

RECEIVED 24 AUG 2018



Business Services Authority

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Date: 21 August 2018

Dear Mr Turville

NHS Penalty Charge Notice – NHS Prescription and Dental Exemption Checking Services

I write further to your letter dated 14 August 2018 regarding the NHS Penalty Charge Notices (PCNs) your client, [REDACTED] has received as a result of NHS prescription and dental exemption checks and the further concerns you have raised.

I am sorry to read that you are dissatisfied with my previous response to your complaint. In particular, the Department for Work and Pensions (DWP) checking process and Universal Credit (UC) not being an option of exemption on the NHS prescription (FP10).

As I explained previously, checks are carried out with the DWP for all benefits listed on the FP10. At present there are no checks in place for Universal Credit (UC) which is why we place the onus on the patient to contact us and confirm receipt. You may wish to discuss this further with the DWP as the NHS Business Services Authority (NHSBSA) has no authority to enforce further checks with the DWP.

The FP10 contains a list of exempting benefits with the exception of UC. As explained previously a recipient of UC would be required to select box K on the FP10.

At present the Department of Health and Social Care are yet to confirm that they will introduce an option to select UC on the FP10. For this reason we advise recipients to select box K and by doing this a patient should not receive a PCN. A PCN will only be issued when a patient ticks any of the other listed exemptions. To explain further, your client has been selecting Income Support or Income-related Employment and Support Allowance,

I appreciate your concerns in relation to selecting box K for Income-based Jobseekers Allowance (JSA) being a false declaration. However when a patient selects this, the DWP will confirm the patient is not in receipt of Income-based JSA which in turn indicates the patient is a UC claimant. As part of our checking process we check all exemptions listed on the FP10 and FP17PR patient declaration form with the exception of UC.

If you wish to discuss the reasons why UC is not currently available as an option on the FP10 please contact the Department of Health and Social Care by calling 0207 210 4850 4850 or alternatively, their contact address is:

Ministerial Correspondence and Public Enquiries Unit
Department of Health and Social Care
39 Victoria Street
London
SW1H 0EU

The same criteria applies to NHS dental exemption checking, where we are unable to confirm UC with the DWP. The FP17PR patient declaration form completed at a dental practice does have UC available as an exemption. Some dentists may be using old stock that does not carry UC exemption, however if this is the case the patient should use the Income-based JSA category as above.

Where a patient ticks any other exemption on the FP17PR patient declaration form a PCN will be generated as those checks will be returned as inconclusive by the DWP. Once the patient contacts us and it is established they are in receipt of UC, the case will be closed.

We are unable to prevent PCNs being issued to a patient if they are selecting the wrong exemption on the FP10 or FP17PR patient declaration forms. Our checks are completed at random and a PCN will be issued to the person named.

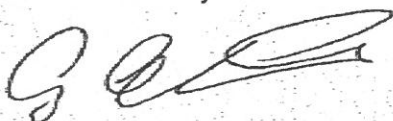
At the time of writing this letter I can confirm another PCN (521928518583) is due to be issued for NHS dental treatment obtained between 7 June 2018 and 28 June 2018. On this occasion your client has indicated she is exempt from NHS dental charges as she is in receipt of a valid NHS Tax Credit Exemption Certificate. Checks were completed and as we could not find evidence of the declared exemption, a PCN was generated.

I can confirm all of the PCNs we have issued to date have now been closed based upon your client being in receipt of UC. However, your client needs to be aware of what they select on both the FP10 and FP17PR patient declaration form to prevent future PCNs being issued. This would also include informing any representative that completes the FP10 or FP17PR patient declaration form on behalf of your client.

Finally, I acknowledge you have requested the address of where to send your invoices for the work you have undertaken. As a publicly funded body the NHSBSA has a duty of strict cost control therefore we are unable to meet this request.

Thank you for taking the time to contact us. I hope this has helped to address your concerns. If, however, after reading my email you have any further queries you can contact the Customer Resolutions Team between the hours of 9am and 5pm, Monday to Friday.

Yours sincerely



Gary Oxley
Customer Resolutions Team