

POLICY BULLETIN 43

HC2 CERTIFICATES

PURPOSE

1. This bulletin provides guidance to caseworkers on how and when to issue HC2 Certificates.

WHAT ARE THEY?

2. HC2 Certificates are issued by NASS on behalf of the Department of Health. They give entitlement to:

- ❖ Free NHS prescriptions
- ❖ Free NHS dental treatment
- ❖ Free NHS wigs and fabric supports
- ❖ Free NHS eye sight tests
- ❖ Vouchers towards the cost of spectacles
- ❖ Refunds of necessary travel costs to and from hospital for NHS treatment

WHO GETS THEM?

3. HC2s are issued only to NASS supported main applicants, but details of any dependants are included on the certificate, so that the whole family benefits.

WHEN ARE THEY ISSUED?

4. The initial certificate is issued as part of the support package. Certificates are issued for 6 months, and must include the main applicant's name and address, the date the NASS application was received and an expiry date to make it valid.
5. Detailed instructions on the storage, stock control and completion of HC2 certificates can be found on the NASS shared directory, under Process/HC2/HC2 Caseworker notes.

WHAT HAPPENS AFTER THE SIX MONTHS?

6. If the applicant is still being supported by NASS a renewal certificate should be issued for a further 6-month period, commencing from the date immediately following the expiry of the original certificate. Eg. The original certificate was valid from 3 April 2000 to 1 October 2000; the renewal certificate should be validated from 2 October 2000.
7. The certificate should be issued, accompanied by generic letter NASS 12xGO1, which is available on ASYS. A copy of this letter is attached for reference.
8. If the applicant returns the original HC2 certificate it should be retained on the case file.

CHANGES OF ADDRESS

9. If the applicant changes his address the HC2 will become invalid. Applicants should be advised to return the original certificate. On receipt, it should be filed and a replacement certificate, bearing the new address, should be issued.

NORTHERN IRELAND

10. HC2 certificates may be issued to NASS supported applicants living in Northern Ireland.
11. Northern Ireland has its own, slightly different, version of the HC2 certificate. Previous advice was that the GB HC2 was not valid in Northern Ireland. However, a recent enquiry has established that the GB version is valid in Northern Ireland, and the NI version is valid in Great Britain.

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NASS Policy & Process



Home Office

Immigration and Nationality Directorate
National Asylum Support Service

Voyager House, 30 Wellesley Road, Croydon, CR0 2AD
Tel: 0845 602 1739

ZTitle ZForename ZfamilyName
ZAddressNoTel

NASS ref.
Corr. No.
Date

ZASDRef
ZCorrNo
ZTodaysDate

Applicant

ZForename ZFamilyName
ZDOB
ZNationality

Dependant(s), if any

ZDependants

Dear ZTitle ZFamilyName

A further HC2 certificate is enclosed to allow you to continue to receive free prescription medication and other health costs, should you need to do so. The certificate is valid for 6 months. If you have a question regarding the issuing of new or duplicate certificates, in the event of expiry, loss or damage, you should contact the One Stop Service, or contact NASS directly on 0845 602 1739. You should ignore the section of the HC2 certificate titled 'If you need another certificate', you do not need to complete a HC1 form, you should contact NASS.

If you have any enquiries on the use of the certificate, or what it entitles you to, you should contact the Health Benefits Division on 0191 203 5555.

Yours sincerely

ZCaseworker

Enc.
HC2 Certificate