

John Smith
XX Building
Street
Town
County
Postcode

Date: XX Month Year

Reference number: **01234567890**

For advice in other languages

Interpreter → 📞 +44 (0)191 218 1999
say which language you need.

This call will be charged at a local rate.

We can also provide documents in large print and braille on request

Dear John Smith,

The NHS Business Services Authority undertakes automated checks on patients who claim entitlement to exemption from NHS charges.

We carry out these checks on behalf of the NHS, and we recover charges from patients who have incorrectly claimed that they do not have to pay. We do this to protect public funds and provide best value for money for the taxpayer.

Why you've received this letter:

An automated check has shown that on or between **1 September 2017 and 30 September 2017** you claimed a free NHS prescription.

Your submitted claim said you “**were named on a valid HC2 certificate (full help with health costs)**”.

This check did not confirm that you are entitled to free NHS treatment. **This does not mean that you are not exempt.** However, if we are unable to confirm your eligibility for free prescriptions we will send you a Penalty Charge Notice (PCN).

What to do now:

To confirm that your exemption was valid at the time you claimed, contact us as soon as possible. The quickest and easiest way to confirm your exemption is by going to **www.nhsbsa.nhs.uk/PCN** where you can supply information for an instant response.

Alternatively you can email **nhsbsa.pecs@nhsbsa.nhs.uk** or call **0300 330 9291**.

If you realise that you did not have a valid exemption at the time you claimed and you have mistakenly claimed entitlement to free treatment, you will receive a Penalty Charge Notice in 28 days. The PCN will tell you what action you need to take. However if you want to discuss the PCN prior to it being issued you can email or call us.

How we check claims:

Pharmacies and dental practices send their NHS prescriptions and NHS dental treatment claim forms to us at the end of each month.

We carry out monthly randomised checks on prescription forms and dental treatment to check for fraud and error.

If your entitlement to free NHS prescriptions or dental treatment cannot be confirmed, we issue this letter to you to ask you to confirm your exemption.

We may also issue this letter if your personal details on your prescription or dental form do not match our records, or the records held by the Department for Work and Pensions (DWP).

To reduce the risk of receiving letters like this in future, you may wish to check that your personal details, such as your name, address and date of birth, are up to date with your GP, dental practice and any benefits organisations. You can also check if your exemption has expired by going to www.nhsbsa.nhs.uk/penalty-charges-dont-get-caught-out/check-you-tick

Please do not ignore this letter. If you don't get in touch with us within 28 days of the date of this letter **and confirm your exemption**, a Penalty Charge Notice will be sent to you. The penalty charge is calculated at five times the Patient Charge noted above, up to a maximum of £100.

Your NHS charges to pay will be:

Prescription charges	£9.00
Penalty charge	£45.00
Total due	£54.00

Find out more about your data rights and how we use your information at www.nhsbsa.nhs.uk/yourinformation

Yours sincerely,

Penalty Charge Team