

You have prepaid for 12 months of HRT prescriptions.

Your HRT Prescription Prepaid Certificate	
Certificate for	Jane Doe
Certificate number	1000000001234
Starts on	1 January 2022
Ends on	1 January 2023

About your certificate

We do not send out plastic cards anymore, it is costly for the NHS and the environment.

Your certificate entitles you to free NHS prescriptions. It is still valid for use on the day it expires.

You can check your exemption status at <https://services.nhsbsa.nhs.uk/check-for-help-payingnhs-costs/start-exempt>

It is important that you do not use this certificate after it expires. We check that patients who claim for free NHS prescriptions are entitled to the exemption they have declared. You are responsible for making sure that your certificate is valid when claiming free NHS prescriptions. If you claim after your certificate has expired, you could face a £100 penalty charge.

Collecting your NHS prescriptions

- Mark box 'F' on the back of the prescription form to confirm you have a valid certificate.
- You may need to show your certificate details as evidence of your entitlement to free prescriptions. You can still collect your prescriptions for free if you do not have your certificate with you.

How to report changes of circumstances

It is important that your details are kept up to date.

If you change your name, return this certificate to us along with a copy of one of the following:

- marriage certificate
- civil partnership certificate
- deed poll
- passport
- Decree Absolute

We will send you a new certificate.

If you change address, contact us with your full name, date of birth, old and new address, and certificate number. There is no need to return this certificate to us.

Turn over for more information



In the event of the certificate holder's death, please let us know and return this certificate so we can stop a renewal reminder being sent. In certain circumstances a refund may be due, please see 'How to claim a refund'.

How to renew your certificate

Go to www.nhsbsa.nhs.uk/hrt-ppc, or buy at a registered pharmacy. A list of registered pharmacies can be found on our website.

Call us if you need help buying a new HRT PPC.

How to contact us

	Online	www.nhsbsa.nhs.uk/ppc		Post	PPC
	Email	nhsbsa.ppc1@nhsbsa.nhs.uk			NHS Business Services Authority
	Phone	0300 330 1341			152 Pilgrim Street
	Ask Us	www.nhsbsa.nhs.uk/AskUs			Newcastle upon Tyne Phone
	Twitter	@NHSHealthCosts			NE1 6SN
	Facebook	NHSBSAHelpWithHealthCosts			

Our opening hours are 8am to 6pm Monday to Friday, 9am to 3pm Saturday. We offer a telephone translation service if English is not your first language, and we can provide documents in large print or Braille on request.

For a chance to win £50 in high street vouchers, please take part in a short survey about your NHS prescription prepayment certificate at www.nhsbsa.nhs.uk/ppcsurvey