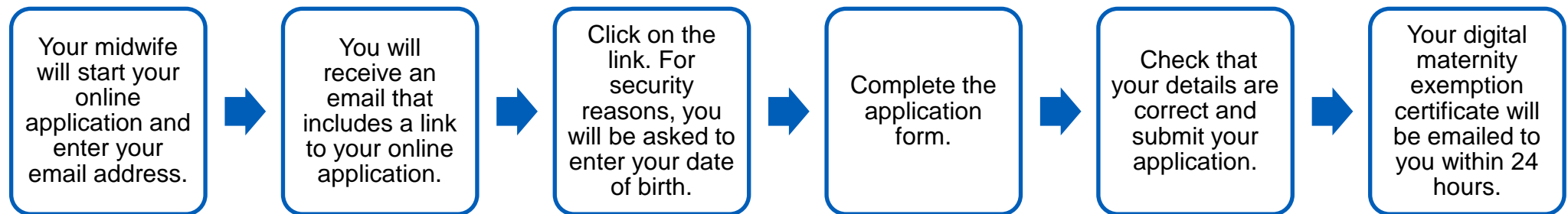


A patient's guide to the new maternity exemption certificate

You and your midwife are helping to improve the maternity exemption certificate service by trialling a new online application process and a digital version of the certificate itself. If you have any comments on the process of applying or using your certificate, please call 0191 203 5695 or email nhsbsa.matexdigitisationteam@nhs.net.

Applying for your certificate



Using your certificate

Your maternity exemption certificate entitles you to free NHS prescriptions. You can also use it to prove that you're entitled to free NHS dental treatment while you're pregnant and for 12 months after your baby is born.

When you claim free NHS prescriptions or dental treatment, you should show your certificate to the pharmacy or practice staff. It's up to you whether you show it on your smartphone or tablet, or print it out and show a paper copy.

Q. I know my midwife has submitted my application but I haven't received the link to complete it. What should I do?

A. Check whether the email has been filtered into your spam, junk or promotions folder. If it's not there and you haven't received it within 24 hours of your midwife submitting your application, call us on 0191 203 5695 or email nhsbsa.matexdigitisationteam@nhs.net.

Q. I have completed my application but I haven't received my certificate. What should I do?

A. Check whether the email has been filtered into your spam, junk or promotions folder. If it's not there and you haven't received it within 24 hours of submitting your application, call us on 0191 203 5695 or email nhsbsa.matexdigitisationteam@nhs.net.

Q. I have accidentally deleted my email/digital certificate. What should I do?

A. Call us on 0191 203 5695 or email us at nhsbsa.matexdigitisationteam@nhs.net, including your full name, date of birth and address.

Q. Nothing happens/I get an error message when I click on the link to complete my application. What should I do?

A. Try copying and pasting the link into your browser's address bar. If that doesn't work, call us on 0191 203 5695.

Q. I get an error message when I enter my date of birth. What should I do?

A. Call us on 0191 203 5695 or email us at nhsbsa.matexdigitisationteam@nhs.net, including your full name, date of birth and address.

Q. My pharmacist/dentist won't accept my digital certificate as proof that I'm entitled to free NHS prescriptions/dental treatment. What should I do?

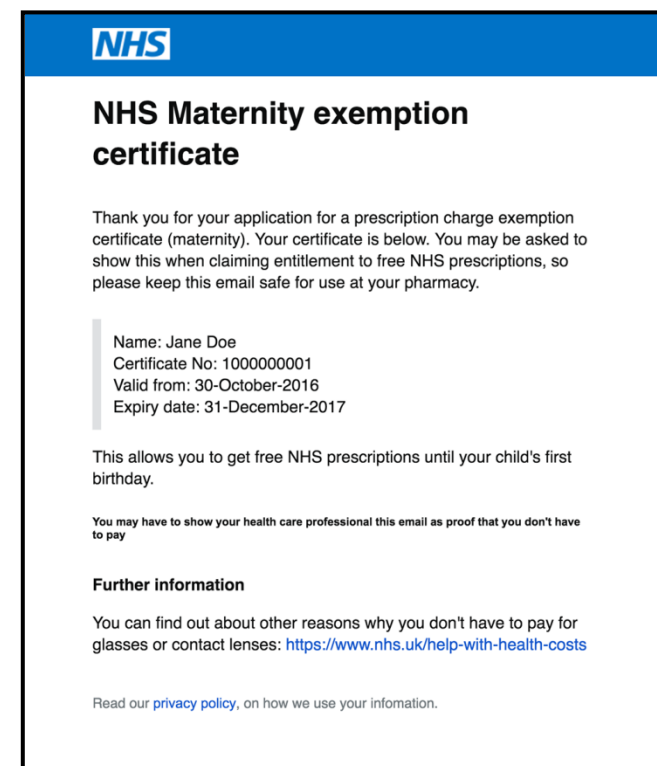
A. The pharmacist or dentist should indicate 'evidence not seen' on the patient declaration, or call us on 0191 203 5695.

Q. The details on my digital certificate are incorrect or have changed. What should I do?

A. Contact us on 0191 203 5695.

Q. I have miscarried. Can I still use my digital certificate?

A. Yes, you can continue to use it until it expires.



We're available to help you between 8.30am and 4.30pm Monday to Friday. Outside of these hours, email nhsbsa.matexdigitisationteam@nhs.net with your contact details and we'll get back to you as soon as we can.