



# Penalty Charges

## Pay a penalty charge >

If you've received a prescription or dental penalty notice, you can pay online.

## Challenge a penalty charge >

Find out how to challenge a penalty charge notice you've received from us.

## Check who can claim free NHS health costs >

If you've received a penalty notice, find out if you qualify for free NHS costs.

## Help us improve our website

We're still developing our website based on your feedback, so please tell us what you think

[Read more](#)

## Surveys and research

Help us to review and develop our services by sharing your views

[Read more](#)

## Advice in other languages

How to access information on help with NHS health costs in other languages

[Read more](#)



< **Penalty Charges**

Pay a penalty charge	Challenge a penalty charge	Check who can claim free NHS health costs
----------------------	----------------------------	---

# Pay a penalty charge

Pay a prescription penalty charge	Pay a dental penalty charge
-----------------------------------	-----------------------------

## Pay a prescription penalty charge

We've sent you an NHS prescription penalty charge notice because:

- we can't confirm you were entitled to collect prescriptions without charge
- you need to provide proof that you did not need to pay for prescriptions

You can [challenge a penalty charge online](#) by providing proof.

Alternatively, you'll need to pay the cost of the claimed prescription and the penalty charge.

You will need your reference number.

Pay a prescription penalty charge

>

Follow us

Got a question?

Ask us

[Visit our knowledge base](#)

[Contact us](#)

[Advice in other languages](#)

### NHSBSA website public beta

If you have any feedback or queries about our new website, please contact [nhsbsa.digital@nhs.net](mailto:nhsbsa.digital@nhs.net)

[Read more](#)

### Surveys and research

Help us to review and develop our services by sharing your views

[Read more](#)

### Advice in other languages

How to access information on help with NHS health costs in other languages

[Read more](#)



< **Penalty Charges**

Pay a penalty charge	Challenge a penalty charge	Check who can claim free NHS health costs
----------------------	----------------------------	---

# Pay a penalty charge

- Pay a prescription penalty charge
- Pay a dental penalty charge

## Pay a dental penalty charge

We've send you an NHS dental penalty charge notice because:

- we can't confirm you were entitled to dental care without charge
- you need to provide proof that you did not need to pay for dental care

You can [challenge a penalty charge online](#) by providing proof.

Alternatively, you'll need to pay the cost of the dental care and the penalty charge.

You will need your reference number. If your reference number begins 'BECS/DR', you need to make your payment to [NHS Dental Services instead](#).

Pay a dental penalty charge

>

Follow us

Got a question?

Ask us?

[Visit our knowledge base](#)

[Contact us](#)

[Advice in other languages](#)

### NHSBSA website public beta

If you have any feedback or queries about our new website, please contact [nhsbsa.digital@nhs.net](mailto:nhsbsa.digital@nhs.net)

[Read more](#)

### Surveys and research

Help us to review and develop our services by sharing your views

[Read more](#)

### Advice in other languages

How to access information on help with NHS health costs in other languages

[Read more](#)



Pay a penalty charge	Challenge a penalty charge	Check who can claim free NHS health costs
----------------------	----------------------------	---

## Challenge a penalty charge

You can challenge a penalty charge if, between the dates shown on your notice, you:

- were entitled to free NHS health costs
- had a valid NHS exemption or prescription prepayment
- had an exceptional reason not to pay

- +

If you think you were entitled to free NHS health costs
- +

If you think you have an exceptional reason not to pay

### How to challenge

If you have followed the steps above and still want to challenge, you can contact us with your:

- full name
- penalty charge reference
- reference number of any valid exemption/prepayment
- reason for not having to pay the penalty charge

The quickest and easiest way to contact us is online and we reply immediately.

Select 'Prescription Exemption Checking Service' from the drop down list.

Challenge online

>

- +

Challenge by phone
- +

Challenge by post

Follow us

f

Got a question?

Ask us?

[Visit our knowledge base](#)

Contact us

Advice in other languages

### England: Help with health costs guides

- HC11 - Help with health costs in England (181.23kB)

HC12 - Quick guide to help with health costs in England (83.7kB) (83.7kB)

### Wales: Help with health costs guides

- Help with health costs in Wales(548.66kB)

Help with health costs in Wales (in Welsh) (355.24kB)

### Twitter feed

NHS

NHS Health Costs

@NHShealthcosts

Hello. James & Matthew are back until 5pm to answer your posts and general enquiries. Enjoy your day!

[https://t.co/sCWfmx0ZiX](#)

NHS

NHS Health Costs

@NHShealthcosts

If you're over 60, you get #freeprescriptions

[https://t.co/XVxy4l4gLk](#)

### NHSBSA website public beta

If you have any feedback or queries about our new website, please contact [nhsbsa.digital@nhs.net](mailto:nhsbsa.digital@nhs.net)

Read more

### Surveys and research

Help us to review and develop our services by sharing your views

Read more

### Advice in other languages

How to access information on help with NHS health costs in other languages

Read more



Pay a penalty charge	Challenge a penalty charge	Check who can claim free NHS health costs
----------------------	----------------------------	---

## Check who can claim free NHS health costs

Some people can claim free NHS costs. These include:

- specific age groups
- those with an NHS medical exemption certificate
- those with an NHS maternity exemption certificate
- people who receive specific benefits or tax credits
- those with a Low Income Scheme HC2 certificate
- veterans with war pensions

+ Specific age groups
+ NHS medical exemption certificates
+ NHS maternity exemption certificate
+ Specific benefits or tax credits
+ NHS Low Income Scheme – HC2 certificate
+ War pension

Follow us

f

Got a question?

Ask us

[Visit our knowledge base](#)

Contact us

[Advice in other languages](#)

### England: Help with health costs guides

- HC11 - Help with health costs in England (181.23kB)

HC12 - Quick guide to help with health costs in England (83.7kB) (83.7kB)

### Wales: Help with health costs guides

- Help with health costs in Wales(548.66kB)

Help with health costs in Wales (in Welsh) (355.24kB)

### Twitter feed

NHS

**NHS Health Costs**

@NHShealthcosts

Hello. James & Matthew are back until 5pm to answer your posts and general enquiries. Enjoy your day!

[https://t.co/sCWfmx0ZiX](#)

NHS

**NHS Health Costs**

@NHShealthcosts

If you're over 60, you get #freeprescriptions

[https://t.co/XVxy4l4gLk](#)

### NHSBSA website public beta

If you have any feedback or queries about our new website, please contact [nhsbsa.digital@nhs.net](mailto:nhsbsa.digital@nhs.net)

Read more

### Surveys and research

Help us to review and develop our services by sharing your views

Read more

### Advice in other languages

How to access information on help with NHS health costs in other languages

Read more