

ALPHA This is a new service – your [feedback](#) will help us to improve it.

Pay or challenge a Penalty Charge Notice

Use this service to:

- pay your Penalty Charge Notice
- make a challenge (if you know you were entitled to free NHS prescriptions or dental treatment at the time, or have an exceptional reason not to pay)

Start >

Before you start

You will need your reference number. This can be found in the top left-hand corner of your Penalty Charge Notice.

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

ALPHA This is a new service – your [feedback](#) will help us to improve it.

Pay or challenge a Penalty Charge Notice

What is your Penalty Charge Notice reference number?

Enter the reference number on your Penalty Charge Notice letter.

Next

[Cancel](#)

ALPHA This is a new service – your [feedback](#) will help us to improve it.

Pay or challenge a Penalty Charge Notice

Confirming your identity

Before we can access your Penalty Charge Notice information we need to confirm your identity.

What is your date of birth?

For example, 31 3 1980

Day Month Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

Next

[Cancel](#)

ALPHA This is a new service – your [feedback](#) will help us to improve it.

Pay or challenge a Penalty Charge Notice

Enter the total amount due on your Penalty Charge Notice

This can be found on your Penalty Charge Notice letter.

£

Next

[Cancel](#)

ALPHA This is a new service – your [feedback](#) will help us to improve it.

Pay or challenge a Penalty Charge Notice

Penalty Charge Notice 123456789

Don't delay

You have **28 days** to start paying or challenge this Penalty Charge Notice (by 30 December 2017). If you don't respond, an extra fine of £50 will be added to these charges.

Charges payable

Prescription Charges	£8.60
Penalty charge	£60
Total due	£68.00

Date prescription was claimed

Between 1 November and 30 November 2017

Details on prescription

Name	Karren Jones
Address	12 Old Oak Road, Throckley, NE67 9AD
Date of birth	01 January 1985
Exemption reason ticked	Box "K" (gets income-based Jobseekers Allowance)

Pay

You will need a debit or credit card.

[Pay in full](#)

Challenge

You can make a challenge if you know that you were entitled to free prescriptions.

[Challenge](#)

If you were not entitled to free prescriptions but there's an exceptional reason why you should not have to pay, you will need to [contact us](#).

ALPHA This is a new service – your [feedback](#) will help us to improve it.

Pay or challenge a Penalty Charge Notice

What happens next?

We will guide you through some simple online questions. We will:

- ask for some details about the exemption or benefit ticked on your prescription
- ask about other exemptions or benefits you may have had, as this might be easier for us to check
- tell you how to send us proof if we can't confirm your exemption straight away

If we can confirm that you held a valid exemption at the time, your Penalty Charge Notice will be cancelled. You will not have to pay any charges.

Next

ALPHA This is a new service – your [feedback](#) will help us to improve it.

[◀ Back](#)

Challenge a Penalty Charge Notice

**Were you named on a claim for
income-based Jobseekers
Allowance between 1 November and
30 November 2017?**

☐ Yes

☐ No

Next

[Cancel](#)

ALPHA This is a new service – your [feedback](#) will help us to improve it.

[◀ Back](#)

Challenge a Penalty Charge Notice

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

- ☐ Maternity exemption certificate
- ☐ Medical exemption certificate
- ☐ prescription prepayment certificate
- ☐ HC2 certificate for help with health costs
- ☐ NHS tax credit exemption certificate

or

- ☐ No, none of these

Next

[Cancel](#)

ALPHA This is a new service – your [feedback](#) will help us to improve it.

Challenge a Penalty Charge Notice

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

☐ Yes

☐ No

☐ I'm not sure

Next

[Cancel](#)

ALPHA This is a new service – your [feedback](#) will help us to improve it.

Challenge a Penalty Charge Notice

Do you have any of these long-term medical conditions or disabilities?

If you're unsure about the name of your condition or treatment, check with your doctor.

- **Cancer and are undergoing treatment**
Including treatment for the effects of cancer or the effects of cancer treatment
- **Diabetes - type 1 or type 2**
Which needs medication to keep your blood sugar levels stable
- **Epilepsy**
Which needs continuous anticonvulsive therapy
- **A continuing physical disability**
Which means you can't go out without the help of another person
- **A permanent fistula which needs continuous surgical dressing or an appliance**
For example, caecostomy, colostomy, laryngostomy or ileostomy
- **Diabetes insipidus and other forms of hypopituitarism**
- **Myxoedema**
For example, hypothyroidism which needs thyroid hormone replacement
- **Hypoparathyroidism**
Which means your parathyroid glands produce too little parathyroid hormone
- **Hypoadrenalism, where specific substitution therapy is essential**
For example, Addison's Disease
- **Myasthenia gravis**
Where an autoimmune condition affects the nerves and muscles

☐ Yes

☐ No

Next

[Cancel](#)

ALPHA This is a new service – your [feedback](#) will help us to improve it.

[◀ Back](#)

Challenge a Penalty Charge Notice

**Were you pregnant between 1
November and 30 November 2017,
or had you given birth in the
previous 12 months?**

☐ Yes

☒ No

Next

[Cancel](#)

ALPHA This is a new service – your [feedback](#) will help us to improve it.

We need proof you were receiving income-based Jobseekers Allowance between 1 November and 30 November 2017

We need a copy of either:

- an income-based Jobseekers Allowance 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.