

SCHEDULE 4 SECTION 4.2

SERVICE DESCRIPTION

**INCAPACITY BENEFIT/INCOME SUPPORT/HOUSING BENEFIT/COUNCIL TAX BENEFIT AND
OTHER RELATED ADVANTAGES**

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SCHEDULE 4 SECTION 4.2**SERVICE DESCRIPTION****INCAPACITY BENEFIT/INCOME SUPPORT/HOUSING BENEFIT/COUNCIL TAX BENEFIT AND OTHER RELATED ADVANTAGES****1. GENERAL**

1.1 The CONTRACTOR shall adhere to the medical and common business requirements detailed in Section 4.1 of Schedule 4 and the Service Levels detailed in Schedule 5.

1.2 The CONTRACTOR shall ensure that:

1.2.1 Medical advice is provided by Approved Health Care Professionals.

1.2.2 Medical scrutiny is provided by Approved Health Care Professionals.

1.2.3 PCA examinations are undertaken by Approved Health Care Professionals.

1.3 Upon completion of all the necessary actions, the CONTRACTOR shall return to the AUTHORITY all documentation received from the AUTHORITY or gathered on behalf of the AUTHORITY.

2.0 Advice Referrals

2.1 The CONTRACTOR shall provide any medical advice or clarification of medical advice that the AUTHORITY requests.

3.0 IB Referrals**3.1 Issuing the questionnaire**

3.1.1 On receipt of a Q referral, the CONTRACTOR shall issue the IB50 questionnaire to the Claimant or their representative.

3.1.2 The CONTRACTOR shall automatically issue a reminder to the Claimant or their representative if the IB50 questionnaire is not returned to the CONTRACTOR after twenty eight (28) calendar days of having provided it to the Claimant or their representative.

3.1.3 If the Claimant or their representative does not return the completed IB50 questionnaire within forty three (43) calendar days of its issue, the CONTRACTOR shall advise the AUTHORITY, except where Mental Health conditions have been notified by the AUTHORITY.

3.1.4 Where Mental Health conditions have been notified by the AUTHORITY and the IB50 questionnaire is not returned, the CONTRACTOR shall undertake a "Scrutiny check" as detailed in para 3.2.

3.2 Scrutiny

3.2.1 The CONTRACTOR shall undertake a Scrutiny check to establish whether:

3.2.1.1 The IB50 has been completed with all relevant information:

3.2.1.2 FME is required to provide advice to the Authority:

3.2.1.3 If PCA examination is required, whether it is more appropriate to be conducted by a Registered Nurse or Medical Practitioner in accordance with the agreed criteria.

3.2.1.4 If PCA examination is required, whether it is appropriate for an examination in a

Medical Examination Centre (MEC), or a Domiciliary Visit

- 3.2.2 Upon completion of the Scrutiny check, the CONTRACTOR shall:
- 3.2.2.1 Advise the AUTHORITY whether the Claimant is suffering from an exempt incapacity: or
 - 3.2.2.2 Advise the AUTHORITY whether the Claimant meets the threshold for incapacity: or
 - 3.2.2.3 Arrange a PCA with the Claimant.

4. Personal Capability Assessment**4.1 General**

- 4.1.1 Where the CONTRACTOR is unable to determine that the Claimant is suffering from an exempt incapacity or meets the threshold for incapacity, the CONTRACTOR shall arrange with the Claimant for a PCA to be carried out.

- 4.1.2 If during the course of the PCA, the Claimant has a condition that falls into an exempt category, the CONTRACTOR shall curtail the PCA and advise the AUTHORITY.

- 4.1.3 The AUTHORITY reserves the right to instruct the CONTRACTOR to complete a Face to Face Assessment.

4.2 In respect of Claimants who are Unable to Attend

- 4.2.1 The CONTRACTOR shall offer a further appointment to those Claimants who are Unable to Attend the first arranged appointment without reference back to the AUTHORITY.

- 4.2.2 If the Claimant is Unable To Attend the second arranged appointment, the CONTRACTOR shall use reasonable endeavours to despatch all documentation to the AUTHORITY within twenty four (24) hours of the second arranged appointment date.

- 4.2.3 The CONTRACTOR shall record the reasons for non-attendance on MSRS.

4.3 In respect of Claimants who Do Not Attend

- 4.3.1 If the Claimant Does Not Attend an arranged appointment the CONTRACTOR shall use reasonable endeavours to despatch all papers to the AUTHORITY within twenty four (24) hours of the date of that arranged appointment.

- 4.3.2 The CONTRACTOR shall use reasonable endeavours to despatch to those Claimants who Do Not Attend the examination the appropriate form which obtains the reasons for non attendance within twenty four (24) hours of the Claimant not attending the arranged appointment.

- 4.3.4 The CONTRACTOR shall record the reasons for non-attendance and details of all attempts to contact the Claimant.

5.0 Own Occupation Test Referrals

- 5.1 The CONTRACTOR will receive the appropriate Referral documentation from the AUTHORITY

- 5.2 The CONTRACTOR shall advise whether or not the Claimant's capable of their own occupation, and if not, when significant improvement could be expected.