

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,

## **NHS prescriptions: Your details don't match our records**

### **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.

The prescription claim you submitted said you "**were named on a valid HC2 certificate (full help with health costs)**".

We've been unable to match your prescription details to our records.

**This does not mean that you are not exempt.**

However if you do not get in touch with us, or if we are unable to confirm your eligibility for free prescriptions, you may have to pay a Penalty Charge.

### **What to do next**

- Contact us straight away to confirm that you were eligible for free treatment on the date you claimed. The easiest way is to go to [www.nhsbsa.nhs.uk/PCN](http://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**.
- You may have received this letter because your personal details (such as your name, address and date of birth) on your exemption certificate didn't match the details on your prescription.
- If you realise that you have mistakenly claimed entitlement to free treatment when you should have paid for it, call us to discuss your options
- **Please do not ignore this letter. If you don't get in touch with us within 28 days of the date of this letter, a Penalty Charge Notice will be sent to you.**

**Turn over the page**

## 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](http://www.nhsbsa.nhs.uk/penalty-charges-dont-get-caught-out/check-you-tick)

## Contact us:

**Email**      **[nhsbsa.pecs@nhsbsa.nhs.uk](mailto:nhsbsa.pecs@nhsbsa.nhs.uk)**

You cannot make a payment by email

**Phone**      **0300 330 9291** (Calls will be charged at a local rate.) Lines are available Monday to Friday from 8am – 6pm and Saturday from 9am-3pm. You will need your reference number 01234567890.

**Post**      **Prescription Penalty Charges Team, NHSBSA, Bridge House, 152 Pilgrim Street, Newcastle upon Tyne, NE1 6SN**