



3.2 How to apply

You apply by completing an online application or a HC1 form. You can only apply online if you do not have capital or savings over £6,000.

If you live permanently in a care home and the local authority helps with the cost, there is a special short form HC1 (SC).

Download HC1 using the NHS link in section 3.1. To order forms HC1 and HC1 (SC) or for large print or other formats, call 0300 123 0849. For help to complete a form, call the Help with Health Costs helpline. Staff can provide an interpreter if English is not your first language.

3.6 Refunds for treatment received before applying

You can submit a claim for a refund at the same time as you apply to the LIS if you paid for dental treatment, glasses, wigs, fabric supports, or eligible travel costs within the past three months.

There is a separate HC5 form for each charge, for example HC5(D) for dental charges. Download the relevant form by following the NHS link in section 3.1 or call 0300 123 0849. Complete and return HC5 form and original receipt (if your refund relates to purchase of glasses, include a copy of your optical prescription). You can send a completed HC1 form at the same time.

4 Proving your entitlement

4.1 Visiting the dentist

A dental check-up allows your dentist to see if you have any dental problems currently, but may also detect early signs of problems, making them easier to treat or prevent them altogether. The time between check-ups can vary between three months and two years depending on your general oral health and any risk factors. Your dentist should discuss this with you at your check-up.

Tell the receptionist you are eligible for help when making an appointment and take your PC Guarantee Credit award letter or HC2 or HC3 certificate to your appointment as proof of entitlement.

Help is available for NHS treatment only. However, there are emerging gaps in the provision of NHS dentists across England, which may mean you experience diffic

Claims for travel to hospital

You submit a claim, with receipts, to the hospital cashiers department on the day of your appointment and they reimburse you in cash.

If it would be difficult to pay for travel upfront and then claim money back, contact the cashiers department to explain your difficulty and ask for payment in advance.

Claims for travel to non-hospital premises

Ask the health professional if their referral to non-hospital NHS premises qualifies under HTCS rules. If it does, ask how to submit a claim, as non-hospital-based premises may not have a cashiers office.

You may be asked to complete form HC5(T) refund for travel, and post it back to the address on the form. See section

6 Non-Emergency Patient Transport (NEPTS)

NEPTS is offered to patients who have a condition or need for supported transport to ensure their safety, safe mobilisation, condition management or recovery. If you are eligible, it is free of charge. You will only be considered if one of the following applies:

you have been referred by a doctor, dentist or optician to NHS funded health services for diagnosis or treatment – excluding primary care services, or

you are being discharged from NHS funded treatment.

You must satisfy one or more of the of the criteria below. p8(m)-6(e)-3(n)6(t)JTEEMC /Span AMCID

Useful organisations

Healthwatch England

www.healthwatch.co.uk

Telephone 03000 683 000

Each local authority has a local Healthwatch that

Age UK

Age UK provides advice and information for people in later life through our Age UK Advice line, publications and online. Call Age UK Advice to find out whether there is a local Age UK near you, and to order free copies of our information guides and factsheets.

Age UK Advice

www.ageuk.org.uk

0800 169 65 65

Lines are open seven days a week from 8.00am to 7.00pm

In Wales contact

Age Cymru Advice

www.agecymru.org.uk

0300 303 44 98

In Northern Ireland contact

Age NI

www.ageni.org

0808 808 75 75

In Scotland contact

Age Scotland

www.agescotland.org.uk

0800 124 42 22

Support our work

We rely on donations from our supporters to provide our guides and factsheets for free. If you would like to help us continue to provide vital services, support, information and advice, please make a donation today by visiting www.ageuk.org.uk/donate or by calling 0800 169 87 87.

Our publications are available in large print and audio formats

Next update August 2024