



Together we can stamp out fraud

NHSScotland Counter Fraud Services (CFS) provide a full service to NHSScotland (NHSS) through a centrally based, professionally qualified team of specialists dedicated only to counter fraud work.

Working in partnership with other NHSS organisations, staff and professional associations, we have successfully delivered savings to the NHS in Scotland.

Our ultimate aim is to support and improve the services of NHSS helping to ensure that money is deployed for the public good in the effective delivery of frontline services as you, the taxpayer, intended.

With your help, we can work together to stamp out fraud in the NHSS.

CFS is committed to reducing fraud and corruption in the NHSS to an absolute minimum, and to building and promoting a culture in which staff, patients, contractors and the wider public regard fraud against the NHSS as totally unacceptable.

#### Patient Exemptions

The NHS in Scotland under the Family Health Services (FHS) banner provides Medical, Optical, Pharmacy and Dental services in Scotland. There is a charge for receiving treatment for optical and dental services unless the patient qualifies for an exemption for paying them.

Fraudulent claims for exemption from these NHS charges are investigated and analysed by CFS. The majority of these investigations are triggered by patients not providing evidence when obtaining services or treatment. In addition, a sample of claims where evidence has been provided is also checked.

CFS has a dedicated team charged with checking these claims. On a monthly basis 'exempt' claimants are checked with the relevant agency and, if entitlement to exemption cannot be confirmed, the patient will be contacted and requested to provide proof of their entitlement.

Where it is identified that the patient has mistakenly or fraudulently claimed entitlement, the charge will be recovered and where this is not forthcoming, a Penalty Charge notice will be issued. In extreme cases, legal action will be taken to recover payments.

If you are genuinely entitled to exemption from charges you have nothing to worry about. We are here to ensure that patients entitled to receive exemption from charges continue to do so.

The computerised payment systems introduced for Dental and Optical services allow CFS to quickly and easily identify claims that may warrant investigation. The systems will also show, for example, if a patient is visiting more than one optician and claiming free sight tests and glasses.

*Glasses (note: the information in this table will be updated and supplied at a later date)*

Patient Category:	Charges:
Under 16	Voucher towards the cost of glasses
Age 16 - 18	Voucher towards the cost of glasses (if in full time education)
Age 19 - 59	Charge Applicable
Age 60+	Charge Applicable
<p>You or your *partner receive:</p> <ul style="list-style-type: none"> <li>• Income Support</li> <li>• Pension Credit-Guarantee Credit</li> <li>• Income-based Job Seekers Allowance</li> <li>• Tax Credit (named on a NHS Exemption Certificate)</li> <li>• Income-related Employment and Support Allowance</li> </ul> <p>*Your partner should have been included in your claim for these benefits</p>	Voucher towards the cost of glasses
Named in an NHS Low Income Scheme HC2 Certificate	Voucher towards the cost of glasses
Named in an NHS Low Income Scheme HC3 Certificate	Voucher may be applicable towards the cost of glasses subject to the assessed contribution
<p>Require complex lenses or powerful glasses with at least one lens which:</p> <ul style="list-style-type: none"> <li>• has a power in any one meridian of + or - 10 or more dioptries</li> <li>• is a prism-controlled bifocal lens</li> </ul>	Special Voucher towards the cost of glasses
War / Mod Pensioner	Charge Applicable (refund may be applicable from War Pensions Agency if the glasses are required for the pensionable disability)