



## Refunds

If you are paying NHS Prescription charges and you think that you might want to claim a refund ask the pharmacy for an NHS receipt (form FP57 at the time you pay the charge. The receipt tells you what you need to do to claim a refund.

If you have already paid other NHS charges or travel costs, you might be able to get some or all of your money back. Claims must be made within 3 months of the date you paid the charge. To claim a refund, you normally need to complete form HC5 and send it off with your receipt(s). The HC5 explains more about this.

You can get form HC1 (claim for help with health costs) or HC5 (claim for a refund of health costs form) from: The Advice Centre, your local Jobcentre Plus Office, your local NHS Hospital, some dentist and optician or online at [www.ppa.nhs.uk](http://www.ppa.nhs.uk) and it will be posted to you.



## Warning

Anyone found to have wrongly claimed health costs (for themselves or someone else) will now face penalty charges and, in some cases, prosecution under new powers introduced by the Health Act 1999.

***The information above was last updated in 11/11. However, we recommend before you make any decision or enter into any agreement you carry out your own checks.***

# get in touch:

**High Wycombe Campus**  
Reception  
t: 01494 603 016  
e: [suadvice@bucks.ac.uk](mailto:suadvice@bucks.ac.uk)

**Uxbridge Campus**  
Reception  
t: 01494 605 180  
e: [suadvice@bucks.ac.uk](mailto:suadvice@bucks.ac.uk)

Bucks Students' Union Advice Centre is a member of:  
Advice UK - The Voice of Independent Advice  
CPAG - The Child Poverty Action Group  
NASMA - The National Association of Student Money Adviser  
UKCISA - The UK Council for International Student Affairs

For our current opening times please go to our website: [bucksstudent.com/advice](http://bucksstudent.com/advice).  
Email us on: [suadvice@bucks.ac.uk](mailto:suadvice@bucks.ac.uk) or call us on 01494 603 016.

Appointments can often be arranged outside our published times so please ask. We will usually be able to respond to any enquiry within 48 hours during term-time, but often more quickly.

"a helping hand for everything student"

bucks students' union

## Advice Centre



## HEALTH BENEFITS & HOW TO CLAIM THEM

advice



## NHS health benefits

As most students are on low incomes they are entitled to either free or a reduction in National Health charges.

Help is available with:

- NHS Prescriptions
- NHS Dental Treatment
- Sight tests
- NHS Wigs and Fabric Supports
- Vouchers towards the cost of glasses or contact lenses



## Capital

You cannot get health benefits if your savings or other capital is above £16,000. If your capital is £6,000 or less, it does not affect your health benefits at all. If your capital is between £6000.01 and £16,000 you are treated as though you have an income from this capital of £1 a week for every £250 (or part of £250) between these amounts.



## How to Claim

You need to complete form HC1. The form asks you to give details of your income and expenditure on things like rent. You are asked to provide copies of student loan notifications, grant/bursary awards and pay slips. It is important that you send these documents with the form if you want it to be dealt with quickly.



## Claiming health benefit

You are expected to use reasonable care to make sure that information given on a declaration for help with health costs is correct. Anyone found to have wrongly claimed help will have to pay a penalty charge or may face criminal prosecution.

The amount of help that you are entitled to depends on your circumstances at the time you make your claim. For example, if you claim in term-time and live in rented accommodation, your rent will be included in the assessment. However, if you are claiming for charges already paid, your circumstances at the time you paid the charges are normally looked at.



## If you have a low income

If you have a dependent child, you can claim child tax credit. This may entitle you to help with health costs. You will need to contact the Inland Revenue about claiming this entitlement. If you don't qualify for help on any of the grounds already mentioned, but you find it hard to pay health costs, you might be able to get some help under the NHS Low Income Scheme. This scheme compares your weekly income at the time you make the claim with your weekly living costs (as set by the Government).

Many students, irrespective of nationality, who apply for help under the Low Income Scheme, are entitled to full help with their health costs. However, not all students claim what they might be entitled to. Students who get full help get: free NHS prescriptions, free NHS dental treatment, free NHS sight tests, free NHS wigs and fabric

supports, vouchers towards the cost of glasses/contact lenses and a refund of the reasonable cost of travel to receive treatment under the care of a hospital consultant.

Even those students who don't get these things free might still get help towards costs. For example, a student might be sent a certificate which says they have to pay the first £15 towards dental treatment. A course of NHS dental treatment could cost over £350 therefore the student would still get some help if they needed more than just a routine check-up.



## People with certain medical conditions

People with certain medical conditions, are entitled to apply for an NHS Medical Exemption Certificate that will allow them free NHS prescriptions. The exempting conditions include certain forms of diabetes, certain types of Epilepsy and certain thyroid conditions. Women who are pregnant or who have had a baby in the last 12 months are also entitled to apply for a certificate which will entitle them to free NHS prescriptions and NHS dental treatment. A full list of conditions is available by either telephoning **0845 850 1166** For all this information and more go to the web page: **[dh.gov.uk/en/index.htm](http://dh.gov.uk/en/index.htm)**