

Test and Trace Support Payment scheme

How the process will work if you have been notified to self-isolate via the NHS COVID-19 App

- To apply for the NHS Test and Trace Support Payment, you'll need to register with NHS Test and Trace and provide your local authority with an NHS Test and Trace Account ID. This is an 8-digit code that is sometimes also referred to as a CTAS number. If you test positive for coronavirus, or are told to self-isolate by contact tracers, you will be provided with the Account ID ready to take to your local authority.
- Anyone who receives notification of a positive test result (including app users who initially report their symptoms through the app and are referred on to the test booking system) will be able to apply for the Test and Trace Support Payment, if they meet the other eligibility criteria. When someone receives a positive test, they are legally obligated to self-isolate and will be provided their NHS Test and Trace ID via the email and mobile number they provide when ordering the test.
- Individuals will not be eligible for the payment while they wait for a test, nor if they test negative. We are continuing to expand testing capacity in order to meet increases in demand. This will minimise the time that people have to wait for test results. It would be impracticable to offer financial support to everyone self-isolating because they have symptoms.
- If the NHS COVID-19 App has told you to self-isolate because you've been in close contact with someone who has tested positive for coronavirus, you will need to follow some steps to request your Account ID. This is because the app is anonymous, so you need to register with NHS Test and Trace by following a link in the app. You must do this while you are in your self-isolation period. You cannot request your Account ID after you've finished self-isolating.
- To start the process, select '**Financial support**'. This button appears on the home screen of the 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.
- 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 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. Read about what to do if you have not received this email or text message.
- 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. You will then be subject to the legal obligation to self-isolate

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. Receiving an NHS Test and Trace Account ID does not necessarily mean you will be eligible for the NHS Test and Trace Support Payment. **You must request the Account ID during the self-isolation period.** Once you have this, you can claim up until 14 days after your self-isolation period ended.
- Your local authority may also ask you to provide additional evidence to prove your eligibility.