Health Management

Cabinet Office Approval Queue Process

100% Electronic Referral Functionality

Date July 2017

Summary :

HML as the new Occupational Health Provider have the functionality of a digital platform.

This allows the submission of all Civil Service Pension Schemes to be submitted online via secure delivery – An instantaneous pathway to submit an application, eliminates courier and eliminates the paper chain. It also allows you to track the status of your referral at any time.

Employers, having stipulations around MIC etc. has raised the challenge of supporting documents (that would normally be uploaded by the referrer) that in this situation, cannot take place.

To ensure that the process of submitting an application can still commence 100% via HML Online, a 'Referral Approval' process has been reviewed and confirmed as an administrative option and a resolution to this challenge. Please note the word 'Approver' simply means OH Provider

The next screen shots and information outline how the process will take place. Please note, this communication explains the approval process only. Other information in the training material pack outlines the full online referral process. The below process will dovetail into the HML Online submission of an application.

1. The referrer will submit an application to HML using HML online. They will complete the referral with all information that they are privy to. The portal will ask for all valid and relevant information for the full application to be considered. It is at this point the referrer will need to send the application forward to their OH provider

2. The OH provider will be requested to complete the referral by uploading all supporting documents. These documents will be requested to be submitted in line with the checklist provided and in an orderly arrangement.

3. If you are a nominate approver you will previously have taken a moment and registered onto HML Online. The nominated approver will know they are in an approval group by logging on and seeing Approval Queue in the tool bar menu.
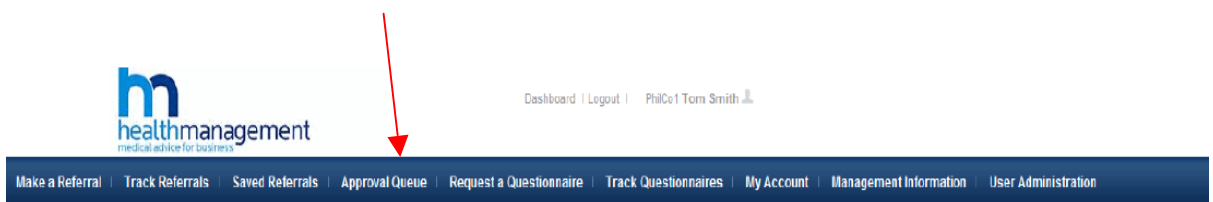
4. The approver will see all cases in their queue only and can action the case by clicking review

5. The approver will step through the form check information as necessary. They have the opportunity, at this time, to reject the referral. This would be done if the initial information was insufficient or inaccurate. Should they be ready to approve the information, they can upload all supporting documents for completion of the referral.

6. If the referral is rejected, the approver will be prompted to supply a reason for the rejection. The original referrer will receive an email prompting them to review the referral along with the reasons for rejection. The original referrer will re submit the referral and the approval process will continue once again. When the approver is happy, they then submit the referral to HML on the referrers behalf