

HC5(O) Refund claim form: optical costs

Please read this page before filling in this form - it will help you make this claim correctly.

Use a separate form for each person who has paid optical charges or has had optical charges paid for them. **Part 4** tells you where to send the completed form. Before you do this, you must sign and date the declaration.

The information on this form may be disclosed in confidence to other public bodies as appropriate for the purposes of checking entitlement and preventing or detecting fraud. False information may lead to prosecution or legal action.

What can you claim for?

Use this form to claim back the cost of a **sight test, glasses or contact lenses** on low income grounds. For glasses and contact lenses, the maximum refund anyone can have is the voucher value that matches their prescription. You may also have to fill in an HC1 claim form for the NHS Low Income Scheme (see part 4).

If you paid for a repair or replacement because your glasses /contact lenses were lost or damaged, NHS England has to agree that the loss or damage was because of illness before you can get a refund. Send a note with this form to tell us how the loss or damage happened. An explanation is not required if you are claiming in respect of children under 16 and / or looked after children.

If you wish to claim a refund of glasses or contact lenses, for a reason other than because you have a low income, please complete the relevant parts of this form and provide an explanation of the reason you are seeking a refund. Send your receipts and optical prescription with this form to Primary Care Support England at the address on page 4. Ask at your optical practice for the address or look at www.nhs.uk/service-search.

Your claim cannot be accepted if you have already used an NHS optical voucher towards the cost of your glasses or contact lenses - unless it was only a 'complex lens' voucher.

How to claim for somebody else

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. They should then sign or make their mark in **Part 4A**.

If however, 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. You should sign the form yourself in **Part 4B** .

Time limit for claiming

- You must ensure that this claim form is received by the relevant office identified in **Part 4 within 3 months** of the date that you paid any charges.
- If you make the claim after 3 months, the NHS Business Services Authority has to decide if there is a good reason for it being late before it can be accepted. In this case, please send a written explanation with your claim to NHS Business Services Authority, Help with Health Costs, Bridge House, 152 Pilgrim Street, Newcastle upon Tyne NE1 6SN.

More refund information

More refund details can be found in leaflet HC11 "Help with Health Costs" available to download at: www.nhsbsa.nhs.uk/nhs-low-income-scheme. If you have any queries or need help filling in this form you can speak to an advisor at the NHS Business Services Authority on 0300 330 1343.

Part 1 - Patient's details	
Please use this part of the form to tell us about the patien are making the claim.	t: this may be you or the person on whose behalf you
Surname	Address
Other names	
Curier riames	Postcode
Til (NA NA NA NA NA COLL)	Email address
Title (Mr/Mrs/Miss/Ms/Other):	Etilali address
Date of birth	Daytime phone number This must be the number of the person signing at Part 4
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National Insurance No.	
Part 2 - Details of optical charges paid	
Please send us original receipts and, if you are claims	
optical prescription. We cannot deal with your claim	without them.
I wish to claim a refund of:	
f for a sight test Date of sight test	
for glasses or contact lenses	
Send us your optical prescription, we cannot deal with your claim w	vithout it – and please note:
 your claim cannot be accepted if you have already used a vouc unless it was only for 'complex lenses'. 	her to help with the purchase of your glasses or contact lenses -
have you already used your optical voucher? Please tick the box	x yes or no Yes No
 the maximum refund anyone can have is the voucher value that paid for glasses. Voucher values are in the leaflet HC12 which y www.nhsbsa.nhs.uk/nhs-low-income-scheme. Your optician, d 	you can get by calling 0300 123 0849 or visiting
• if you are claiming for a repair or replacement, you can only ge separate piece of paper to this form giving the patient's name of	et a refund if the loss or damage was because of illness. Attach a and address, and tell us how the loss or damage happened.
I wish any refund to be paid into the following account:	
Name(s) of account holder(s)	Full name of bank, building society or other account provider
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Sort code of the bank, building society or other account provid	er. Account number
If a building society assount, the building society rell or referen	co number
If a building society account, the building society roll or referen	
Some building society accounts use a roll or reference number. number, ask the building soceity.	If you are not sure if the account has a roll or reference
Incorrect account details will delay any refund you are en	ntitled to.
Part 3 - Other information we need	
Name, address and telephone number of optical practice in ful	I please.
Name	Address
Telephone number	
	Postcode

Part 4 - Reason for claim Tick whichever box below applied when the optical costs were paid and give the information we ask for. **Group 1** I receive a War Pension payment or an Armed Forces Compensation Scheme payment No. and I am being treated for my accepted disablement. Send this form to: Service Personnel and Veterans Agency, Norcross, Blackpool FY5 3WP. **Group 2** My name was on an NHS certificate HC2 or HC3 No. The person holding the certificate was: Forename: Surname: Date of birth **Group 3** I was getting one of the benefits/credits listed below (please tick which benefit/credit applies). I am the partner or a dependant child/young person under 20 years of age of someone who was getting one of these benefits/credits. The person getting the benefit/credit was: Date of birth If this person was not the patient, please tell us either their date of birth or their National Insurance number: Date of birth National Insurance number Universal Credit and for the last complete assessment period before the optical costs were paid or the date of the sight test there were no earnings or net earnings of £435 or less (£935 if you had a child element or had limited capability for work). Check the limit at www.nhsbsa.nhs.uk/check-if-youre-eligible-help. If your treatment was during your first Universal Credit assessment period you qualify for a refund if, once your claim to Universal Credit is decided, you met the earnings conditions during that assessment period. You also qualify for a refund if you met the qualifying criteria during the Universal Credit assessment period during which the optical charge was incurred or date of the sight test. Send this form to your local Jobcentre Plus office. **Income Support** – send this form to your local Jobcentre Plus office Income-based Jobseeker's Allowance – send this form to your local Jobcentre Plus office Income-related Employment and Support Allowance – send this form to your local Jobcentre Plus office Pension Credit Guarantee Credit – send this form to the Pension Centre who dealt with your claim If you receive or are included in an award of any of the benefits listed in Group 3 you can claim a refund. If you get one of these benefits alongside another benefit you will still be able to claim. Contribution based benefits paid on their own do not count. Check your benefit before you sign. For more information see www.nhsbsa.nhs.uk/check. **Group 4** I am not in groups 1 to 3, but wish to claim a refund of optical charges I paid because I am on a low income. You can apply for the NHS Low Income Scheme by visiting www.nhsbsa.nhs.uk/nhs-low-income-scheme or filling in a HC1 form. You can get a form by visiting www.nhsbsa.nhs.uk/healthcosts or by calling 0300 123 0849. If applying with a paper form, send this document with the HC1 form to NHS Business Services Authority, Bridge House, 152 Pilgrim Street, Newcastle Upon Tyne NE1 6SN.

Declaration and signature

Warning: False information may lead to civil or criminal action.

If you are signing for somebody else, you will be responsible for the information provided.

I declare that the information given on this form and the supporting documents are correct and complete and I understand that if I knowingly provide false information, I may be liable to prosecution and/or civil proceedings.

I consent to the disclosure of relevant information on this form to and by HM Revenue and Customs, Local Authorities and the Department for Work and Pensions for the purpose of verification.

I also consent to the disclosure of information on this form to NHS Counter Fraud Authority for the purpose of the prevention, detection, investigation and prosecution of fraud and any other unlawful activity affecting the NHS.

How we use your information: The NHS Business Services Authority will use the information that you have provided to process your claim for a refund of necessary NHS costs. We match the information provided against any claims you make of being exempt from NHS charges. We will not transfer your personal data outside the United Kingdom or the European Economic Area. We manage the information you provide as required by Data Protection law. This includes the General Data Protection Regulations (GDPR). Your Personal data will be deleted from our systems and files no later than 24 months after the date of expiry of the certificate or assessment. Further details are available at www.nhsbsa.nhs.uk/yourinformation

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Part C Send this form to Primary Care Support England, PO Box 350, Darlington, DL1 9QN.