

**SCHEDULE 4 SECTION 4.11**  
**SERVICE DESCRIPTION**  
**INTERNATIONAL PENSIONS CENTRE**

**This page has been left intentionally blank**

**SCHEDULE 4 SECTION 4.11****SERVICE DESCRIPTION****INTERNATIONAL PENSIONS CENTRE****1 GENERAL**

- 1.1 The CONTRACTOR shall adhere to the medical and common business requirements set out in Schedule 4.
- 1.2 The CONTRACTOR shall limit the gathering of any Further Medical Evidence to that evidence available in the United Kingdom.
- 1.3 The CONTRACTOR shall liaise with the AUTHORITY in order to arrange a medical examination which coincides with the Claimant's visit to the United Kingdom for Claimants who elect to return to the United Kingdom for their medical examination.
- 1.4 The AUTHORITY will make referrals clerically and referrals will not be registered on MSRS.
- 1.5 The AUTHORITY shall provide all the relevant IB and ESA referral documentation, including the Claimant questionnaire and any FME.

**2 INCAPACITY BENEFIT**

- 2.1 In respect of IB, the CONTRACTOR shall follow the procedures, as set out in Schedule 4.2.
- 2.2 Using the Claimant Questionnaire and FME provided by foreign doctors on forms E213 or ESA-N-54C, the CONTRACTOR shall advise the AUTHORITY:
- 2.2.1 whether the Claimant is suffering from an exempt incapacity: or
- 2.2.2 whether the Claimant meets the threshold for incapacity: or
- 2.2.3 whether further FME is required.

**3 EMPLOYMENT AND SUPPORT ALLOWANCE**

- 3.1 In respect of ESA, the CONTRACTOR shall follow the procedures, as set out in Schedule 4.23.
- 3.2 The CONTRACTOR shall not complete a WFHRA in respect of IPC referrals.

**4.0 SEVERE DISABLEMENT ALLOWANCE**

- 4.1 In respect of Severe Disablement Allowance the CONTRACTOR shall follow the procedures as set out in Section 4.3 of Schedule 4.

**5 INDUSTRIAL INJURIES DISABLEMENT BENEFITS**

- 5.1 In respect of Industrial Injuries Disablement Benefits the CONTRACTOR shall follow the procedures as set out in Section 4.9 of Schedule 4.
- 5.2 Where a provisional assessment of disablement is provided by the CONTRACTOR, the CONTRACTOR shall also advise if any Further Medical Evidence is to be gathered by the AUTHORITY prior to the subsequent Referral to the CONTRACTOR for reassessment.

**6 MEDICAL EXAMINATIONS AND FURTHER MEDICAL EVIDENCE GATHERING ON BEHALF OF THE AUTHORITY WHEN THE AUTHORITY IS ACTING ON BEHALF OF FOREIGN AUTHORITIES**

6.1 The CONTRACTOR shall perform medical examinations and/or gather Further Medical Evidence on behalf of the AUTHORITY when the AUTHORITY is acting on behalf of foreign authorities for Claimants who reside within the United Kingdom.

6.2 The CONTRACTOR will receive the appropriate Referral Document from the AUTHORITY. Upon receipt, the CONTRACTOR shall arrange for an examination to be undertaken or Further Medical Evidence to be gathered as required. The CONTRACTOR shall complete and return all appropriate forms to the AUTHORITY. The CONTRACTOR acknowledges that in certain cases, reports shall be typed and three copies shall be provided.

## 7 JAMAICA AND BARBADOS CASES

### 7.1 Claimants who are seen before departure

7.1.1 The CONTRACTOR will receive the appropriate Referral Documents from the AUTHORITY. Upon receipt of the Referral Documents the CONTRACTOR shall advise as to whether or not the Claimant is permanently incapable of work on the expected date of departure from the United Kingdom. Where advice cannot be given on the basis of documentary evidence available the CONTRACTOR shall undertake an examination.

7.1.2 The CONTRACTOR shall reply in the format required by the AUTHORITY and shall return the same to the AUTHORITY.

### 7.2 IB Claimants who have already left the UK for Jamaica/ Barbados

7.2.1 The CONTRACTOR will receive the appropriate Referral Documents from the AUTHORITY. Upon receipt of the Referral Documents the CONTRACTOR shall advise as to whether or not the Claimant was permanently incapable of work on the date of departure from the United Kingdom.

7.2.2 Where the CONTRACTOR is unable to advise on the basis of the Referral Documents, it shall gather Further Medical Evidence as is necessary to enable it do so.

7.2.3 The CONTRACTOR shall reply in the format required by the AUTHORITY and shall return the same to the AUTHORITY.

## 8 PRO-RATA BENEFIT CASES

### 8.1 IVB Pro-Rata Cases

8.1.1 The CONTRACTOR will receive the appropriate Referral Documents from the AUTHORITY. Upon receipt of the Referral Documents, the CONTRACTOR shall advise, on the basis of the Referral Documents only, as to whether or not the Claimant is capable of all work or fit within limits, as set out in the Social Security (Unemployment/Sickness and Invalidity Benefit) Regulations 1983.

8.1.2 The CONTRACTOR shall reply in the format required by the AUTHORITY and shall return the same to the AUTHORITY.

### 8.2 Incapacity Benefit Pro-rata Cases

8.2.1 In respect of Incapacity Benefit Pro-Rata Cases the CONTRACTOR shall follow the procedures set out in Section 4.2 of Schedule 4 with the provisions as set out in Paragraph 2.2 of this Section 4.11 of Schedule 4.

## 9 ADVICE FOR CLAIMANTS WHO LIVE ABROAD

9.1 The CONTRACTOR will receive the appropriate Referral Documents from the AUTHORITY. Upon receipt of the Referral Documents the CONTRACTOR shall advise as required. Where

the CONTRACTOR is unable to advise, it shall determine the most appropriate source and nature of the additional evidence required and identify all relevant questions to be answered to enable it to do so and shall return all documentation to the AUTHORITY.

- 9.2 Upon receipt of the documentation requested by the CONTRACTOR in accordance with Paragraph 8.1 above, the CONTRACTOR shall advise as required and return all documentation to the AUTHORITY.
- 9.3 The CONTRACTOR shall reply in the format required by the AUTHORITY and shall return the same to the AUTHORITY.