

# Tackling fraudulent exemption claims

**£1.3**  
million  
reduction in  
fraudulent  
claims



Counter Fraud Services (CFS) have collaborated with the University of Glasgow to address **fraudulent claims** made to the national patient exemption service.

Patients can be charged for receiving certain treatments in optical and dental services, however some patients are entitled to exemption from these payments eg if they have a valid NHS Tax Credit Exemption Certificate. Approximately **14% of exemptions** are falsely claimed either mistakenly or fraudulently, resulting in money being taken away from patient care.

CFS have a dedicated Patient Claims Team, responsible for checking these exemption claims. It identifies patients who have incorrectly claimed exemption then seeks recovery of those charges and provides advice about which benefits may qualify patients for assistance with their NHS dental or optical costs.

In cases where a patient's entitlement to exemption is not confirmed, and the patient fails to produce evidence of their entitlement, a **penalty charge** could be imposed. A case could also escalate further with a surcharge being applied.

Experts at the University of Glasgow worked with the Patient Claims Team to optimise the amount of **money recovered**, increase compliance by patients, and adapt the most effective letter templates and other communication mediums by using behavioural insights.

Interested in finding out more? Contact [nss.communications@nhs.net](mailto:nss.communications@nhs.net)