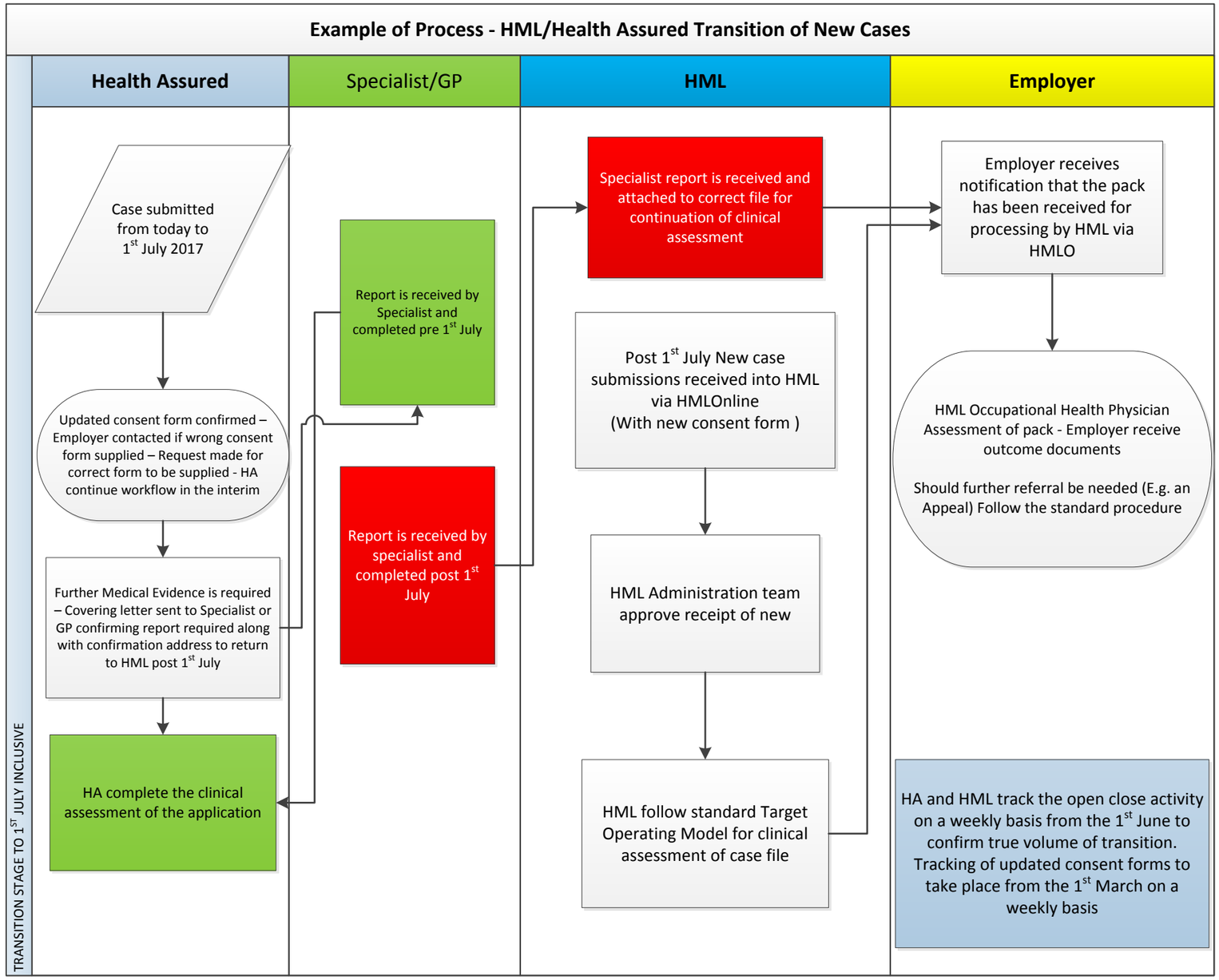
Example of Process - HML/Health Assured Transition of New Cases
Health Assured
Specialist/GP
HML
Employer
TRANSITION STAGE TO 1ST JULY INCLUSIVE
Case submitted from today to 1st July 2017
Updated consent form confirmed – Employer contacted if wrong consent form supplied – Request made for correct form to be supplied - HA continue workflow in the interim
Further Medical Evidence is required – Covering letter sent to Specialist or GP confirming report required along with confirmation address to return to HML post 1st July
HA complete the clinical assessment of the application
Report is received by Specialist and completed pre 1st July
Report is received by specialist and completed post 1st July
Specialist report is received and attached to correct file for continuation of clinical assessment
Post 1st July New case submissions received into HML via HMLOnline (With new consent form)
HML Administration team approve receipt of new
HML follow standard Target Operating Model for clinical assessment of case file
Employer receives notification that the pack has been received for processing by HML via HMLO
HML Occupational Health Physician Assessment of pack - Employer receive outcome documents
Should further referral be needed (E.g. an Appeal) Follow the standard procedure
HA and HML track the open close activity on a weekly basis from the 1st June to confirm true volume of transition. Tracking of updated consent forms to take place from the 1st March on a weekly basis