

**SCHEDULE 4 SECTION 4.21
SERVICE DESCRIPTIONS
FINANCIAL ASSISTANCE SCHEME**

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SCHEDULE 4 SECTION 4.21**SERVICE DESCRIPTIONS****FINANCIAL ASSISTANCE SCHEME****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 will receive the appropriate Referral documentation from the AUTHORITY.

2. Special Rules Advice

- 2.1 The CONTRACTOR shall provide the AUTHORITY with advice as to whether the Claimant is Terminally Ill as defined by Disability Living Allowance or Attendance Allowance legislation.
- 2.2 In the event that the CONTRACTOR is unable to give advice on the documentary evidence available, The CONTRACTOR will make one telephone call to the treating doctor in an effort to secure further evidence, if it is a reasonable assumption that the evidence can be provided over the telephone. If not, then the CONTRACTOR will identify what is required and return the Referral to the AUTHORITY to request the further medical evidence.
- 2.3 The CONTRACTOR shall return all Referral 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.

3. Severely Ill Health Advice

- 3.1 The CONTRACTOR shall provide the AUTHORITY with advice as to whether the Claimant suffers from a progressive disease and as a consequence can reasonably be expected to die within five years.
- 3.2 The AUTHORITY will provide the CONTRACTOR with the Claimant's Hospital contact details and the CONTRACTOR shall obtain the Hospital case notes.
- 3.3 Upon completion of the referral, the CONTRACTOR shall destroy any copies of Hospital case notes they have received or return any originals to the Hospital.
- 3.4 The CONTRACTOR shall provide Severely Ill Health Advice within 35 days from receipt of the referral. For the avoidance of doubt, the Service Levels and Financial Remedies specified within schedule 5 and schedule 25 shall not apply to Severely Ill Health Advice Referrals.
- 3.5 The CONTRACTOR shall the provide monthly to the AUTHORITY details of referrals processed which will include claimant NINO, claimant name, date received, rejection reason, clearance outcome, date cleared.