

A photograph of a pharmacist in a white coat and a female customer in a light blue shirt at a pharmacy counter. The pharmacist is using a card payment terminal. The background shows shelves of medicine.

# NHS Help with Health Costs

## Prescription prepayment certificates (PPCs): a pharmacist's guide

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## Pharmacy sales

As a pharmacy, you can register to sell PPCs and complete a secure online application for your customers.

### What is a PPC?

A PPC covers all the NHS prescriptions the customer needs for the duration of their certificate.

### Cost of a PPC



PPC prices are correct on 1 April 2020 and can change on 1 April each year. For current prices go to [www.nhsbsa.nhs.uk/ppc](http://www.nhsbsa.nhs.uk/ppc)

All certificates sold before 1 April will be charged at the old rate, and those sold on or after 1 April will be charged at the new rate.

### Benefits for customers

A PPC could save your customers' money on their NHS prescription charges.

Before your customer buys a PPC they should check if they are entitled to free NHS prescriptions at [www.nhsbsa.nhs.uk/check](http://www.nhsbsa.nhs.uk/check)

If they are not entitled to free NHS prescriptions and they need to pay for more than 11 items in 12 months or more than 3 items in 3 months they may be able to save money by buying a PPC.

Number of prescribed medicines your customer needs each month	Saving with a 3 month PPC*	Saving with a 12 month PPC*
2	Over £25 in 3 months	Over £110 a year
3	Over £50 in 3 months	Over £220 a year
4	Over £80 in 3 months	Over £330 a year

\*Savings correct on 1 April 2020. For current savings go to [www.nhsbsa.nhs.uk/ppc](http://www.nhsbsa.nhs.uk/ppc)

## How to buy a PPC

We want to ensure customers find it as easy as possible to get a PPC. Customers can apply:

- online at [www.nhsbsa.nhs.uk/ppc](http://www.nhsbsa.nhs.uk/ppc)
- with a registered pharmacy

The list of pharmacies that sell PPCs can be found at [www.nhsbsa.nhs.uk/ppc](http://www.nhsbsa.nhs.uk/ppc)

- by calling us on 0300 330 1341 if they need extra help

## Ways to pay

A customer can pay for a 3 or 12 month PPC in full online, at a pharmacy or by phone.

If a customer wants to buy a 12 month PPC they can pay monthly instalments by Direct Debit. **This option is not available at a pharmacy.**

## Certificate

A customer can chose to receive their certificate:

- by email; or
- by post

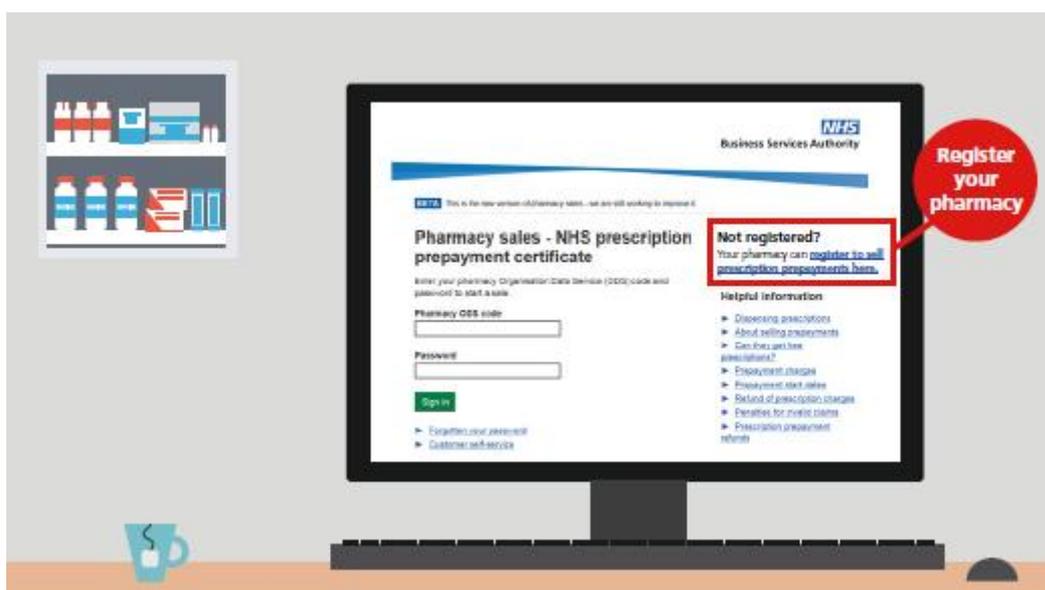
The PPC holder can use their certificate as evidence of their entitlement to free NHS prescriptions.

## Start date

The customer can choose the start date of their PPC; this can't be more than one month earlier, or one month later, than the date they pay for their PPC.

If a customer buys a PPC at your pharmacy and doesn't specify a start date, you should enter the start date as the date they paid for their PPC.

## Register your pharmacy for online PPC applications



Fill in our online pharmacy registration form at <https://apps.nhsbsa.nhs.uk/pharmacy-ppc/register>

Registration is quick and easy. You'll be sent an email confirmation when your pharmacy has been activated on the system and your password for accessing the online service will be sent by post for security reasons.

As soon as you receive your password you can submit PPC applications online.

### Benefits for you

Our pharmacy online PPC service allows you to:

- Submit your customers' PPC applications to the NHSBSA faster.
- Receive real-time confirmation that the application has been successful, with the customer's certificate details.
- Add the certificate number and expiry date straight onto your Pharmacy Management System.
- Submit electronic applications, reducing the concern of it being lost in transit and your customers receiving penalty charges.

### How payments work

You don't need to send any payment to us. We will deduct the total value of the PPC applications you enter for the month from your monthly payment. For example, the Schedule of Payments received at the end of November for the dispensing month of September will show the PPCs sold in October. The total value of your sales of both 3 and 12 month PPCs will be shown on the Schedule under the 'Other' section.

## Selling a PPC

1. Check that the customer is not already exempt from paying prescription charges.
2. Ask the customer to fill in the FP95 application form.

Additional forms can be requested from your local NHS Area Team.

3. Take full payment of the appropriate charge for a 3 or 12 month PPC.

Where the customer is approaching their 60<sup>th</sup> birthday they may wish to buy one or more 3 month PPCs rather than a 12 month PPC.

4. Issue a receipt to the customer and advise them to keep the receipt until they receive their PPC.

The customer can collect their NHS prescriptions for free as long as the PPC covers the date they collect their items. They should mark box 'F' on the back of the prescription form and sign the declaration. If you don't see the certificate, mark the 'exemption not seen' box on the prescription.

## Processing a PPC application using the pharmacy online system

Ensure all applications are entered on the pharmacy sales portal without delay.

1. Log in to the online pharmacy sales at <https://apps.nhsbsa.nhs.uk/pharmacy-ppc/login>  
Select 'sell a prepayment'.

2. Follow the on-screen prompts and fill in the details of the person wanting the PPC.

Ensure the 'Date Sold' is accurately recorded. The amount deducted will be based on the date sold, regardless of the PPC start date.

3. The application will allow you to check your answers and make changes if necessary.
4. The 'prepayment complete' screen will confirm the customer's certificate number and dates of validity. This can be added straight onto your Pharmacy Management System.

Digital certificates will be emailed immediately to email address provided. Postal certificates will be sent to the address provided within 10 working days.

If you notice an error in the application, call or email the Technical and Procedural Section without delay.

## How your customer can report changes of circumstances

It is important the PPC holder's details are kept up to date as we check that patients who claim for free NHS prescriptions are entitled to the exemption they have declared.

If your customer changes their name, they should return their certificate to us along with a copy of one of the following:

- marriage certificate
- civil partnership certificate
- deed poll
- passport
- Decree Absolute

If your customer changes address, they should contact us with their full name, date of birth, certificate number, old address and new address. There is no need to return their certificate to us.

## How your customer can claim a refund

Your customer may be able to claim a refund if they become entitled to free prescriptions while their certificate is still valid.

To claim a refund, they should return their certificate to us. They need to say why they are claiming a refund and provide evidence of their entitlement to exemption (e.g. a copy of all pages of their benefit award notice).

For full refund details, including the time limit for claiming, customers can check leaflet HC11 'Help with health costs' available at [www.nhsbsa.nhs.uk/ppc](http://www.nhsbsa.nhs.uk/ppc)

## Change of ownership

In the event of the pharmacy changing ownership or closing, the pharmacist or owner must inform the NHSBSA so that our records can be updated. All PPCs they have sold must be submitted using their ODS code.

If the new owner wants to register to sell PPCs, they must register using their ODS code. Registration is not transferable, so no PPCs can be sold until the new pharmacy owner has registered. Using the old pharmacy OCS code and password to enter PPC applications using the PPC Direct online system will result in deductions from the wrong pharmacy payment.

## Contact us



Online [www.nhsbsa.nhs.uk/ppc](http://www.nhsbsa.nhs.uk/ppc)



Email [nhsbsa.ppc1@nhsbsa.nhs.uk](mailto:nhsbsa.ppc1@nhsbsa.nhs.uk)



Phone 0300 330 1341



Ask Us [www.nhsbsa.nhs.uk/AskUs](http://www.nhsbsa.nhs.uk/AskUs)



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Facebook NHSBSAHelpWithHealthCosts



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Our opening hours are 8am to 6pm Monday to Friday, 9am to 3pm Saturday. We offer a telephone translation service and we can provide documents in large print or Braille on request.

**Pharmacy use only:** If you need assistance with the pharmacy PPC online system, contact our Technical and Procedural Section.



Email [nhsbsa.patientservicetechnicalteam@nhs.net](mailto:nhsbsa.patientservicetechnicalteam@nhs.net)



Phone 0300 330 1009 (9am to 5pm Monday to Friday)