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Penalty Charges

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Find out how to pay a prescription or dental penalty charge.

Challenge a penalty charge >

Find out how to challenge a penalty charge notice.

Check who can claim free NHS health costs >

You could be entitled to free prescriptions and dental care.

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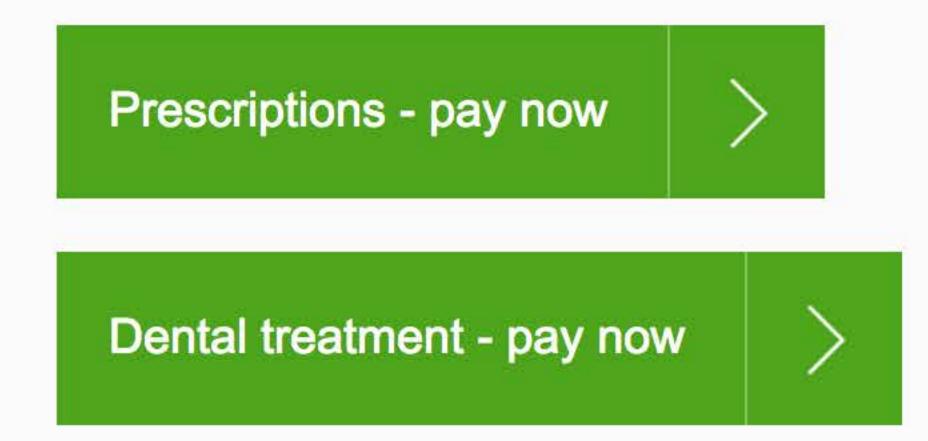
Find out who is entitled to help with health costs

Pay an NHS Penalty Charge Notice

You will need a debit or credit card to make the payment.

You will also need your 9-digit PCN number. This can be found on your Penalty Charge Notice letter.

Which type of NHS Penalty Charge Notice are you paying?



If your PCN number begins with 'BECS/DR' you need to make your payment to NHS Dental Services here.

Challenge a Penalty Charge Notice

If you think that there has been a mistake or you have an exceptional reason not to pay, you can challenge the Penalty Charge Notice.

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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
- 1. Check your entitlement to free dental care and prescriptions.
- 2. If you have an exemption, check it was valid at the time.
- 3. If you prepaid for prescriptions, check this was valid at the time.

If your checks show you were exempt from charges, you should challenge.

If you were not covered, you must pay the charges shown on your penalty charge notice.

If you think you have an exceptional reason not to pay

If you can show you did not act wrongfully or with any lack of care, we may drop the penalty charge.

You still need to pay the prescription or dental charge.

We do not accept the following reasons, which are that:

you had an exemption certificate but it expired

a healthcare professional misadvised you

If your reason is not listed, you should challenge.

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

Telephone: 0300 330 9291
Text relay service: 18001 0300 330 9291
Monday to Friday, 9am to 5pm

Saturday, 9am to 3pm
We offer a telephone translation service

Challenge by post

Write to us at:

Penalty Charges Team

NHS Business Services Authority

Bridge House

152 Pilgrim Street

Newcastle Upon Tyne

NE1 6SN

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)

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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

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NHS Health Costs
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If you're over 60, you get #freeprescriptions

https://t.co/XVxy4I4gLk

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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

If you are in one of the following age groups:

- 60 or over
- under 16
- 16, 17 or 18 and in full-time education

you can claim free NHS costs.

NHS medical exemption certificates

If you have a valid medical exemption certificate you can claim free NHS costs.

Medical exemption certificates are valid for 5 years. It is your responsibility to check that it is still in date and has not expired.

If you're entitled to a certificate because of your medical condition, your doctor will give you an application form.

NHS maternity exemption certificate

If you have a valid maternity exemption certificate, you can claim free NHS prescriptions.

You can get free NHS dental care, but only when you are physically pregnant.

Maternity exemption certificates are valid for 12 months after your baby's due date or date of birth.

It is your responsibility to check that it is still in date and has not expired.

To apply for a maternity exemption certificate you need to speak to your midwife, doctor or health visitor. You can apply as soon as they confirm that you're pregnant.

Specific benefits or tax credits

If you receive the following benefits or tax credits, you can claim free NHS costs.

Department of Work and Pensions (DWP) benefits

If you or your partner receive benefits, including

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Pension Credit Guarantee Credit
- Pension Credit Guarantee with Savings Credit
- Universal Credit in some circumstances

you can claim free NHS costs with your DWP proof.

Tax credits

You can claim free NHS costs if your annual family income is £15,276 or less and you receive one of the following:

- Child Tax Credit
- Child Tax Credit and Working Tax Credit paid together Working Tax credit including a disability element
- If you meet the conditions, you will have received an exemption certificate.

NHS Low Income Scheme – HC2 certificate

If you apply to the NHS Low Income Scheme and receive an HC2 certificate, you can claim free NHS costs.

HC2 certificates are valid for up to 5 years. It is your responsibility to check that it is still in date and has not expired.

Apply for the NHS Low Income Scheme

War pension

If you are a war pensioner under 60, you might be able to claim some free health costs. The costs are only related to injuries or illness suffered in the line of duty.

To apply for a prescription exemption certificate, visit the Veterans UK website

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(181.23kB) HC12 - Quick guide to help with health costs in

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