



A quick guide to help with health costs including charges and optical voucher values

The information in this leaflet applies to Wales only

NHS Charges

- NHS prescriptions
- Sight tests
- NHS dental treatment
- NHS wigs and fabric supports

Optical voucher values

- Spectacles and contact lenses

April 2009

www.wales.gov.uk/healthforms



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Llywodraeth Cynulliad Cymru
Welsh Assembly Government

Introduction

This booklet gives you information about NHS charging arrangements in Wales only.

This is not a complete guide to the help available. For more information read leaflet HC11W - Help with Health Costs.

You can get a copy by calling 0845 603 1108. You may also be able to get them from your local Jobcentre Plus office or NHS hospital. Your doctor, dentist or optician may have one too.

For charges and optical voucher values please see page 14.

For advice on completing HC1W or HC5W forms, please call 0845 850 1166.

Prescription charges have been abolished in Wales since 1 April 2007.

Who is entitled to free prescriptions?

- All patients registered with a Welsh GP, who get their prescriptions from a Welsh pharmacist, will be entitled to free prescriptions.
- Welsh patients who have an English GP and who get their prescriptions from a Welsh pharmacist will still be entitled to free prescriptions. They will need to present their prescription with an accompanying entitlement card.*
- Along with free prescriptions, charges for wigs and appliances have also been abolished. Patients who receive these services from an English NHS Trust should have their costs met by their Local Health Board.

* Your entitlement card should be sent to you automatically by the Business Service Centre, but if you think you should have a card and have not received one, please contact the Business Services Centre, Mamhilad House, Mamhilad Park Estate, Pontypool, NP4 0YP
Tel: 01495 332000

NHS sight tests

You can get free sight tests if you:

- Are under 16 years old
- Are 16, 17 or 18 and in full-time education
- Are 60 years of age or over
- Are a diagnosed glaucoma patient
- Have been told by an ophthalmologist that you are at risk of glaucoma
- Are aged 40 or over and are a parent, brother, sister, son or daughter of a diagnosed glaucoma patient
- Have been diagnosed as diabetic
- Are registered as severely sight impaired, blind, sight impaired or partially sighted
- Need complex lenses
- Are someone whose sight test is carried out through the hospital eye department as part of the management of your eye condition
- Are included in an award of someone getting:
 - Income Support
 - Income-based Jobseekers Allowance
 - Income-related Employment and Support Allowance
 - Pension Credit Guarantee Credit

- Are entitled to or named on a valid NHS tax credit exemption certificate; or
- Are named on a valid HC2W certificate

Partial help: if you are named on a valid HC3W certificate you might get some help towards the cost of a private sight test.

NHS Optical Vouchers

You can get vouchers towards the cost of glasses or contact lenses if you:

- Are under 16 years old
- Are 16, 17 or 18 and in full-time education
- Need complex lenses
- Are included in an award of someone getting:
 - Income Support
 - Income-based Jobseeker's Allowance
 - Income-related Employment and Support Allowance
 - Pension Credit Guarantee Credit
- Are entitled to or named on a valid NHS Tax Credit Exemption Certificate; or
- Are named on a valid HC2W certificate

Partial help: if you are named on a valid HC3W certificate you might get some help.

If your glasses or contact lenses cost more than your voucher value, you will have to pay the difference.

NHS vouchers for repair or replacement of glasses or contact lenses

You can get vouchers if you are under 16 years old. If you are 16 years of age or older, conditions apply.

For more detailed information read leaflet HC11W - Help with Health Costs. You can get a copy by calling 0845 603 1108. You may also be able to get them from your local Jobcentre Plus office or NHS hospital. Your doctor, dentist or optician may have one too.

NHS dental treatment

You can get free NHS dental treatment if when the treatment starts you are:

- Under 18 years old
- 18 years old and in full-time education
- Pregnant, or have had a baby in the 12 months before treatment starts

- An NHS in-patient and the treatment is carried out by the hospital dentist; or
- An NHS Hospital Dental Service out-patient. There may be a charge for dentures and bridges

When the treatment starts or when the charge is made:

- You are included in an award of someone getting:
 - Income Support
 - Income-based Jobseeker's Allowance
 - Income-related Employment and Support Allowance
 - Pension Credit Guarantee Credit
- You are entitled to or named on a valid NHS tax credit exemption certificate; or
- You are named on a valid HC2W certificate

Partial help: if you are named on a valid HC3W certificate you might get some help towards the cost of your NHS dental treatment.

NHS travel costs

You can get help with the necessary cost of travel to receive NHS treatment under the care of a consultant, or if you are referred by a doctor or dentist if you:

- Are included in an award of someone getting:
 - Income Support
 - Income-based Jobseeker's Allowance
 - Income-related Employment and Support Allowance
 - Pension Credit Guarantee Credit
- Are entitled to or named on a valid NHS tax credit exemption certificate
- Are named on a valid HC2W certificate (includes travel by your dependent children); or
- Are a war pensioner and the treatment is for a disability that the Service Personnel and Veterans Agency accepts for treatment

Partial help: if you are named on a valid HC3W certificate you might get some help.

Women who are pregnant or who have had a baby in the last 12 months

You are entitled to receive free NHS dental treatment if, when you are accepted for a course of treatment, you are pregnant or have had a baby in the previous 12 months.

Young People and People Getting Benefits or Tax Credits

Are you aged 16, 17 or 18 in full-time education?

If the answer is YES, then you are entitled to the following NHS items and services free of charge:

NHS Prescriptions*

NHS Dental treatment

Sight tests

NHS wigs and fabric supports

You are also entitled to vouchers towards glasses or contact lenses.

* See page 3

If you (or your partner if you have one) are getting:

- Income Support
- Income-based Jobseeker's Allowance
- Pension Credit Guarantee Credit; or
- have an NHS Tax Credit Exemption Certificate

then you are entitled to all of the items/ services listed above, AND:

A refund of the reasonable cost of travel to receive NHS treatment under the care of a consultant.

To claim your entitlement, tell the practitioner when you have your treatment that you think you don't have to pay. The practitioner will ask you for evidence that you don't have to pay and ask you to sign a form.

Note: If you are receiving a benefit not listed above, you should check the rest of this leaflet to see whether you might be entitled to help.

Tax Credit Exemptions

Working Tax Credit (WTC) Child Tax Credit (CTC)

You can mark NHS treatment forms to say you are entitled to full help with health costs (for example, free prescriptions) because you are entitled to a tax credit exemption certificate if:

- your tax credit award notice shows your gross annual income is £15,276 or less¹ and one of the following also applies:
 - you get both WTC and CTC, or
 - you get WTC on its own which includes a disability element or severe disability element, or
 - you get CTC on its own because you are not eligible for WTC.

What to do before your tax credit exemption certificate arrives

If you are entitled to help with NHS health costs and you need treatment before your certificate arrives, you can sign NHS treatment forms to say you don't have to pay. Tick the box to say

¹ The £15,276 limit applies from 1 April 2009.

you don't have to pay because you are "entitled to, or named on, an NHS Tax Credit Exemption Certificate".

Take your tax credit award when you go for treatment as evidence of entitlement.

People on a Low Income

If none of the groups in this leaflet apply to you, but you have difficulties paying NHS charges, you may qualify for help under the NHS Low Income Scheme. This is an income-related scheme which looks at your (and your partner's) weekly requirements and income to calculate how much, if anything, you should pay towards your health costs.

If you want to claim help under the Low Income Scheme, pick up form HC1W at your local dentist, optician or GP surgery.

You can get a form by calling 0845 603 1108 and get help and general advice by calling the patient services helpline on 0845 850 1166.

Refunds

If you have already paid NHS charges, you might be able to get some or all of your money back. Claims must be made within three months of the date you paid the charge. To claim a refund, you normally need to complete form HC5W and send it off with the receipt.

The HC5W explains more about this. You may be able to get an HC5W from:

- your local Jobcentre Plus office
- your local hospital
- some dentists, opticians, GPs and pharmacists
- by calling 0845 603 1108

Interpretation Services

If English is not your first language, we will provide a telephone interpreting service on all of the telephone numbers shown in this leaflet. When you telephone tell us in English, or ask a friend to tell us, your preferred language and we will arrange for an interpreter.

NHS Dental Treatment from 1 April 2009

If you normally pay for NHS dental treatment, there will be three standard charges.

The amount you pay will depend on the treatment you need to keep your teeth and gums healthy.

You will pay one of the three charges below:

-
- This charge will include an examination, diagnosis and preventive care. If necessary this will include X-rays, scale and polish and planning for further treatment. Urgent and out-of-hours care will also cost £12.00. £12.00

 - This charge includes all necessary treatment covered by the £12.00 charge PLUS additional treatment such as fillings, root canal treatments or extractions. £39.00

 - This charge includes all necessary treatment covered by the £12.00 and £39.00 charges PLUS more complex procedures such as crowns, dentures or bridges. £177.00
-

You will only pay one charge even if you need to visit more than once to complete a course of treatment.

If you are referred to another dentist, you will still pay one charge (to the dentist who refers you).

If you need more treatment at the same charge level (e.g. an additional filling) within two months of seeing your dentist, this will be free of charge.

Note: You should ask your dentist how much your individual treatment plan will cost. The dental practice may ask you to pay before beginning your treatment.

There will be no charge if a dentist assesses that he only needs to issue a prescription, or if he removes stitches from a previous procedure.

Your dentist should display a poster about NHS charges in the waiting room.

Sight Tests

- | | |
|---|--------|
| • NHS sight test | £20.26 |
| • NHS sight test at home | £55.93 |
| • Hospital eye department test | FREE |
| • Private sight test - see your optician. | |
| • Private sight test - see your optician at home. | |

Free sight tests are available under the NHS for certain eligible groups. HC3W holders will have to pay up to £20.26 for a sight test at an optical practice or £55.93 for a sight test at home.

NHS Vouchers for Glasses and Contact Lenses

Optical vouchers

Maximum value per pair of glasses or contact lenses

• Single vision	A	£36.20
	B	£55.10
	C	£80.60
	D	£182.00
• Bifocal	E	£62.70
	F	£79.70
	G	£103.30
	H	£200.10
• Hospital eye department	I	£186.40
	J (per lens)	£52.90
• Complex lens - single vision		£13.70
• Complex lens - bifocal		£34.60

Supplements to vouchers

Where clinically necessary.

		per lens
• Prism	P Single vision	£11.80
	P Bifocal	£14.20
• Tint / Photochromic	T Single vision	£4.00
	T Bifocal	£4.50
• Special frames	per frame up to	£59.70

Repairs/replacements of glasses or contact lenses

If, exceptionally, you are entitled to a voucher for repair or replacement, its value will be up to the figures shown in this leaflet, depending on the part which needs replacing or repairing.

The Penalty Charge

The penalty charge is a civil fine and may be imposed where a patient is found to have wrongly claimed total or partial help with health costs.

The penalty charge is 5 times the amount owed, up to a maximum of £100. This is in addition to the original charge. For example:

If you are entitled to help you won't have to pay penalty charges - this won't affect you.

For further information about penalty charges, go to www.cfsms.nhs.uk.

This leaflet can also be made available by request in braille, and on the internet at the address on the front cover.

All telephone numbers on this leaflet accept Tynetalk for people who are hard of hearing.

This is available Monday to Friday 8am to 6pm.



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