

Healthy Start Card FAQs - Well Newham Programme

Healthy Start Vitamins, Card & Vitamin D (60+)

How can I apply?

You can apply online at:
www.healthystart.nhs.uk

How do I check if I'm eligible?

Eligibility depends on your circumstances.
To check if you qualify and use the eligibility tracker
and flowchart, visit:
<https://www.wellnewham.org.uk/free-healthy-start-card-buy-food>

What information do I need to apply?

You will need:

- Name, address and date of birth
- National Insurance number
- Baby's due date (if pregnant)

Your details must match your benefit records.

How much will I get?

You will receive:

- £4.65 per week during pregnancy and for children aged 1 to 4
- £9.30 per week for children under 1

Payments stop after your child's 4th birthday or if your circumstances change.

How will I receive my payments?

- You will get a prepaid Healthy Start card
- Payments are added automatically every 4 weeks
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How long does it take to receive my card?

If your application is successful, your card should arrive within a few weeks.

How do I use my card?

Your Healthy Start card works like a debit card and can be used with:

- Chip and PIN
- Contactless

In shops that accept Mastercard®.

What can I spend my Healthy Start card on?

You can only use your card to buy:

- Plain liquid cow's milk
- Fresh, frozen, or tinned fruit and vegetables
- Fresh, dried, or tinned pulses
- Infant formula (cow's milk-based)

I do not want to buy milk, fruit or vegetables – what else can I buy?

You can also use your card to buy:

- Infant formula
- Pulses (beans, lentils – fresh, dried, or tinned)

Can I spend the money on other items?

No. The card can only be used for approved healthy food items.

Where can I use my Healthy Start card?

You can use your card in most shops that:

- Sell eligible items
- Display the Mastercard® symbol

If you are unsure, ask in-store before paying.

Can I use my card outside my local area?

Yes. You can use your card anywhere in the UK where Mastercard is accepted.

Can I use my Healthy Start card for online shopping?

No. The card cannot be used online.

Can I withdraw cash or get cashback?

No. The card can only be used in-store for eligible items.

Can I split payments?

Yes. You can pay part with your Healthy Start card and the rest with another payment method if needed.

How do I check my balance?

You can:

- Check at an ATM
- Call 0300 330 7010

What if I don't use all my money?

Any unused balance remains on your card, so you can use it later.

What should I do if my card is lost, stolen or damaged?

Contact NHS Healthy Start immediately:

0300 330 7010

healthy.start@nhsbsa.nhs.uk[Healthy St...ham 21 May | PowerPoint]

They will:

- Cancel your card
- Send a replacement
- Protect your balance

What if my card is declined?

This may happen if:

- You do not have enough balance
- The shop does not accept Mastercard
- You are trying to buy non-approved items

What happens if my circumstances change?

Changes to your income, benefits or household may affect your eligibility.

You should update your details as soon as possible.

Do I need to reapply?

No. You will continue to receive payments as long as you remain eligible.

I receive a legacy benefit (e.g. Income Support). What should I do?

You will need to request an application form:

0300 330 7010

healthy.start@nhsbsa.nhs.uk

I'm unable to register my child's birth. Will I still receive payments?

To avoid delays:

- Ensure your child is listed on your Universal Credit claim
- Contact NHS Healthy Start with your baby's details

If not updated, your payments may stop and you may need to reapply.

Can people with no recourse to public funds apply?

If you think this applies to you, please contact NHS Healthy Start directly for advice and an application form:

healthystartNRPF@nhsbsa.nhs.uk

Can I get help with applying?

Yes. For help with:

- Applications
- Language support
- General queries

Contact:

0300 330 7010

healthy.start@nhsbsa.nhs.uk

Where can I find more information?

- <https://www.wellnewham.org.uk/free-healthy-start-card-buy-food>
- www.healthystart.nhs.uk