



Employer Pensions Notice

EPN 170

Medical Advice Contract

Audience This Notice will be of particular interest to:

- Staff responsible for referring cases to the scheme medical adviser
- Staff responsible for paying the scheme medical adviser

Action
To note the new fees for 2007/08
To note the services that are now chargeable
To make sure correct referral forms are being used

Timing Effective from 1 April 2007

Background

1. Cabinet Office Civil Service Pensions Division (CSPD) manages the contract to provide medical advice for the Civil Service pension, compensation, and injury benefit schemes. Capita Health Solutions (CHS) are currently contracted to provide medical advice for this contract.

Revised fees

2. Attached to this EPN is a revised schedule of fees that come into effect from 1 April 2007. These have increased by 3% on last year's prices, in line with inflation. The fees for medical review boards (Service 7) have been updated for the first time in 3 years and therefore reflect increases over this three year period.

New arrangements

3. The contract specifies a fee for a medical retirement report only where the medical criteria is not met. CHS have additionally been providing reports, without charge, in cases where the criteria is met. We have consulted with a wide range of employers to confirm that these reports are of value and that they are willing to



pay for this service. We have therefore now agreed with CHS that reports should be provided and charged for all medical retirement referrals.

4. CHS also provide reports for injury benefit referrals which provide information that decision makers will use to make what are increasingly complex decisions. We have consulted with users who have confirmed that they are willing to pay for these reports. The cost of these reports has now been included as an additional charge at item 12.
5. The contract provides for a charge to be made for ad hoc advice at an hourly rate (Service 14). Often CHS do not charge at all for brief telephone discussions. We have now agreed formally that CHS will not charge for any discussion that takes less than 15 minutes. Where the call lasts longer than 15 minutes CHS will charge for 15 minute units in proportion to the hourly rate.

Referral Forms

6. We issued new standard referral forms in January 2006 (EPN 135 refers) but CHS are still receiving some referrals on out of date forms. The current versions are available from our website and contain some minor changes to the original ones. Please make sure that all referrals are made using current forms.
7. As these forms have been in place for a year we intend to review them to consider whether any amendments should be made. In particular we would like your feedback on whether the forms are user friendly or if you encounter any problems when you complete them. Please email employerhelpdesk@cabinet-office.x.gsi.gov.uk before 31 July 2007 if you have any comments to make.

Reference This document replaces EPN 147

Contacts Enquiries about content, distribution or to receive in a different format

employerhelpdesk@cabinet-office.x.gsi.gov.uk

01256 846414

**Employer Helpdesk, Civil Service Pensions, Grosvenor House, Basing View
Basingstoke, RG21 4HG**

You can find copies of the EPG, all current EPNs and forms on our website
www.civilservice-pensions.gov.uk in the Guidance for employers section.

Capita Health Solutions (CHS) pricing structure

Pricing structure with effect from 1 April 2007

The charges shown are those which apply to all standard cases where CHS has the all the information it needs to carry out its work. Additional third party reports will be charged at cost plus 15%, and CHS will try to keep costs down, applying rates recommended by the British Medical Association.

Where the individual service standard is not met within the time scale contained in Schedule 3 of the contract, CHS will credit the referring employer or APAC the proportion of the fee shown in that schedule. You can find details of Schedule 3 and the CHS contract on the Employers pages on the CSP website under Capita Health Solutions> Capita contract. You will also find the pricing structure on the same page of the website.

Table 1 CHS pricing structure		
Service	CHS's function	Fee
1.	This entry has been deleted	
2.	This entry has been deleted	
3. Medical retirement.	Considering whether a member meets the medical retirement criteria for whichever part of the PCSPS they are a member of (or the Partnership Pension Account III-Health Benefits Scheme as the case may be); advising on a review date, if any, for those in either the premium or classic plus schemes; issuing the appropriate scheme certificate.	£45.88
4. Medical Retirement Report	CHS will provide a written report to the employer on all medical retirement referrals, taking due regard of medical in confidence material.	£29.80 (Charged in addition to the medical retirement service)
5. First stage appeal against decision by the employer to retire or not a member on medical grounds.	To review original decision (which may or may not be on the basis of fresh medical evidence). Issuing appropriate scheme certificate if appeal upheld.	£87.01
6. Second stage appeal against decision by the employer to retire or not a member on medical grounds.	The Contractor's senior physician (or deputy) reviews all the evidence relating to the case determining whether first stage decision not to support medical retirement was correct. Issuing appropriate scheme certificate if appeal upheld. If unable to uphold, convening medical appeal board (stage 3).	£403.43 (This cost incorporates the £87.01 fee for the first stage appeal)

Table 1 CHS pricing structure		
Service	CHS's function	Fee
7. Third Stage appeal to independent (of Contractor) medical review board following rejection of appeal at stage 2.	The Contractor's senior physician (or deputy) to convene an independent medical review board which prepares and issues a case report.	£87.01 (Arrangement fee) £625.00 (Chairman fee) £500.00 (Board member fee)
8. Early payment of preserved pension benefits on medical grounds.	Advising whether or not a former member with preserved benefits would have met the medical retirement criteria had they remained in the PCSPS employment, issuing the appropriate PCSPS certificate.	£45.88
9. Pension Allocation.	Based on a medical examination by a doctor nominated by CHS, advising whether the member wishing to allocate part of their pension is in good health.	£175.61
CES	Paper based referral (premium and classic plus only)	£75.41
10. Medical examination reveals health doubt.	Offering and arranging a consultation by one of its medical referees (consultants).	£87.01
11. Examination by consultant inconclusive or where member produces contrary report by a consultant.	Offering and arranging a medical board to consider all evidence and also to report the outcome. Fees for the board chair and member(s) will be at charged at cost. CHS will use best endeavours to minimise that cost.	£87.01
12. Advice on Civil Service Injury Benefit Scheme (CSIBS) applications.	Advising on potential CSIBS qualifying injuries, including whether there is a causal link between the specified injury and the nature of the applicant's duty (CSIBS rule 1.3). Issuing the appropriate CSIBS certificate. CHS will provide a written report to the employer on all injury benefit referrals, taking due regard of medical in confidence material.	£75.41 £29.80 (Charged in addition to the above service)

Table 1 CHS pricing structure		
Service	CHS's function	Fee
13. Assessment of impairment of earnings capacity where there is a qualifying injury.	Where a CSIBS qualifying injury has occurred, advising on the degree of impairment of earnings capacity (CSIBS rule 1.7). Issuing the appropriate CSIBS certificate.	£75.41
14. Ad hoc issues raised by employers/APACs relating to PCSPS/CSIBS provisions requiring professional medical consideration not otherwise covered by this schedule.	Providing advice or other support as appropriate.	£1,212.93 (daily rate) £727.76 (half day rate) £181.94 (hourly rate)
15. Medical retirement and other data as required by employers/APACs.	Other than as provided elsewhere in this contract to meet reasonable requests for information about the services undertaken by CHS, including analysis of type of referral and outcome in respect of cases referred by the employer/APAC making the request.	As agreed (by CHS HS and the employer / APAC on a case by case basis) Typically £75.42 per report
16. Inadequate referral - case referred without sufficient information to allow CHS to carry out requested service.	Providing report explaining why work could not be undertaken.	100% of the original referral fee
17. PCSPS Medical Examination (standard single)	Providing a medical examination by an occupational health physician and producing the associated report	£100.20
18. PCSPS Medical Examination (extended session for a complex case)	Providing a medical examination by an occupational health physician and producing the associated report	£200.40
19. Obtaining further medical evidence (does not include medical appeals, where such reports must be provided by the appellant).	Requesting appropriate medical information from GP/specialist, chasing reports as required under Schedule 3, making payments to third parties at cost.	Cost plus 15% admin fee
20. Medical Opinion.	Other than provided elsewhere in the contract, providing medical reports in response to customer requests.	£75.41

Table 1 CHS pricing structure		
Service	CHS's function	Fee
21.	This entry has been deleted	
22. Re-referral – Medical retirement.	The Contractor has returned the case to the employer after carrying out the chasing actions in the revised Schedule 3, charging the full appropriate fee. The case is re-referred with the all information now present. The Contractor provides advice/certificates as in Service 3 or 8 (this refers to the services outlined in this schedule).	£34.41 (75% of medical retirement product)
23. Re-referral – CSIBS.	The Contractor has returned the case to the employer after carrying out the chasing actions in the revised Schedule 3, charging the full appropriate fee. The case is re-referred with the all information now present. The Contractor provides advice/certificates as in Service 12 or 13 (this refers to the services outlined in this schedule).	£56.56 (75% of injury benefit product)
24. Third Party Reports.	Commissioning third part reports as required (does not include medical appeals, where such reports must be provided by the appellant).	Cost plus 15% admin fee
25. Non-attendance at pre-arranged face to face consultation.	Non-attendance without prior notifications.	100% of appointment charge
	Cancellation/reschedule of appointment with less than 24 hours notice.	90% of appointment charge
	Cancellation/reschedule of appointment with less than 72 hours notice.	50% of appointment charge
26. Domiciliary / home visits	In cases where the client is unable to physically attend an appointment due to medical / ill-health reasons	£1,212.93 (daily rate)
		£727.76 (half day rate)
		(181.94 hourly rate)

Table 1 CHS pricing structure		
Service	CHS's function	Fee
27. Training courses	Provision of general training for the employer, APAC, occupational health providers, etc workshops for HR Managers and OH providers (class sizes between 10-30 attendees)	£116.02 (for an individual place) £1,740.29 (for a bespoke event)
28. Injury benefit appeal	The Contractor's senior physician (or deputy) reviews all the evidence relating to the case determining whether initial decision not to support injury benefit application was correct. Issuing appropriate scheme certificate if appeal upheld.	£243.27
29. Internal dispute resolution	The Contractor's senior physician (or deputy) reviews all the evidence relating to the case providing advice as required.	£97.30 or £181.94 per hour for complex and time consuming cases.