

SCHEDULE 4 SECTION 4.18
SERVICE DESCRIPTION
CHILD SUPPORT AGENCY

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SCHEDULE 4 SECTION 4.18**SERVICE DESCRIPTION****CHILD SUPPORT AGENCY****1 GENERAL**

- 1.1 The CONTRACTOR shall adhere to the medical and common business requirements detailed in Section 4.1 of this Schedule 4.
- 1.2 The CONTRACTOR shall provide the AUTHORITY, namely the Child Support Agency Monitoring and Guidance Unit, with medical advice based on submitted medical evidence.

2 CHILD SUPPORT AGENCY SPECIFIC REQUIREMENTS

- 2.1 The CONTRACTOR will receive requests for medical advice from the AUTHORITY.
- 2.2 The CONTRACTOR will receive from the AUTHORITY Referral Documents which shall include but not be limited to:
- a) the relevant file with all supporting evidence, including details of the Claimant's disablement or long-term illness;
 - b) a prepared pro-forma giving grounds for the "Departure" application; and
 - c) the medical question(s) to be answered.
- 2.3 The CONTRACTOR shall advise the AUTHORITY in writing whether the need(s) of the Claimant, as stated, is/are consistent with the medical condition presented. The CONTRACTOR shall provide the AUTHORITY with a written explanation in order to qualify its response.
- 2.4 The CONTRACTOR shall advise the AUTHORITY in writing whether the Claimant's medical condition is likely to last at least fifty two (52) weeks from the date of the application or for life, or if it is likely to last less than fifty two (52) weeks.
- 2.5 In the event that the CONTRACTOR is unable to give advice based on the documentary evidence available, the CONTRACTOR shall be explicit in identifying to the AUTHORITY the type of Further Medical Evidence required, the most appropriate source of the Further Medical Evidence and the specific questions to be asked of the Claimant.
- 2.6 Upon completion of all necessary actions the CONTRACTOR shall return to the AUTHORITY all documentation received from the AUTHORITY or gathered on behalf of the AUTHORITY in the same format as received, unless instructed to do otherwise by the AUTHORITY.