

A woman with long, wavy brown hair, wearing a yellow ribbed sweater and blue jeans, is sitting in a light blue dental chair. She is smiling warmly at the camera. In the foreground, a person's hands wearing blue nitrile gloves are visible, holding a dental instrument. The background is a blurred dental clinic setting.

**How to apply for
a refund of NHS
dental treatment**

HC5 guide

Contents

Introduction	Page 3
Part 1 – Patient’s details	Page 5
Part 2 – Details of NHS dental charges paid	Page 6
Part 3 – Other information we need	Page 7
Part 4 – Reason for claim	Page 8
Part 5 – Declaration and signature	Page 11

Introduction

You can claim back the cost of NHS dental treatment.

You will need to complete an HC5(D) form to apply for a refund.

This guide will help you fill in your HC5(D) form.

The form is available online at www.nhsbsa.nhs.uk/hc5

If you live in England, you can also order the form online and we'll post it to you. Or you might be able to get an HC5 from NHS hospitals, dental practices or Jobcentres.

You need to complete parts 1, 2, 3, 4 and 5 of the form. Do not complete the 'For official use only' section.

You can complete the form for yourself, or you can ask someone to do it for you.

If you need any further support to complete this form, please call us on 0300 330 1343.

How to complete the form for someone else

If you're filling in the form on behalf of someone else, you need to provide their details.

If you are filling in this form for someone who is physically incapable of doing so, ask them to tell you what to fill in for them.

If you are filling in the form for someone with learning difficulties or a condition that prevents them from managing their own affairs, you are responsible for making sure the information is correct.

Time limit to apply

You must complete your claim within **three months** of the date you paid the charge.

If you are paying in instalments, you will need a receipt for each instalment. Save all the receipts and send them with the HC5(D) when you have finished paying. The claim must be received within three months of paying the final instalment.

If you apply after three months, you need to tell us why you're making the claim late. Send a written explanation with your HC5(D) form.

Part 1 – Patient’s details

Fill in your personal details.

Surname: write your last name.

Forename(s): write your first name and any middle names.

Date of birth: write the date you were born (day, month, year).

Address: write your home address (street, town, postcode).

Email address: write your email if you have one.

Telephone number: write your phone number if you have one.

National Insurance number: write your National Insurance number.

Your number will be on tax-related documents like your payslip or P60. Or you can find it online at www.gov.uk/find-national-insurance-number

Part 2 – Details of NHS dental charges paid

I wish to claim a refund of: write the total amount of money you have paid for the NHS dental treatment.

Date(s) you attended: write the dates you travelled. If you are not sure of any of the dates, you can ask the place you received your treatment.

You need to send all receipts, such as the NHS receipt form FP64 or another receipt which shows the amount and date the NHS dental charge was paid, along with your HC5(D) form.

Any refund due will be paid directly into your bank account.

Write the bank or building society account details you want to receive any refund you are entitled to.

Name(s) of account holder(s): write the name as shown on the bank account.

Full name of bank, building society or other account provider: find the name of the bank or building society on a bank statement or debit card.

Sort code: a six-digit number.

Account number: an eight-digit number.

Part 3 – Other information we need

Name: write the first and last name of the dentist who did the NHS dental treatment.

Telephone number: write the telephone number of the dental practice.

Address: write the address (street, town, postcode) of the dental practice.

Course of treatment started on: write the date your dental treatment began. This is the date of your first visit for the treatment course.

And was completed on: write the date of your last dental treatment in this course.

Part 4 – Reason for your claim

There are five groups listed in this section. You need to tick which one applied to you at the time you paid for your NHS dental treatment.

If you're unsure about which benefit you receive look at your benefits award notice or contact your benefits office.

Tick Group 1 if:

- you receive a War Pension payment or an Armed Forces Compensation Scheme payment and you were being treated for your accepted disablement.

Send your HC5(D) form to: Service Personnel and Veterans Agency, Norcross, Blackpool, FY5 3WP.

Tick Group 2 if:

- you are named on an HC2 or HC3 certificate
- you are named on or entitled to an NHS Tax Credit Exemption Certificate, or
- you are pregnant or have had a baby in the last 12 months

If your name was on an HC2 or HC3 certificate, tick this box and write the number of the certificate and the name and date of birth of the certificate holder.

If you are named on or entitled to an NHS Tax Credit Exemption Certificate, tick this box and write the certificate number. If you do not have a certificate, send a copy of your benefit award notice.

If you were pregnant or had a baby in the last 12 months, tick this box and write your maternity exemption certificate number. If you do not have a certificate, send a copy of your MATB1 certificate, the birth certificate or stillbirth certificate.

Send your HC5(D) form to: NHS Business Services Authority, Bridge House, 152 Pilgrim Street, Newcastle upon Tyne, NE1 6SN.



Tick Group 3 if:

- you were getting one of the listed benefits, or
- you are the partner, a dependant child or young person under 20 years old of someone who was getting one of the listed benefits

If you were getting one of the listed benefits, tick this box and the box next to the benefit you received.

If you are the partner, a dependant child or young person under 20 years old of someone who was getting one of the listed benefits, tick this box and write the name and date of birth of the person receiving the benefit. Also tick the box next to the benefit they received.

If you tick the box for Universal Credit, Income Support, Income-based Jobseeker's Allowance or Income-related Employment and Support Allowance send your HC5(D) form to your local Jobcentre Plus office.

You can find your local office online at

<https://find-your-nearest-jobcentre.dwp.gov.uk/>

If you tick the box for Pension Credit Guarantee Credit, send your HC5(D) form to the Pension Centre who dealt with your claim.

 **Tick Group 4 if:**

- you were under 18 on the first day of treatment, or
- You were 18 and in qualifying full time education

If you were 18 and in qualifying full time education, send a copy of a letter from your education establishment, such as your school, academy, college or university.

Send your HC5(D) form to: NHS Business Services Authority, Bridge House, 152 Pilgrim Street, Newcastle upon Tyne, NE1 6SN.

 **Tick Group 5 if:**

- Groups 1 to 4 do not apply to you, but you have a low income.

Tick the box relevant to you.

You need to fill in an HC1 form to apply to the NHS Low Income Scheme.

The form is available online at www.nhsbsa.nhs.uk/hc1

If you live in England, you can also order the form by calling 0300 123 0849. Or you might be able to get an HC1 from NHS hospitals, dental or GP practices or Jobcentres.

Send your HC5(D) and HC1 form to: NHS Business Services Authority, Bridge House, 152 Pilgrim Street, Newcastle upon Tyne NE1 6SN.

Declaration and signature

Read the declaration statement.

If the claim is for your dental treatment, sign your name in Part 5A. Write the date when you signed the form.

If you are filling in this form for someone who is physically incapable of doing so, they should sign or make their mark in Part 5A.

If you are filling in the form for someone with learning difficulties or a condition that prevents them from managing their own affairs, you should sign your name in Part 5B. Write your name, address and telephone number.