22. Is NPV action appropriate? (for IS/JSa)

Yes

23. MRO takes the appropriate action to identify potential NPV

24. Test check to be conducted as applicable.

25. Consider entitlement to Standard HÉ ceases. Categorise HB. Update FREDA.

26. Test check applicable

27. Provide the ECO/PCP/LA with their findings. The ECO/PCP/LA will have the option to agree/disagree the findings and have the right of arbitration.

28. ECO/PCP/LA ensures that all errors are corrected.
3. Handoff from ECO/PCP/LA to Lead MRO

4. Confirm case is suitable for customer

5. MRO completes FREDA and passes to checker for authorisation of abandonment. HEO to authorise abandonment in certain circumstances.

6. Abandonment authorised on FREDA required. FREDA will generate the replacement. Common Sample cases may need to be for Official Error checks.

7. MRO conducts a technical preview and requests transcripts. Identifies specified evidence required by the ECO/PCP/LA. Enters preview details on FREDA/Preview proforma as specified.

8. Previsit preparation. Confirm benefit(s) are still in payment. Any other changes affecting the review. Is the case still suitable for customer review?

9. MRO conducts the review. Refers to FES/Compliance or LA Fraud. Is the case suitable for abandonment and replacement?

10. Is the case to be handed off to another MRO?

11. 100% evidence and preview checks to be carried out by MRO.

12. Confirm selected period of the official error and review week checks.

13. Undertake official error and review week checks.

14. Is further evidence required to complete the official error check?

15. Return to ECO/PCP/LA to follow up/obtain the incomplete information.

16. MRO completes official error and review week check as applicable.

17. Discretionary decision required.

18. Common Sample cases may need to be considered for Official Error checks.

19. Yes

20. No

E. HB
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>21.</td>
<td>MRO decides final categorisation. Calculates the amount of any MVE/MVFE. Updates FREDA.</td>
</tr>
<tr>
<td>22.</td>
<td>Is NPV action appropriate? (for IS/JSA/ESA/SPC only)</td>
</tr>
<tr>
<td>23.</td>
<td>Where Non-Standard HB ceases. Categorise HB. Update FREDA.</td>
</tr>
<tr>
<td>24.</td>
<td>Test check to be conducted as applicable.</td>
</tr>
<tr>
<td>26.</td>
<td>Test check to be conducted as applicable.</td>
</tr>
<tr>
<td>27.</td>
<td>Provide the ECO/PCP/LA with their findings. The ECO/PCP/LA will have the right to agree/disagree the findings and have the right of arbitration.</td>
</tr>
<tr>
<td>28.</td>
<td>ECO/PCP/LA ensures that all errors are corrected.</td>
</tr>
</tbody>
</table>

3. AESA/SPC only: No
100% evidence and preview checks to be carried out by MRO.

5. MRO completes FREDA and passes to a peer checker for authorisation of abandonment if required. HEO to authorise abandonment in certain circumstances.

6. Abandonment authorised on FREDA where required. FREDA will generate the replacement. Common Sample cases may need to be considered for Official Error checks.