Webex Agenda for Civil Service pension Scheme training

**Presented by Constance Kane-Dorling (HML)**

1. Introduction to HML
2. Confirmation of the core service delivery (Ill Health Retirement and Injury Benefit)” Target Operating Model Civil Service Pension Scheme”
3. Demo “How do I register”
4. Demo of IHR1 – P1 form (or screen shot pack) (including explanation of HMLO functionality) “IHR1-P1 Referral, Email Acknowledgments & HMLO Functionality”
5. Walk through of Case Status Explanation “Status Explanations”
6. Walk through of SFTP process map “Sending a Referral via HML Online and SFTP”
7. Transition of New Cases and Existing Cases
8. Demonstration of the approval queue system for MIC (optional) “Approval Queue Process PDF”
9. Invoicing of inflight cases