact lenses
- Travel to hospital for NHS treatment
- NHS wigs and fabric supports

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www.doh.gov.uk/nhscharges/hc11.htm

Introduction

This booklet gives guidance about NHS charging arrangements in England, Scotland and Wales.

Most NHS treatment is free, although there can be charges for some things. This booklet tells you what you are entitled to. It also tells you about the help you might get with the cost of the following if you are on a low income:

- NHS prescriptions;
- NHS dental treatment;
- Sight tests;
- Glasses and contact lenses;
- Necessary costs of travel to and from hospital for NHS treatment under the care of a hospital consultant;
- NHS wigs and fabric support (spinal or abdominal support or surgical brassiere).

NOTE: Whenever we refer to a Primary Care Trust, we also mean an NHS Board in Scotland, or a Local Health Board (LHB) in Wales, unless we say otherwise. Scotland: Practitioner Services means Practitioner Services of the Common Services Agency in Scotland.

HOW TO USE THIS BOOKLET

You can quickly check if you are entitled to free treatment by going to the tables which start on page 6.

For more detailed guidance you need to go to pages 4-5 of this booklet and find the group you most easily fit into, then go to the page number shown (for example, if you are 60 or over, go to page 12).

After reading about the group that most applies to you, **check** to see if any others also apply (you may fit into more than one group).

For instance, you might be:

- 60 or over **and** also on a low income; or
- Pregnant **and** also have a specified medical condition.

If this applies to you, you need to make sure you read about both groups.

When you have found the group or groups you belong to and what help you can get, go on to page 29. This tells you how to get help with NHS health costs when you go for treatment.

REFUNDS. You can also get information about refunds in this booklet - read page 33.

PENALTY CHARGES. If you are found to have made a wrongful claim for help with health costs, you will face penalty charges and may be prosecuted under powers introduced by the Health Act 1999.

CURRENT RATES. The current rates of NHS charges and optical voucher values in England and Scotland are listed in leaflet HC12. Look at leaflet HC12W if you are getting treatment in Wales.

Go to page 44 to find out how to get these leaflets. They are also available on the Internet:

www.doh.gov.uk/nhscharges/hc12.htm or
www.wales.gov.uk/subihealth/content/forms/index-e.htm

THIS LEAFLET GIVES GENERAL GUIDANCE ONLY AND SHOULD NOT BE TREATED AS A COMPLETE AND AUTHORITATIVE STATEMENT OF LAW.

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FREE PRESCRIPTIONS

You can get free NHS prescriptions if at the time the prescription is dispensed you:

- Are aged 60 or over;
- Are under 16;
- Are in full-time education and aged 16, 17 or 18;
- Are pregnant or have had a baby in the previous 12 months and have a valid exemption certificate;
- Have a listed medical condition and have a valid exemption certificate;
- Have a continuing physical disability which means you cannot go out without help from another person and have a valid exemption certificate;
- Are an NHS in-patient;
- Are getting, or your partner gets: Income Support, or Income-based Jobseeker's Allowance, or Minimum Income Guarantee, or Pension Credit guarantee credit;
- Are entitled to, or named on, a valid NHS tax credit exemption certificate;
- Are named on a valid HC2 certificate;
- Are a war pensioner, the prescription is for your pensionable disablement and you have a valid war pension exemption certificate.

Supplied free:

- Medication administered at a hospital or Walk in Centre;
- Prescribed contraceptives, medication personally administered by a GP;
- Medication supplied by a hospital for the treatment of a sexually transmissible infection (STI).

WALES – FREE PRESCRIPTIONS

You get free prescriptions if you are under 25 and your prescription is dispensed in Wales.

FREE NHS DENTAL TREATMENT

You can get free NHS dental treatment if when the treatment starts you:

- Are aged under 18;
- Are aged 18 and in full time education;
- Are pregnant or have borne a child within the 12 months before treatment starts;
- Are an NHS in-patient and the treatment is carried out by the hospital dentist;
- Are an NHS Hospital Dental Service out-patient;*
- Are a Community Dental Service patient.*

* *There may be a charge for dentures and bridges.*

Or, when the treatment starts or when the charge is made:

- You are getting, or your partner gets: Income Support, or Income-based Jobseeker's Allowance, or Minimum Income Guarantee, or Pension Credit guarantee credit;
- You are entitled to, or named on, a valid NHS tax credit exemption certificate;
- You are named on a valid HC2 certificate.

Partial help: if you are named on an HC3 certificate you might get some help towards the cost of your NHS dental treatment.

War pensioners – read page 28.

WALES – FREE NHS DENTAL EXAMINATION

You get free dental examinations if you are:

- Aged under 25 on the day you are examined in Wales; or
- Aged 60 or over on the day you are examined in Wales.

FREE NHS SIGHT TESTS

You can get free sight tests if you:

- Are under 16;
- Are in full-time education and aged 16, 17 or 18;
- Are aged 60 or over;
- Are a diagnosed glaucoma patient;
- Are aged 40 or over and are a parent, brother, sister, son or daughter of a diagnosed glaucoma patient, or
- Have been advised by an ophthalmologist that you are at risk of glaucoma;
- Have been diagnosed as diabetic;
- Are registered blind or partially sighted;
- Need complex lenses;
- Are someone whose sight test is carried out through the hospital eye department as part of the management of your eye condition;
- Are getting, or your partner gets: Income Support, or Income-based Jobseeker's Allowance, or Minimum Income Guarantee, or Pension Credit guarantee credit;
- Are entitled to, or named on, a valid NHS tax credit exemption certificate;
- Are named on a valid HC2 certificate.

Partial help: if you are named on a valid HC3 certificate you might get some help towards the cost of a private sight test.

War pensioners – read page 28.

NHS VOUCHERS TOWARDS THE COST OF GLASSES OR CONTACT LENSES

You can get vouchers if you:

- Are under 16;
- Are in full-time education and aged 16, 17 or 18;

- Need complex lenses – read page 23;
- Are getting, or your partner gets: Income Support, or Income-based Jobseeker’s Allowance, or Minimum Income Guarantee, or Pension Credit guarantee credit;
- Are entitled to, or named on, a valid NHS tax credit exemption certificate;
- Are named on a valid HC2 certificate.

Partial help: if you are named on a valid HC3 certificate you might get some help.

NOTE: If your glasses or contact lenses cost more than your voucher value, you will have to pay the difference.

War pensioners – read page 28.

NHS VOUCHERS FOR REPAIR OR REPLACEMENT OF GLASSES OR CONTACT LENSES

You can get vouchers if you:

- Are under 16;

If you are 16 or over conditions apply – read page 24.

PAYMENT OF NECESSARY TRAVEL COSTS TO HOSPITAL FOR NHS TREATMENT

You can get help if you:

- Are a war pensioner and the hospital treatment is for your pensionable disablement;
- Are getting, or your partner gets (includes your dependent children): Income Support, or Income-based Jobseeker’s Allowance, or Minimum Income Guarantee, or Pension Credit guarantee credit;
- Are entitled to, or named on, a valid NHS tax credit exemption certificate;
- Are named on a valid HC2 certificate.

Children under 16 and those aged 16 to 18 – read page 27.

Partial help: if you are named on a valid HC3 certificate you might get some help.

FREE NHS WIG AND FABRIC SUPPORTS

You can get free NHS wigs and fabric supports if you:

- Are under 16;
- Are in full-time education and aged 16, 17 or 18;
- Are a hospital in-patient;
- Are a war pensioner and the wig or fabric support is for your pensionable disablement and you have a valid war pension exemption certificate;
- Are getting or your partner gets: Income Support, or Income-based Jobseeker's Allowance, or Minimum Income Guarantee, or Pension Credit guarantee credit;
- Are entitled to, or named on, a valid NHS tax credit exemption certificate;
- Are named on a valid HC2 certificate.

Partial help: if you are named on a valid HC3 certificate you might get some help.

ALL CHILDREN UNDER 16 AND YOUNG PEOPLE IN FULL TIME EDUCATION WHO ARE UNDER 19 (England and Scotland)

Full-time education means you must be receiving full-time instruction from a recognised educational establishment such as a school, college or university. To be a 'recognised establishment' the place where you are studying must have a Department of Education and Skills (DfES) Establishment Number, and be registered on the DfES database. If it is not registered with the DfES, you still may be able to claim for help with health costs under the NHS Low Income Scheme – read page 18.

You get free:

- NHS prescriptions;
- NHS dental treatment for any course of treatment that starts before your 19th birthday;
- NHS sight tests;
- NHS wigs and fabric supports.

You also get:

- Vouchers towards the cost of glasses or contact lenses;
- If you have lost or damaged your glasses or contact lenses – read page 24;
- If you need help with travel costs to and from hospital for NHS treatment – read page 27.

OTHER YOUNG PEOPLE (England and Scotland)

You get free:

- NHS dental treatment for any course of treatment which starts before your 18th birthday;
- If you need help with travel costs to and from the hospital for NHS treatment – read page 27;
- If you are aged 16 or 17 and supported by a Local Authority because you have recently left Local Authority care – read page 25.

- If you don't have much money to pay other health costs, you can still claim for help, read – page 18.

YOUNG PEOPLE LIVING IN WALES

You get free:

- NHS prescriptions dispensed in Wales before your 25th birthday;
- NHS dental examinations carried out in Wales before your 25th birthday;



PEOPLE AGED 60 OR OVER IN ENGLAND, SCOTLAND AND WALES

You get free:

- NHS prescriptions;
- NHS sight tests.

If you need help with other health costs, check to see if you fit into any of the groups on pages 4-5.

PEOPLE AGED 60 OR OVER IN WALES

You also get NHS dental examinations carried out in Wales, free.

PEOPLE GETTING THE FOLLOWING BENEFITS:

Either you or your partner may be getting the benefit or credit.

INCOME SUPPORT (IS)

You and your partner get free:

- NHS prescriptions;
- NHS dental treatment;
- NHS sight tests;
- NHS wigs and fabric supports.

You also get:

- A voucher towards the cost of glasses or contact lenses;
- Refunds of necessary travel costs to and from hospital for NHS treatment for you, your partner and any dependent children and young people under 19.

If you are waiting for your IS claim to be settled and need help urgently with any health costs – read page 18.

MINIMUM INCOME GUARANTEE (MIG)

MIG is equivalent to Income Support for people aged 60 or over. If you get MIG read the information for people who get Income Support.

If you are aged under 60 and your partner gets MIG, you should also read the Income Support information.

PENSION CREDIT GUARANTEE CREDIT

Pension Credit guarantee credit replaces MIG in October 2003. If you get PCGC read the information for people who get Income Support.

If you are aged under 60 and your partner gets PCGC, you should also read the Income Support information.

IMPORTANT: If you only get Pension Credit savings credit on its own, this does not entitle you to help with health costs. If you have to

pay health costs, check to see if you are in any of the other groups listed on pages 4-5. Or you might be able to get help if you are on a low income – read page 18.

INCOME-BASED JOB SEEKER'S ALLOWANCE – JSA (IB)

You and your partner are entitled to the same things as people getting Income Support. If you get JSA (IB) read the information for people who get Income Support.

CONTRIBUTION-BASED JSA – JSA(C)

IMPORTANT: On its own, JSA(C) does not entitle you to help with health costs. If you have to pay health costs, check to see if you are in any of the groups listed on pages 4-5. Or you might be able to get help if you are on a low income – read page 18.

If you are not sure about the type of JSA you are getting, ask at your Jobcentre Plus office.

If you are waiting for your JSA claim to be settled and need help urgently with any health costs, read page 18.

OTHER BENEFITS

Only IS, MIG, PCGC or JSA (IB) count for automatic help with health costs.

Other benefits such as Incapacity Benefit or Disability Living Allowance don't count because they are not income-related. If you have to pay health costs, check to see if you are in any of the other groups listed on pages 4-5. Or you might be able to get help if you are on a low income – read page 18.

TAX CREDITS

- Working Tax Credit (WTC)
- Child Tax Credit (CTC)

From 6 April 2003, these replaced Working Families' Tax Credit and Disabled Person's Tax Credit.

1. If you meet the qualifying conditions (read paragraph 3) you will be sent an NHS tax credit exemption certificate by the Prescription Pricing Authority (PPA) Newcastle. They will send you one automatically, you do not need to apply for one – but read paragraph 11.

2. If you meet the qualifying conditions you can get free:

- NHS prescriptions;
- NHS dental treatment;
- NHS sight tests;
- NHS wigs and fabric supports.

You also get:

- Vouchers towards the cost of glasses or contact lenses;
- Refunds of necessary travel costs to and from hospital for NHS treatment for you, your partner or any dependent children and young people under 19. You can also get refunds of travel costs if any of the children named on the certificate need to go to hospital. (They are already entitled to the other help.)

3. The qualifying conditions for help with health costs are ((A) + either (B1) or (B2) or (B3) when:

(A) your family income for tax credits is £14,200** or less (this is on your tax credit award notice) **and** one of the following applies:

(B1) you are working and have children = you get WTC and CTC, **or**

(B2) you are working and disabled = you get WTC with a disability element – check your award notice, **or**

(B3) you are not eligible for WTC but get CTC. This might be because you don't work 16 hours per week, or your income doesn't count as earnings, e.g. because you are a student nurse.

** The £14,200 limit applies from 6 April 2003. If you are reading this after 5 April 2004, you should check to see if this figure has been updated.

4. The Inland Revenue issues tax credit award notices that tell families they might be entitled to other help. Only the Inland Revenue can say whether you are eligible or not for WTC or CTC.

5. If you are unsure about the amount of your income, you can check this with the Inland Revenue Helpline on: 0845 300 3900 (England, Scotland and Wales).

For people with hearing or speech difficulties the Helpline number is 0845 300 3909 (England, Scotland, Wales).

OLD CERTIFICATES

6. There are interim arrangements for families who had an exemption certificate under the previous arrangements. If you have a Tax Credit exemption certificate that expired on 7 April 2003, you can use that until 31 July 2003, even if your circumstances have changed. If you have lost that certificate, you can still sign treatment forms to say you don't have to pay as long as you are sure that your old certificate expired on 7 April 2003.

7. If you have made a claim but not yet received your tax credit award notice you should contact the Inland Revenue (**not** NHS Direct nor the Prescription Pricing Authority).

IF YOU DON'T HAVE AN OLD CERTIFICATE OR NEW TAX CREDIT AWARD

8. If you meet the conditions for help – read paragraph 3, you are entitled to claim exemption as soon as you get your tax credit award notice. You can sign NHS treatment forms to say you don't have to pay because you get tax credits, otherwise you will have to pay and then if you qualify for help you can claim a refund.

NHS TAX CREDIT EXEMPTION CERTIFICATES

9. The Prescription Pricing Authority (PPA) – an NHS body based in Newcastle – sends out certificates for the whole of the UK on behalf of the health departments in England, Scotland, Wales and Northern Ireland. You don't have to make a separate application for a certificate.

(Please expect to wait up to six weeks for your certificate after you get your award notice. Read paragraph 11.)

10. The Inland Revenue will send information to the PPA each month about families who are entitled to a certificate.

11. The PPA cannot send you an exemption certificate until they receive the information from the Inland Revenue. **This could be up to six weeks after you get your tax credit award.**

You can still get free treatment without the exemption certificate – read paragraph 8.

If you are still unsure about whether or not you are entitled to an NHS Tax Credit Exemption Certificate, ring the PPA on 0845 609 9299, and have your Tax Credit Award notice ready so you can tell the PPA what is on it.

IF YOU LOSE YOUR TAX CREDIT EXEMPTION CERTIFICATE

12. Tell the PPA by writing to the:

Exemption Issue Office, PO Box 1011,
Newcastle Upon Tyne, NE99 2ZP, and let them know what happened. They will send you a duplicate.

IF YOU DO NOT QUALIFY FOR HELP THROUGH TAX CREDIT EXEMPTION

13. Tax credit exemption is for people who are working or are disabled or who have children.

14. If you do not qualify for help through tax credits you may be able to claim help through the NHS Low Income Scheme – read page 18.

15. Ring the Inland Revenue Helpline for advice about other help that might be available through tax credits. Read paragraphs 4 and 5.

16. This information is also in leaflet HC11(TC) ring 08701 555 455 to order a copy or go to: www.doh.gov.uk/nhscharges/hc11tc.htm

THE NHS LOW INCOME SCHEME

The Low Income Scheme doesn't entitle you to NHS treatment. However if you have been accepted for NHS treatment and have to pay for any of the items listed on page 2 of this leaflet, the NHS Low Income Scheme may be able to help you with the cost. If you have capital which is over the capital limits as shown on claim form HC1, you cannot claim any help through this scheme.

If you have a partner, their property, savings and any other money is counted with yours.

If you would like to find out if the scheme can help you, pick up an HC1 form (claim for help with health costs) from a Jobcentre Plus office or NHS hospital. Your dentist or optician may have copies too, or ring 08701 555 455 for one.

You can fill in a special short claim form, the HC1(SC) if the following applies to you:

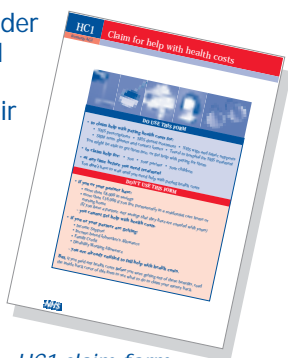
- You live permanently in a residential care or nursing home and the local authority helps you with the cost; or
- You are supported by the local authority because you are aged 16 or 17 and recently left local authority care.

Ask your home manager/local authority/care worker for an HC1(SC) claim form. Otherwise, use the normal form, the HC1.

If you are aged 16 or over you can make your own claim on an HCI, but you needn't do this if you count as a dependant of someone who is getting an eligible benefit or credit listed on pages 13-17.

If a dependent child under 16 has to go to hospital for NHS treatment, you can claim help with their travel costs; it's your income that counts.

Fill in the HC1 or HC1(SC) and send it off in the envelope that comes with it. The claim form tells you what to do and may ask you to send in evidence of your income.



HC1 claim form

If you have any queries about how to fill in these forms, or what to send, you can call the Health Benefits Division (HBD) of the Prescription Pricing Authority on 0845 850 1166, or write to HBD, Sandyford House, Newcastle upon Tyne NE2 1DB

After you have sent off the claim form, the HBD uses the information you have supplied to work out how much help you might get towards your health costs. The HC1 tells you more about this and explains what counts as income.

NHS LOW INCOME SCHEME CERTIFICATES

If you qualify for help you will be sent an NHS certificate HC2 for full help or an NHS certificate HC3 for partial help with health costs. The certificate will tell you who it covers and how long it lasts.

If you need help urgently with any health costs before Income Support, Income-based Jobseeker's Allowance, Pension Credit or tax credits are awarded, make a separate claim on an HC1. Don't wait for your benefit or credit claim to be settled. But if you have a tax credit award notice, read pages 14-18 to see if you can get help without making a low income claim.

Other Groups

If you don't want to delay your NHS treatment or repair/replacement of glasses (but read page 24 first) or need emergency NHS dental treatment, you may need to pay and claim a refund later.

If you want to claim a refund of any health cost – read pages 33-37.



Other Groups

PEOPLE WITH A SPECIFIED MEDICAL CONDITION

You can get free NHS prescriptions if you have a valid medical exemption certificate issued: England – either by a Health Authority before 30 September 2002 or by the Prescription Pricing Authority on or after 1 October 2002; Scotland – Practitioner Services; Wales – Local Health Board, because you have:

- A permanent fistula (for example, caecostomy, colostomy, laryngostomy or ileostomy) requiring continuous surgical dressing or requiring an appliance;
- A form of hypoadrenalism (for example, Addison's Disease) for which specific substitution therapy is essential;

- Diabetes insipidus and other forms of hypopituitarism;
- Diabetes mellitus except where treatment is by diet alone;
- Hypoparathyroidism;
- Myasthenia gravis;
- Myxoedema;
- Epilepsy requiring continuous anti-convulsive therapy; or
- You have a continuing physical disability which means you cannot go out without the help of another person.

We ask doctors to advise you about free prescriptions. But it is up to you to find out if you are entitled or not.

Only the conditions listed count. If you are unsure about the name of your condition, check with your doctor.

To apply for a medical exemption certificate ask your doctor for form FP92 (England), EC92A (Scotland) or FP92W (Wales). The form tells you what to do.

Your exemption certificate will be posted to you. Medical exemption certificates normally last for five years and then need to be renewed.

You may receive a reminder that your certificate needs to be renewed. But it is your responsibility to ensure that it is renewed.

SEXUALLY TRANSMISSABLE INFECTIONS (STI)

If you are being treated for an STI at a genito-urinary medicine (GUM) clinic or a hospital, medication to treat the STI is free from the hospital. You will have to pay charges in the normal way for anything else you are prescribed.

PEOPLE WHO NEED LOTS OF PRESCRIPTIONS BUT HAVE TO PAY

PRESCRIPTION PREPAYMENT CERTIFICATES (PPC)

If you are not entitled to free prescriptions and you think you will have to pay for more than 5 items in 4 months or 14 items in 12 months, you may find it cheaper to buy a prescription prepayment certificate (PPC).

England: Phone 0845 850 0030 to find out the cost of a PPC. You can also pay by credit or debit card by ringing this number. You can also buy on-line via the Prescription Pricing Authority website at www.ppa.org.uk. For payment by cheque or postal order, get application form FP95 from your pharmacy or go to: www.doh.gov.uk/nhscharges/fp95.htm for it, the form tells you what to do. Other enquiries about applications for English PPCs or to report lost or stolen PPCs, please ring 0845 601 8076.

Scotland: You can apply for a PPC by post by getting form EC95. This is available from pharmacies, Primary Care Trusts or Practitioners Services Division's (PSD) Area Offices, the form tells you what to do. Or you can purchase a PPC over the counter at a participating community pharmacy or dispensing doctor practice.

Wales: For payments by cheque or postal order use application form FP95W, available from your Local Health Board.

PPC start date

The PPC will start from the date your application is received unless you ask for a different start date. This can be up to one month before or one month later than the date you make your application.

PREGNANT WOMEN AND THOSE WHO HAVE HAD A BABY IN THE PREVIOUS 12 MONTHS

You get free:

- NHS prescriptions but only if you have a valid maternity exemption certificate issued: England

– either by a Health Authority before 30 September 2002 or by the Prescription Pricing Authority on or after 1 October 2002; Scotland – Practitioner Services; Wales – Local Health Board.

To apply for your maternity exemption certificate get form FW8 from your doctor, midwife or health visitor. The form tells you what to do.

- Dental treatment if, when you are accepted for a course of treatment, you are pregnant or have borne a child in the previous 12 months.

PEOPLE REGISTERED BLIND OR PARTIALLY SIGHTED

You get free NHS sight tests. If you need help with other health costs, check if you are in one of the groups listed on pages 4-5.

PEOPLE WHO NEED COMPLEX LENSES

You get free NHS sight tests if you're prescribed complex or powerful glasses with at least one lens which:

- Has a power in any one meridian of plus or minus 10 or more dioptries; or
- Is a prism-controlled biofocal lens.

You also get a voucher towards the cost of glasses.

PEOPLE WITH GLAUCOMA OR DIABETES

You can get a free sight test if you are:

- A diagnosed glaucoma patient; or
- 40 and over and are the parent, brother, sister, son or daughter of a person with diagnosed glaucoma; or
- Have been advised by an ophthalmologist that you are at risk of glaucoma; or
- A diagnosed diabetic.

PEOPLE WHO HAVE LOST OR DAMAGED THEIR GLASSES OR CONTACT LENSES

If you are under 16 you get a voucher towards the cost of repair or replacement.

If you are 16 or over you may be entitled to a voucher towards the cost of repair or replacement if your Primary Care Trust (Practitioner Services in Scotland) agrees that:

- The loss or damage was due to illness (illness or disability in Scotland); and
- You can't get any help through a warranty, insurance or after sales service; and
- You would be entitled to an NHS voucher for glasses or contact lenses – read page 8.

PEOPLE WITH IMPAIRED HEARING

You can get free on loan NHS hearing aids. The aids will be supplied with batteries (and replacements) and fitted, serviced and maintained free of charge.

If you want to know more, ask your GP.

PATIENTS OF A GENITO-URINARY MEDICINE (GUM) CLINIC IN ENGLAND AND WALES

You may be able to get help:

- With necessary, and reasonable, travel costs if you are the patient attending a GUM clinic in England or Wales that is more than 15 miles (24km) from home; and
- With companion's travel costs if it is medically necessary for someone to travel with you.

But, this is outside Regulations and there is no legal entitlement to payment

Read page 27 to see if you can get help under the Hospital Travel Costs scheme to travel to the clinic.

Medication for sexually transmissible infections – read page 21.

PEOPLE IN A RESIDENTIAL CARE OR NURSING HOME

Living in residential care or a nursing home does not automatically entitle you to help.

- If you are under 60 and getting Income Support – read page 13.
- If you are 60 or over and getting Minimum Income Guarantee (or from October 2003, Pension Credit guarantee credit) – read page 13.
- Otherwise check to see if you can get help via the NHS Low Income Scheme – read page 18.

PEOPLE SUPPORTED BY LOCAL AUTHORITY AFTER LEAVING CARE – CARE LEAVERS

If you are aged 16 or 17 and supported by a local authority because you recently left local authority care, you are entitled to full help with health costs through the NHS Low Income Scheme – read page 18.

If you are not supported by a local authority and you are not getting Income Support or Income-based Jobseeker's Allowance, you may still be able to get help through the Low Income Scheme. Also check if you are in any of the groups on page 4 or 5.



NHS IN-PATIENTS

You get free:

- All NHS treatment, including dental treatment, plus medication;
- Wigs and fabric supports supplied while in hospital;
- Glasses or contact lenses supplied through the hospital eye department (but you must choose the cheapest frame available). If you choose a more expensive one (except for medical reasons) you will have to pay the difference;
- Medication to take home with you when you leave hospital.

If you ask a dentist or optician to visit you in hospital, you will have to pay the cost in the normal way, as if you were being treated at their practice. Read pages 4 and 5 to see if you are in a group that can get free NHS dental treatment, a free NHS sight test or vouchers towards your glasses.

NHS OUT-PATIENTS

You get free:

- All medication given to take while you're being treated at the hospital. But you pay a prescription charge(s) for any medication you are prescribed to take at home, unless you're entitled to free NHS prescriptions.
- Medication supplied by a hospital to treat a sexually transmissible infection (STI).

NHS HOSPITAL DENTAL PATIENTS

NHS dental treatment carried out at the hospital is free, but there may be a charge for dentures and bridges unless you are entitled to free NHS dental treatment.

NHS HOSPITAL EYE DEPARTMENT

Sight tests. If your consultant refers you to an optometrist for a sight test as part of the management of your eye condition, while you are still a patient of the hospital eye department,

that sight test is free. If your consultant decides that for clinical reasons you need frequent changes of glasses or contact lenses you will only have to pay for the first pair. You may also get help towards the first pair if you are in one of the groups entitled to a voucher – read page 8.

PEOPLE WHO TRAVEL TO HOSPITAL FOR NHS TREATMENT

You may be entitled to help with necessary travelling costs to and from hospital for NHS treatment. This includes check-ups and visits to genito-urinary medicine clinics for treatment of sexually transmissible infections.

- If you are getting benefits or credits – read page 13;
- If you have a low income – read page 18;
- For your companion if you qualify for help and, for medical reasons, you need a companion to travel with you. Their travel costs are added to your travel costs and it's your income that counts;
- If you are 16 or over but under 19 and are counted as a dependant of someone getting any of the benefits/credits (page 13). Otherwise you can make your own claim, even if you live with your parents – read page 18.

Note: If a child under 16 is the patient, it is their parent's income that counts. If someone else takes them to hospital, it is still the parents' income that counts.

If you are not sure what travel costs you can get help with, ask the hospital before you travel. For more information go to:
www.doh.gov.uk/hospitaltravelcosts

NHS TREATMENT ABROAD

You may be able to get help with the cost of travel from home to the international rail terminal, port or airport where you leave Great Britain (GB). The arrangements are the same as if you were travelling from home to a hospital for treatment – read “travel to hospital for NHS treatment” on this page.

Regardless of your income, you can get help with the cost of return travel from the point where you leave GB to where you are going to be treated but your method (e.g. air or rail) and cost of travel must be agreed before you travel. You should ask the person arranging your treatment about this. If a companion is medically necessary, you should ask about help with their travel costs.

PEOPLE LIVING ON THE ISLES OF SCILLY

You get help with the cost of travel to a mainland hospital for NHS treatment. There is a set maximum you have to pay unless you get free travel, or help with the costs. Leaflet HC12 tells you how much this is. See your health centre before you go to hospital.

PEOPLE LIVING IN THE FORMER SCOTTISH HIGHLANDS AND ISLANDS DEVELOPMENT BOARD AREA

You get help with the cost of travel to hospital for NHS treatment, provided you have to travel at least 30 miles (48km), or more than five miles (8km) by sea, to get to hospital.

There is a set maximum you have to pay unless you get free travel, or help with the costs. Leaflet HC12 tells you how much this is. See your doctor before you go to hospital.

WAR PENSIONERS

You get free:

- NHS prescriptions and NHS wigs and fabric supports if the treatment is for your pensionable disablement and you have a valid war pension exemption certificate.

You may be able to get money back for dental treatment, hospital travel costs, sight tests, glasses or contact lenses if the treatment, or the reason for travel, is for your pensionable disablement. Write to: The Treatment Group, Veterans Agency, Norcross, Blackpool FY5 3WP.

You can get a pre-paid addressed envelope from Post Offices.

PEOPLE FROM ABROAD

People seeking asylum and who are supported by the National Asylum Support Services (NASS) will be sent an NHS charges certificate (HC2) for full help with their first support payments.

Other people who come from abroad and are accepted as ordinarily resident in the UK (including asylum seekers not supported by NASS) and who are accepted for NHS treatment may claim help with health costs the same way as other residents.

Check to see if you are in one of the groups listed on pages 4-5. Otherwise, you can make a claim under the NHS Low Income Scheme – read page 18. Information for health staff, service planners and agencies providing advice to asylum seekers is in “Caring for Dispersed Asylum Seekers – A Resource Pack” copy available by ringing 08701 555 455 (ask for item 32143) or go to: www.doh.gov.uk/asylumseekers/resourcepack.htm

HOW TO GET HELP WITH HEALTH COSTS

NHS PRESCRIPTIONS

People who don't have to pay should put a cross in the first box in Part 1 that applies to them and complete and sign Part 3 on the back of their prescription form. You may be asked to show proof of your entitlement to free prescriptions – read page 38 for more information about this.

NHS DENTAL TREATMENT:

Tell the dentist you want NHS treatment when you make the appointment. Sign the form you are given when you go for treatment. If you don't have to pay put a cross in the appropriate box. If you have a valid HC2 certificate, write in the certificate number.

If you have a valid HC3 certificate, write in the certificate number and the maximum your

certificate says you can pay. You will pay either what appears on the certificate, the actual charge or the maximum charge, whichever is the least. See leaflet HC12 (HC12W in Wales) for details of charges.

If your circumstances change before you are asked to pay, read page 7 to see if you are entitled to free NHS dental treatment.

You may be asked to show proof of your entitlement to help with dental costs – read page 40 for more information about this.

SIGHT TESTS

When you go for your sight test, tell the optician if you are entitled to a free NHS sight test and ask for form GOS1 to apply for it.

- If you have a valid HC2 certificate for full help, you must show it to your optician;
- If you are blind or partially sighted, the name and address of the Local Authority where you're registered has to be put on form GOS1;
- If you have diabetes or glaucoma, or have been advised by an ophthalmologist that you are at risk of glaucoma, the name and address of your doctor has to be put on form GOS1;
- If you already need a complex lens, show the optician your last prescription or the glasses you are wearing.

The optician will give you form GOS2 showing the results of your sight test.

If you have a valid HC3 Certificate, show it to the optician and ask if you are entitled to any help with the cost of your private sight test. You apply for this help on form GOS5.

NHS VOUCHERS FOR GLASSES/CONTACT LENSES

- There is more information about using vouchers on the back of your GOS2 form.

Ask for a GOS3 voucher form when you have your sight test, or when you order your glasses or contact lenses if you didn't ask for one earlier, or if you are now entitled to one. Not

all suppliers have GOS3 vouchers and you might have to go back to the person who tested your sight to get one. Fill in part 1 when you order your glasses or contact lenses and show the optician a valid HC2 certificate if you have one.

- If you have a valid HC3 certificate, you can ask for a GOS3 voucher form. Show your HC3 to the optician when you order glasses or contact lenses and ask if you can get any help towards the cost. Your voucher value will be reduced by the amount shown on your HC3.

A GOS3 voucher form is valid for two years, but you can only use it if you are still entitled to a voucher for glasses or contact lenses when you order them.

If you have a valid HC2 or HC3 certificate, you **must** show it to the optician when you order your glasses or contact lenses. They will ask you to fill in and sign GOS3 to say why you are entitled to the voucher and to confirm that you have received your glasses or contact lenses.

Scotland – ask your optician for the Scottish version of the forms mentioned.

NHS VOUCHERS FOR REPAIR OR REPLACEMENT OF GLASSES OR CONTACT LENSES

Ask your optician for form GOS4 – it tells you what to do.

In Scotland, ask your optician for the Scottish version of the GOS form mentioned.

TRAVEL TO AND FROM HOSPITAL FOR NHS TREATMENT

When you go for treatment, tell the hospital that you want to claim back the cost of your journey and show proof of your entitlement such as your benefit book, your tax credit exemption certificate or your HC2 certificate.

If you have a valid HC3 certificate and your journeys cost more in total in any one week than your certificate says you have to pay, show the HC3 certificate at the hospital and ask if you are entitled to any money back.

NHS WIGS AND FABRIC SUPPORTS:

Tell the person who fits your wig or fabric support that you are entitled to it free, and show proof of your entitlement or war pension exemption certificate.

If you have a valid HC3 certificate, show it to the person who fits your wig or fabric support and ask if you are entitled to any help with the charge.

For each item, the most you will pay will be the amount on the certificate or the actual cost – whichever is the least.

CHECK OF ENTITLEMENT TO HELP WITH HEALTH COSTS AND THE PENALTY CHARGE

If you are not paying the NHS charge, or you are using an optical voucher, you should show proof of why you don't have to pay or why you can use a voucher. For example, your benefit book, birth certificate or NHS exemption certificate; for more information about this – read the tables on pages 38-43.

If you cannot show proof, you will get your NHS treatment free, or be able to use your optical voucher, but your treatment form will be marked as “no evidence seen” so entitlement can be checked later.

CHECKS WILL BE MADE ON CLAIMS FOR:

- Free prescriptions. The checks will be made by the NHS Counter Fraud and Security Management Service;
- Full or partial help with NHS dental treatment. The checks will be made by the Dental Practice Board;
- Free NHS sight tests and vouchers towards the cost of glasses or contact lenses. The checks will be made by your local Primary Care Trust (PCT).

In Scotland, checks will be made by NHS Scotland Counter Fraud Services. In Wales, checks will be made by your Local Health Board.

THE PENALTY CHARGE

Any patient found to have wrongly claimed help with health costs will now face penalty charges and, in some cases, prosecution under new powers introduced by the Health Act 1999.

The penalty charge is a civil fine and may be imposed where a patient is found to have wrongly claimed total or partial help with health costs. The penalty charge is five times the amount owed, up to a maximum of £100. This is in addition to the original charge. Payment will be pursued by civil recovery if necessary.

For further information about penalty charges pick up leaflet HC81(Pen) *The Penalty Charge Explained* from your doctor, pharmacy, dentist. Or ring 08701 555 455 to order a copy. Or go to: www.cfsms.nhs.uk and click on "Documents" and go to "Penalty Charge Guidance". Or, ring 0845 850 1166 for advice.

In Scotland further information is contained in leaflet *Don't Just Help Yourself*.

REFUNDS

REFUNDS OF PRESCRIPTION PREPAYMENT CERTIFICATE (PPC) FEES

You can only get a full refund if, within the first month of a 4 or 12 month PPC, any of the following happens:

- You become entitled to free prescriptions and if applicable, you have a valid NHS exemption certificate; or
- You go into hospital and remain there until the expiry of the certificate; or
- The PPC holder dies, or goes into hospital and dies there before the certificate runs out.

Proportional refunds: 4 and 12 month PPCs

You can get a proportional refund if, after the first month of a 4 or 12-month PPC start date:

- The PPC holder dies; or

- Goes into hospital and dies there before the certificate runs out.

The fee will be refunded proportionally in respect of complete months unexpired.

Partial refunds: 12 month PPCs

You can get a partial refund for 12-month PPCs only if, in months 2-4 of the PPC start date, any of the following happens:

- You become entitled to free prescriptions; and if applicable, you have a valid NHS exemption certificate; or
- You go into hospital and remain there until the expiry of the certificate.

You will be refunded the cost of the 12-month PPC less the cost of a four-month PPC.

If you wish to claim a refund for any of the reasons listed, send the original certificate to the Prescription Pricing Authority, PPC Issue Office, PO Box 845, Newcastle upon Tyne, NE99 2DE, telling them the reason why you want to claim a refund.

SCOTLAND: If you live within the following Health Board areas: Argyll & Clyde, Ayrshire & Arran, Dumfries and Galloway, Greater Glasgow, Lanarkshire and the Western Isles send your claim to: Practitioner Services Division, Clifton House, Clifton Place, Glasgow G3 7LN.

If you live within the following Health Board areas: Borders, Fife, Forth Valley and Lothian send your claim to: Practitioner Services Division, Stevenson House, 555 Gorgie Road, Edinburgh EH11 3LG.

If you live within the following Health Board areas: Grampian, Highland, Orkney, Shetland and Tayside send your claim to: Practitioner Services Division, Summerfield House, 1 Gairsay Road, Aberdeen AB15 6GF.

WALES: please contact your Local Health Board.

Time limit for making PPC refund claims

You must make your claim for a refund within the following time limits:

- Following the death of the PPC holder – claim within 24 months of death.
- If you become entitled to free prescriptions:
 - 4 four-month PPC holders: within four months of the start of the PPC;
 - 12-month PPC holders: within seven months of the start of the PPC.
- You go into hospital and remain there until the certificate expires: within three months of the PPC expiry date.

REFUND OF NHS PRESCRIPTION CHARGES

Ask your pharmacist, hospital or doctor for an NHS receipt form FP57 (WP57 in Wales) **when you pay** – you can't get one later. The receipt form tells you what to do. You have to apply for a refund within 3 months of paying the prescription charge.

OTHER REFUNDS

You will need a receipt which shows you have paid for NHS treatment (see following paragraphs for details). For income based claims, use form HC5 available from Jobcentre Plus offices or NHS hospitals. Your dentist or optician may have one or ring 08701 555 455 to get one. The HC5 tells you what to do. You will need to write a letter (enclosing your receipt) to apply for a refund for other reasons, details below. You have to claim a refund within 3 months of paying the health cost.

NHS DENTAL TREATMENT REFUNDS

Ask your dentist for a NHS receipt form FP64, (GP17D in Scotland) or a receipt which shows the amount and the date you paid the charge.

If you are claiming on the grounds of low income complete form HC5.

England – your claim will go to the Dental Practice Board who will check before sending out payment.

Scotland – Practitioners Services. Wales – to your Local Health Board.

If you want to claim a refund for another reason eg. you confirm you are pregnant, you will need to explain why you are claiming a refund. Enclose your receipt and make sure you include your full name and the address of your dentist, and write to:

ENGLAND: the Dental Practice Board, Compton Place Road, Eastbourne, East Sussex BN20 8AD.

WALES: your Local Health Board.

SCOTLAND: Practitioner Services of the Common Services Agency at Trinity Park House, South Trinity Road, Edinburgh EH5 3SG.

SIGHT TEST REFUNDS

Ask the person who tests your sight for a receipt that shows that you paid for the test and the date of payment. Complete an HC5 refund claim form, making sure you put the date of your sight test on it. The HC5 tells you what to do next.

Glasses or contact lens refunds

If you have already used a voucher towards the cost of your glasses or lenses you cannot get a refund, unless it was only a "complex lens" voucher. Nor can you claim a refund of the difference between the voucher value and the actual cost of your glasses or lenses, even if they cost more than the voucher value.

If you want to claim a refund, ask the person who supplies your glasses or contact lenses for a receipt which shows how much you paid and the date of payment. Complete an HC5 refund form and make sure you enclose your optical prescription and your receipt with your HC5 when you send it off. The form tells you what to do. The maximum refund you can get back will be the voucher value which matches your prescription.

Lost or damaged glasses or contact lenses

If your glasses or contact lenses have been lost or damaged and you pay for replacement or repairs, you will only be considered for a refund

if you are entitled to a voucher. But, your Primary Care Trust, (Scotland – Practitioner Services) (Wales – Local Health Board) has to agree that the loss or damage was due to illness (illness or disability in Scotland) before payment can be made – read page 24.

TRAVEL COSTS TO AND FROM HOSPITAL FOR NHS TREATMENT REFUNDS

Usually, an NHS hospital will give you your refund when you go for treatment. If this is not possible, ask the hospital for an HC5 refund claim form – the form tells you what to do.

NHS WIGS AND FABRIC SUPPORTS REFUNDS

Ask the hospital for a receipt that shows that you have paid an NHS charge, and complete an HC5 refund claim form, the form tells you what do.

For people entitled to free NHS

You can get free prescriptions if you are:	The proof you need to have
<p>60 or over</p> <p>Under 16</p> <p>Under 25 and your prescription is dispensed in Wales</p>	<p>A date-of-birth printed on your prescription. If it is not on your prescription, show your NHS medical card, current Child Benefit order book, pension book, passport, birth certificate, driving licence, or any other official papers showing your name and date-of-birth.</p>
<p>Aged 16-18 in full-time education</p>	<p>A current Child Benefit order book. If you do not get Child Benefit, you can show proof of your date-of-birth (which might be on your prescription – see above) and proof that you are a full-time student.</p>
<p>Named on a valid maternity exemption certificate</p>	<p>A maternity exemption certificate (This will be issued to you if you are pregnant or have had a baby in the previous 12 months.)</p>
<p>Named on a valid medical exemption certificate</p>	<p>A medical exemption certificate (This will be issued to you only if you have a qualifying medical condition – see page 20)</p>
<p>Named on a valid war pension exemption certificate</p>	<p>A war pension exemption certificate.</p>
<p>Named on a valid prescription prepayment certificate</p>	<p>A prescription prepayment certificate (PPC).</p>
<p>Named on a valid HC2 certificate</p>	<p>An NHS certificate HC2 for full help with health costs.</p>
<p>Or your partner is, getting Income Support</p>	<p>Your Income Support order book, or an entitlement letter from your Jobcentre Plus Office.</p>
<p>Or your partner is, getting Minimum Income Guarantee or Pension Credit guarantee credit</p>	<p>Your order book or an entitlement letter from your Jobcentre Plus office.</p>
<p>Or your partner is, getting Income-based Jobseeker's Allowance</p>	<p>An entitlement letter from your Jobcentre Plus office.</p>
<p>Or your partner is, getting tax credits and meeting qualifying conditions</p>	<p>You are entitled to, or named on, a valid NHS tax credit exemption certificate.</p>

Where and how to get proof

NHS medical cards are given out when you are first registered as a patient with a GP. If you need a card, contact your local Primary Care Trust. NOTE – Some Primary Care Trusts no longer issue NHS medical cards, in this case use one of the other documents mentioned. (Scotland – NHS Board) (Wales – Local Health Board).

The Child Benefit Centre. 0845 302 1444.
Your school, college, university or local education authority can give you proof that you are in qualifying full-time education (see page 11).

Ask your GP, midwife or health visitor for an FW8 application form. The form tells you what to do.

Ask your GP, or NHS hospital for a FP92 application form. (Wales – FP92W). (Scotland – EC92A). The form tells you what to do.

Write to: The Veterans Agency, Norcross, Blackpool FY5 3WP.

England: Phone 0845 850 0030 to pay by credit or debit card. Payments by cheque – get an application form (FP95) from your pharmacy or go to www.doh.gov.uk/nhscharges/fp95.htm – the FP95 tells you what to do. Buy online via www.ppa.org.uk.
Wales: contact your Local Health Board, ask for an FP95W. Scotland: get EC95 to buy by post or purchase at participating outlets (see page 22).

Make a claim using form HC1, obtainable from your Jobcentre Plus office or by calling 0845 850 1166 or 08701 555 455. You may also be able to get an HC1 from your local hospital, dentist, optician or doctor.

You have to claim the benefit at your Jobcentre Plus office (the address will be in your local telephone book).

If payments are made into your bank or building society, you can obtain proof in the form of an entitlement letter from your Jobcentre Plus office.

If you are eligible for free prescriptions, your exemption certificate will be sent to you. See page 17 if you haven't yet received your certificate.

For people entitled to free NHS

You can get free NHS dental treatment if you:	The proof you need to have
Are under 18 years old	Any official document showing your name and date-of -birth, such as NHS medical card, birth certificate, passport, driving licence, travel concession card, or Child Benefit order book.
Are aged 18 and in full-time education	A current Child Benefit order book, or evidence of age as above and a letter or other document from your school, college or university stating that you are a full-time student.
Are pregnant	MatB1 certificate, or NHS prescription maternity exemption certificate.
Have had a baby in the previous 12 months, or have had a stillborn baby in the previous 12 months	Notification of birth form, birth certificate, or stillbirth certificate.
Are named on a valid HC2 certificate	An NHS certificate HC2 for full help with health costs.
Are named on a valid HC3 certificate	The charge may be reduced if you are named on a NHS certificate HC3 for partial help with health costs.
Or your partner is, getting Income Support	Your Income Support order book or an entitlement letter from your Jobcentre Plus office.
Or your partner is, getting Income-based Jobseeker's Allowance	An entitlement letter from your Jobcentre Plus office.
Or your partner is, getting Minimum Income Guarantee or Pension Credit guarantee credit	Your order book, or an entitlement letter from your Jobcentre Plus office.
Or your partner is, getting tax credits and meeting qualifying conditions	You are entitled to, or named on, a valid NHS tax credit exemption certificate.

Where and how to get proof

NHS medical cards are usually issued when a child is first registered as a patient with a GP. If you need a new card, you should contact your local primary care trust. NOTE – Some Primary Care Trusts no longer issue NHS medical cards, in this case use one of the other documents mentioned. (Scotland – NHS Board) (Wales – Local Health Board).

The Child Benefit Centre 0845 302 1444. Your school, college, university or your local education authority can give you proof that you are in qualifying full-time education (see page 11).

MatB1 certificates are issued by your GP or registered midwife.
To get a maternity exemption certificate ask your GP, hospital doctor or midwife for application form FW8. The form tells you what to do.
The midwife who delivers your baby will give you a notification of birth form.
Birth certificates and stillbirth certificates are issued by your local register of births, deaths and marriages.
You can use your prescription maternity exemption certificate as proof.

Make a claim using form HC1, obtainable from your Jobcentre Plus office or by calling 0845 850 1166 or 08701 555 455. You may also be able to get one from your local hospital, dentist, optician or doctor.

You have to claim the benefit at your Jobcentre Plus office (the address will be in your local telephone book).

If payments are made into your bank or building society, you can obtain proof in the form of an entitlement letter from your Jobcentre Plus office.

If you are eligible for free treatment, you will be sent a certificate. See page 17 if you haven't received a certificate yet.

You can get a free sight test if you are:	The proof you need to have
Aged 60 or over	Any official document showing your name and date-of-birth such as a birth certificate, NHS medical card, passport, travel concession card, driving licence, state retirement pension book.
Aged 40 or over and the parent, brother, sister, or child of a person with glaucoma	An official document to prove your date-of-birth – see above.
Registered blind or partially sighted	Certificate of registration as blind or partially sighted.
Suffering from diabetes	Repeat prescriptions card, out-patients appointment card, record of blood sugar readings.
Suffering from glaucoma	Statement that you are a glaucoma sufferer.
Considered to be at risk of glaucoma	Statement that you are at risk of developing glaucoma.
You can get a free NHS sight test and an optical voucher if you are:	
Aged under 16	A Child Benefit order book, NHS medical card, passport, birth certificate, travel concession card, showing your name and date of birth.
Aged 16, 17 or 18 and in full-time education	A current Child Benefit order book, or evidence of age as above and a letter or other document from your school, college or university stating that you are a full-time student.
Or your partner is, getting Income Support	Your Income Support order book, or an entitlement letter from your Jobcentre Plus office.
Or your partner is, getting income-based Jobseeker's Allowance	An entitlement letter from your Jobcentre Plus office.
Or your partner is, getting Minimum Income Guarantee or Pension Credit guarantee credit	Your order book, or an entitlement letter from your Jobcentre Plus office.
Or your partner is, getting tax credits and meeting qualifying conditions	You are entitled to, or named on, a valid NHS tax credit exemption certificate.
Named on a valid HC2 certificate	An NHS certificate HC2 for full help with health costs.
Named on a valid HC3 certificate	You may get help if you are named on a NHS certificate HC3 for partial help with health costs.

Where and how to get proof

To get a new NHS medical card you should contact your Primary Care Trust.
NOTE – Some PCTs no longer issue medical cards in this case use one of the other documents mentioned (Scotland – NHS Board) (Wales – Local Health Board).

NHS medical card – see above.

Contact your local authority.

Your GP, or your hospital diabetic or eye clinic.
Your repeat prescription or outpatient card should show you are attending a diabetic clinic on a regular basis.

Your GP, or your hospital eye clinic.

Your GP, or your hospital eye clinic.

The Child Benefit Centre. 0845 302 1444.
NHS medical card – see above.

The Child Benefit Centre. 0845 302 1444.
Your school, college, university or your local education authority can give you proof that you are in qualifying full-time education (see page 11).

You have to claim the benefit at your Jobcentre Plus office (the address will be in your in local telephone book).

If payments are made into your bank or building society, you can obtain proof in the form of an entitlement letter from your Jobcentre Plus office.

If you are eligible for free treatment, you will be sent a certificate. See page 17 if you haven't received a certificate yet.

Make a claim using form HC1, obtainable from your Jobcentre Plus office or by calling 0845 850 1166 or 08701 555 455. You may also be able to get one from your local hospital, dentist, optician or doctor.

Leaflets and forms listed below are available from:

Department of Health

PO Box 777

London SE1 6XH

Telephone: 08701 555 455

Fax: 01623 724524

Email: doh@prolog.uk.com

Ask for:

- HC1 Help with Health costs claim form.
- HC5 Refund Claim form. For all health costs, except prescription charges.
- HC11 (this leaflet). Also main Post Offices. Or go to: www.doh.gov.uk/nhscharges/hc11tc.htm
The HC11 can also be made available in braille, on request. Please quote reference **22644 HC11 Help with health costs**.
- HC11(TC) Tax Credits. Or go to: www.doh.gov.uk/nhscharges/hc11tc.htm

HC12 NHS charges and optical voucher values: ENGLAND and SCOTLAND

Also main Post Offices. Or go to:

www.doh.gov.uk/nhscharges/hc12.htm.

HC12W WALES

Also main Post Offices. Or go to:

www.wales.gov.uk/subihealth/content/forms/index-e.htm.

HC13 Advisers' guide to help with health costs

Will be updated and put on the Internet. Go to:

www.doh.gov.uk/nhscharges/hc13.htm.

WMV: G1

Welfare milk and vitamins: a guide for families

HB6 A practical guide for disabled people (where to find information, services and equipment)

Caring for Dispersed Asylum Seekers – A Resource Pack (ask for item 32143). Information for health staff, service planners and agencies providing advice for asylum seekers.

HEALTH COST ADVICE LINES

For information on anything in this booklet, ring 0845 850 1166.

Medical and Maternity exemption certificates

England: 0845 601 8076

Scotland: contact Practitioner Services

Wales: contact your Local Health Board

Prescription Prepayment Certificates

England: for price, phone orders and enquiries: 0845 850 0030

Scotland: contact Practitioner Services

Wales: contact your Local Health Board

NHS Tax Credit Exemption Certificates

England, Scotland and Wales:

(Please have your tax credit award notice ready to answer questions): 0845 609 9299

Does not deal with enquiries about tax credit applications or entitlement to an award notice.

OTHER ADVICE LINES

Inland Revenue – Tax Credit helpline

For enquiries about applications or entitlement to Tax Credit Award Notices:

England, Scotland and Wales: 0845 300 3900

For people with hearing or speech difficulties:

England, Scotland and Wales: 0845 300 3909

OTHER HEALTH ADVICE

24-hour confidential nurse advice and health information service:

NHS Direct (England and Wales):

0845 46 47

Scotland, ring NHS24 on: 0845 4 24 24 24.

Currently, only available in the following Health Board areas: Grampian, Highland, Greater Glasgow, Ayrshire and Arran.

Please note: NHS Direct/NHS24 does not deal with tax credit queries.

Tell us what you want (see page 44) and how many copies.

Contact us by writing to:

Department of Health

PO Box 777, London SE1 6XH.

Fax us on 01623 724524 or e-mail
doh@prolog.uk.com

Or call the NHS Responseline on
08701 555 455.

This leaflet can also be made available in braille on request, please quote reference **22644 HC11 Help with Health Costs.**

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CHLORINE FREE PAPER