

NHS Pensions Online Guide

1. What is Pensions Online

Pensions Online is a facility available to NHS Employers, GP Practice and some Direction Employers who have access to the NHS Net (or Welsh VPN). It allows access to the following NHS Pensions functionality for members of the NHS Pension Scheme:

- Create new pensionable employments via E-Forms
- Electronic submission of contributions and pay details via E-Forms
- Electronic amendment of contribution and pay details via E-Forms
- Calculation of estimates of benefits via Memberzone
- Calculation of cost to purchase Additional Membership via Memberzone
- View membership history for your current members via Memberzone
- Submission of application forms to claim retirement benefits via E-Forms
- Submission of application forms to claim refunds of contributions via E-Forms
- View a list of your current scheme members – via E-Forms
- View details of where your members records are updated to – via E-Forms
- Resolve errors that have been created on member updating forms – via Error Handling
- Amend personal details for your Scheme Members, ie surname, address – via E-Forms SD55G

If you do not have access to the NHS Net or Welsh VPN then you will not be able to access any of the above.

NHS/Direction Employers or 3rd Party Payroll Providers can apply for access via the Connecting for Health website at

www.connectingforhealth.nhs.uk/systemsandservices/N3

Did you know that you can:

- Use the SD55E E-Form to check the contribution and pay details that you have submitted for an employment that has been closed.
- Use the ADP4 in E-Forms to view a list of your current members to check if this is correct or any leaver forms are out standing.
- Use the ADP4 to check if a joiner form for a new member has processed and obtain their SD reference number
- Check the date to which your current members records have been updated, also via the ADP4 or Non-Updated Records.
- Submit a retrospective change to w/t or p/t for non medical staff via E-Forms,
- Change a cyclic updated record to a leaver record when it has been updated to a date later than the actual leaving date in error via E-Form SD55T

Did you know that you cannot:

- Make changes to pensionable employment start dates
- Change the reason for termination code
- Use a temporary National insurance number when submitting a new joiner form. Leave this field empty and a “ZZ” national insurance number will be allocated by NHS Pensions.

- Submit changes for previous financial years
- Ask NHS Pensions to make amendments over the telephone – telephone queries are however accepted.

Additional Information

- If you have submitted a form that has not processed successfully within 24 hours this means that an error has been produced and you should check “Error Handling”. If there is no error present this means that the error may be of the type needed to be resolved by NHS Pensions and you can email NHS Pensions at data.management@pensionsagency.nhs.uk and ask them to investigate.
- From 1st October 2011 any amendments that can be carried out via Pensions Online will be returned to the originator for completion with a brief explanation of the correct action to take. It is important to us that employers registered to use Pensions Online make full use of the Pensions Online tools we have made available.
- If you have any suggestions for improvements to Pensions Online tools we are happy to give them our full consideration.
- The Pensions Online Helpline number is 0870 011 7108 (PoL queries only)
- The Employers Helpline number is 0845 421 4000
- The NHS Net Support Team number is 01392 251289 (NHS Net queries only)

When contacting NHS Pensions by Email please state the following details

- SD reference number
- Members Surname
- Your EA Code
- The date of commencement of the employment
- Payroll /ESR reference number

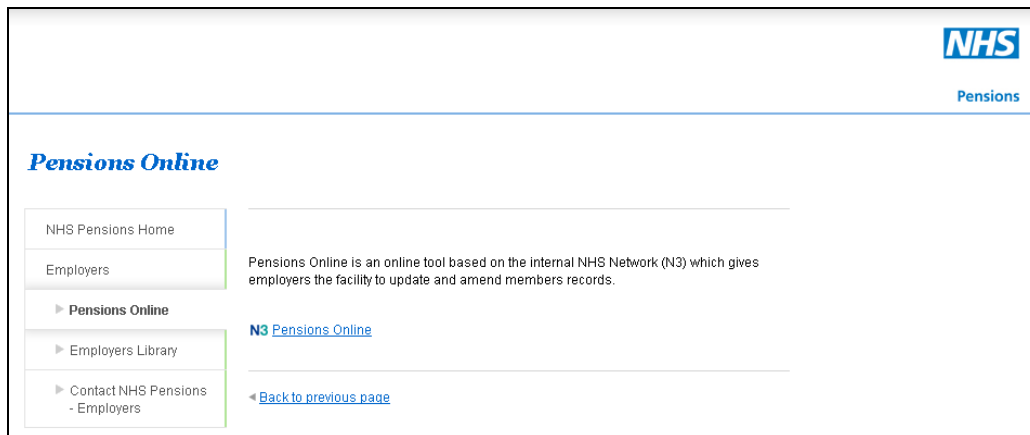
IMPORTANT NOTE: For security reasons do not include the members NI number or address in an email.

If you already have access to the NHS Net or Welsh VPN then you can use Pensions Online by logging on to www.nhsbsa.nhs.uk/pensions.

You now have access to the NHS BSA's website which includes a link to Pensions Online, in the section **“Quick Links for Employers”**.

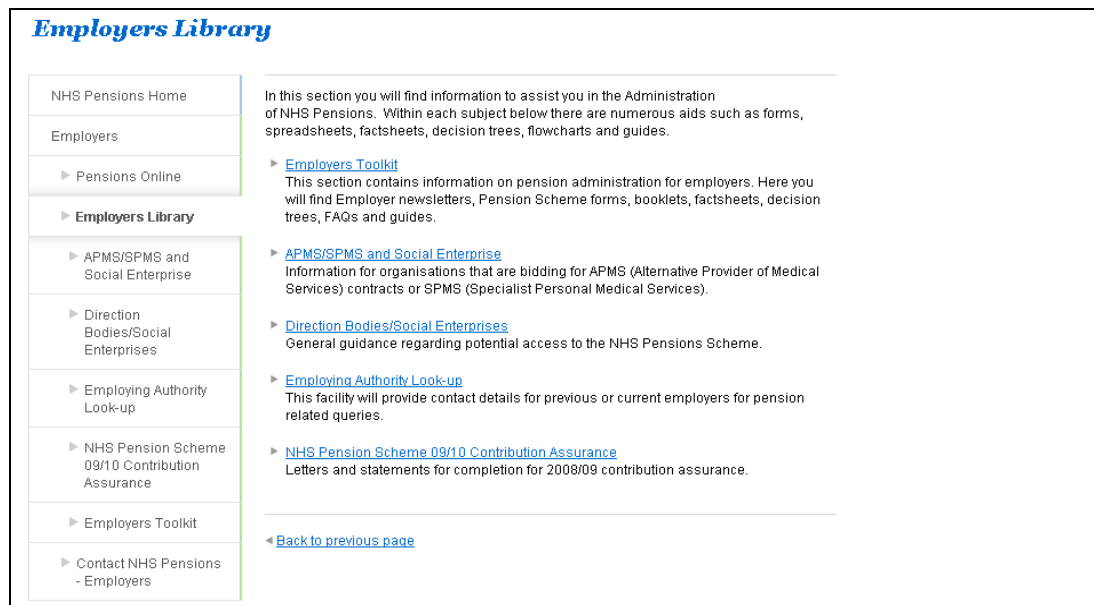
The screenshot shows the NHS Business Services Authority website. At the top, there is a navigation bar with links for About, Complaints, Customer Enquiries, FAQs, Freedom of Information, News, Press Centre, and Recruitment. Below this is a search bar and a 'Back to NHSBSA home' button. The main header features the NHS logo and the word 'Pensions'. A large blue banner reads: "NHS Pensions administers the NHS Pension Scheme which is the largest centrally administered public service pension scheme in Europe." Below the banner, there are two main columns of content. On the left, under 'NHS Pensions Home', there is a list of links including 'About the NHS Pension Scheme', 'Pensions Basics Videos', 'Your NHS Pension Choice', 'Members', 'Employers', 'Pension Calculators', 'Pensions News', 'Contact NHS Pensions', 'Freedom of Information Requests', and 'Website Disclaimer - NHS Pensions'. In the center, there are two 'Quicklinks' sections. 'Quicklinks For Members' includes links for 'Pensions Basics Videos', 'Pension Scheme Rules and Benefits', 'Member Guides and Associated Factsheets', 'Member Forms', 'Retirement Lump Sums: (Pensions Computation)', 'Pensions and Tax', 'NHS Pensions FAQ's', 'Members Charter', and 'Contact NHS Pensions'. To the right of these links is a 'Members' section with text about changes in the NHS Pension Scheme and a list of links for 'For Officers', 'For Practitioners', and 'All members who have already made their choice'. Below this is a 'NHS General Dental Practitioners Guide (GDS/PDS Providers & Performers)' section. 'Quicklinks for Employers' includes links for 'Pensions Online', 'Employers Library', 'Employers Toolkit', 'Current Employer Newsletters 2011', 'Pension Scheme Forms', 'Practitioner, Locums, Out of Hours and non-GP Providers', 'APMS/SPMS', 'NHS Pension Scheme 2010/11 Contribution Assurance', and 'Contact NHS Pensions - Employers'. To the right of these links is an 'Employers' section with links for 'October 2011 Employer Newsletter', 'September 2011 Employer Newsletter', and 'Section 7 Direction and Social Enterprise'. On the right side of the page, there are several featured articles with images and titles: 'Health Retirement Benefits Application - Reminder for Employers' (dated 08 September 2011), 'Department of Health Consultation on changes to employee contributions' (dated 28 July 2011), 'NHS Pensions Pension Basics Videos' (dated 11 May 2011), and 'NHS Injury Benefit NHS Injury Benefits'.

Once you have selected the link for Pensions Online you will see the following page that displays further options available to you:



Selecting the link **“NHS Pensions Home”**, takes you back to the previous page.

Selecting the link **“Employers Library”**, takes you to the following options:



Selecting the link **“Contact NHS Pensions – Employers”** takes you to NHS Pensions contact details page that holds further links to contact the NHS Pension Scheme via email:

Contact NHS Pensions - Employers

NHS Pensions Home
Employers
▶ Pensions Online
▶ Employers Library
▶ Contact NHS Pensions - Employers

Contact us:

Employers in the NHS Pension Scheme can contact us with any member specific enquiries and questions via our [contact page](#).

Before you contact us with your enquiry, please have a look on this website; your answer may already be within our pages. The FAQs section covers questions our call centre is most frequently asked. Simple answers are provided with links to further information. You can also use our search facility.

If you have an enquiry about **Your NHS Pension Choice** exercise then please use the Choice Employer Helpline number below:

Choice Employer Helpline: **0300 123 1701**

By Telephone:

Employer Helpline, general enquiries 0845 610 1119.
Opening times;
8.00am to 6.00pm - Monday to Friday

Pensions Online, technical enquiries 0870 011 7108

Member helpline 0845 421 4000
Opening times;
8.00am to 6.00pm – Monday to Friday

Stationery Order line (Forms and Booklets) 0300 123 1002

For Queries relating to Xafinity Paymaster forms and Direct Debits, please see the contact details below

GP practices only : Queries regarding GP1 forms and Direct Debits telephone Xafinity Paymaster on 01253 774476, 01253 774660 or 01253 774868

All other EA's : Queries regarding RFT1 forms and Direct Debits telephone Xafinity Paymaster on 01253 774521, 01253 774522 or 01253 774717

Direction's : Queries regarding DIR6 forms and Direct Debits telephone Xafinity Paymaster on 01253 774521, 01253 774522 or 01253 774717

By email:

Employers@pensionsagency.nhs.uk - For your general employer queries

Datacleanse@pensionsagency.nhs.uk - For your data cleanse queries

ESR@pensionsagency.nhs.uk - For your ESR queries

polhelped@pensionsagency.nhs.uk - For POL Helpdesk

Contact Address:

NHS Pensions
Hesketh House
200-220 Broadway
Fleetwood
Lancashire
FY7 8LG

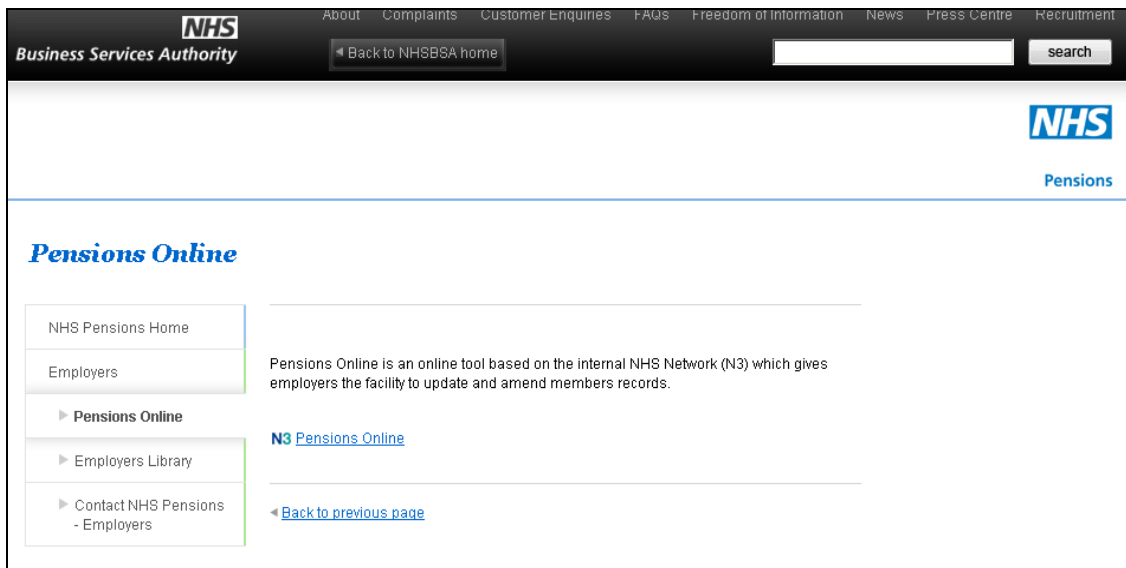
The NHS Employers Organisation:

For more information regarding the NHS Employers Organisation then please use the link below:

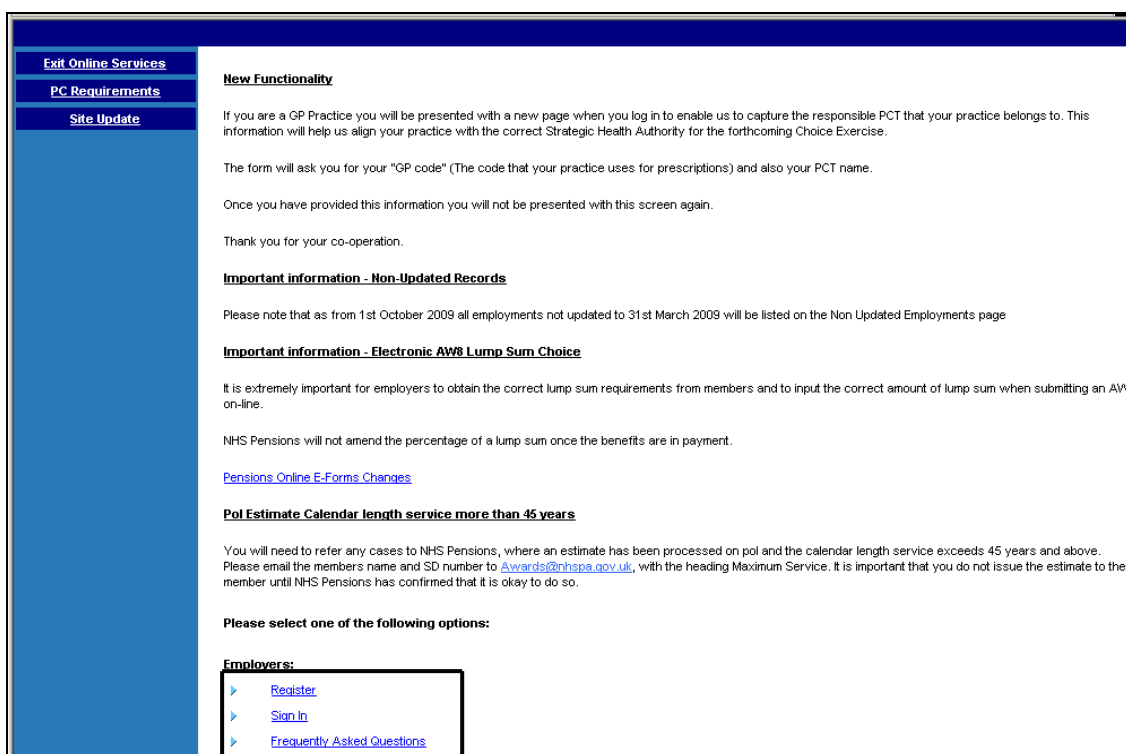
<http://www.nhsemployers.org/>

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Selecting the link “**Pensions Online**” takes you to a further link to N3 Pensions Online:



By selecting the “**N3 Pensions Online**” link you are then taken to the Pensions Online log in screen:



This page also includes links for the following:

- Register to use Pensions Online
- Sign-in to use Pensions Online
- Frequently Asked Questions