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Pay or challenge a Penalty Charge Notice

If you have received an NHS Penalty Charge Notice you must respond as soon as possible.

You have 3 options:

- pay your Penalty Charge Notice – in full or in instalments
- tell us if there has been a mistake
- tell us if you have an exceptional reason not to pay

You will need the 9-digit number shown on your Penalty Charge Notice letter.

Start >

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Pay or challenge a Penalty Charge Notice

What is your Penalty Charge Notice number?

Enter the 9-digit number on your Penalty Charge Notice.

► [Have you lost your Penalty Charge Notice?](#)

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Pay or challenge a Penalty Charge Notice

Penalty Charge Notice 234567891

For a prescription claimed between 1 October and 30 October 2017.

Don't delay

You have **28 days** to start paying or challenge this Penalty Charge Notice (by 16 December 2017). Otherwise an extra fine of up to £50 will be added to these charges.

Pay

Prescription charges

£8.60

Penalty charge

£43.00

Total due

£51.60

You can pay in full so that your debt is cleared straight away, or you can pay it off in instalments.

You will need a debit or credit card.

[Pay in full](#)

[Pay in instalments](#)

Details on the prescription

Prescription for

Mary Smith

Address shown on the prescription

3 Old Street, Old Town, NE1 0LD

Date of birth

01 January 1985

Declaration made

Box "K" (gets income-based Jobseekers Allowance)

Challenge

[Tell us if there has been a mistake](#)

[Tell us if you had an exceptional reason not to pay](#)

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Challenge a Penalty Charge Notice

Were you named on a claim for Income based Jobseekers Allowance between 1 October and 30 October 2017?

☐ Yes

☒ No

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Did you have one of these between 1 October and 30 October 2017?

- ☐ A valid maternity exemption certificate
- ☐ A valid medical exemption certificate
- ☐ A valid prescription prepayment certificate
- ☐ A valid HC2 certificate for help with health costs
- ☐ A valid NHS tax credit exemption certificate

or

- ☒ No, none of these

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Were you claiming or named on any of these benefits between 1 October and 30 October 2017?

☐ Income Support

☐ Income related Employment Support Allowance

☒ Universal Credit

☐ Your partners Pension Credit guarantee credit award

or

☐ No, none of these

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Did your Universal Credit include a payment for any of these between 1 October and 30 October 2017?

- a child or young person who lives with you
- a disability or health condition that makes it hard to work - this is called limited capability for work

☐ Yes

☒ No

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Challenge a Penalty Charge Notice

Was your take-home pay £435 or less between 1 October and 30 October 2017?

If you didn't work, your take home pay would have been £0.

☒ Yes

☐ No

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Do you have a long-term medical condition or physical disability?

☐ Yes

☒ No

☐ I'm not sure

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We need proof you were receiving Universal Credit between 1 October and 30 October 2017

We need a copy of either:

- a Universal Credit award letter
- a letter from the Department of Work and Pensions
- a letter from the Jobcentre

Your penalty charge notice is on hold for 10 days.

How to send proof

By email

You can send a scan or clear picture by email to ... Include penalty charge notice reference number 234567891.

By post

Post a copy of your proof, including penalty charge reference number 234567891, to:

NHS Help with Health Costs
Bridge House
152 Pilgrim Street
Newcastle upon Tyne
NE1 6SN

What happens next

Once we receive your proof we will check it, then contact you within 2 working days.