NHS Test & Trace Support Payment

Test and Trace Support Payment scheme

If you live in England and have been told to self-isolate by NHS Test and Trace, **you may be entitled to a payment** of £500 under the Test and Trace Support Payment scheme.

Eligibility for the payment is decided by your local authority and based on certain criteria. **You may be eligible** if you are:

- employed or self employed,
- on a low income,
- unable to work from home and
- will lose income as a result of self-isolating.

NHS COVID-19 app users who are advised to self-isolate via the app because they have been in close contact with someone who has tested positive for coronavirus can also apply for payment.

Before you start

Before you start the process please have the following information to hand:

- To declare employment status (employed/self-employed/ unemployed)
- Personal details (email/ UK phone number/name)
- NHS Test & Trace ref number (8 digits)
- Your LA may ask you for additional documentation about your income (e.g. your bank statement)

Start the process

To start the process, select **Financial support**. This button appears on the homescreen of the NHS COVID-19 app when you've been told to self-isolate because you've been in close contact with someone who has coronavirus.

You'll be taken to a website which will ask you for some information to check whether you could be eligible. None of the information you provide will be passed back to the NHS COVID-19 app. The app is designed to protect your privacy and does not know who or where you are.

Check if you can apply for a Test and Trace Support Payment

Check if you can apply for a Test and Trace Support Payment

You can use this service if the NHS COVID-19 app has detected that you have been in contact with a person who has coronavirus. This means you are advised to self-isolate.

You may be entitled to a payment of £500 from your local authority under the Test and Trace Support Payment scheme if you are:

- 16 or over

> ℹ️ If your answers show that you may be eligible for the **NHS Test and Trace Support Payment,** there are 4 steps to apply for the Test and Trace Support Payment.

Step 1
Confirm who you are with NHS login

You need to **log in or register** with NHS login so we can check who you are. If you are registering, you will receive a confirmation link in an email. When you read the email, make sure you keep the existing screen open so that you can continue to the next step.

Step 2
Enter personal details

You will be asked to **enter your name** so that NHS Test and Trace can carry out some checks. None of your personal details will be given to the app.

Step 3
Register with NHS Test and Trace

You will get an email and text message from NHS Test and Trace within one hour. Communication hours are between 7.30 am to 8.30 pm. If you register outside of these hours, there may be a delay in receipt of the email or text message until opening hours resume.

These messages will include a link which you need to follow to complete your registration with NHS Test and Trace. **You must do this while you are still in your self-isolation period.** You will not be able to apply for the NHS Test and Trace Support Payment without completing this step.

Once you have completed your registration, you will receive a final confirmation email and text message from NHS Test and Trace.

Step 4
Apply to your local authority

Once you have received this second email or text message with your NHS Test and Trace Account ID, **you can apply for the NHS Test and Trace Support Payment from your local authority**. You can apply to your local authority up to 2 weeks after your self-isolation period has ended.